

Accreditation Council of
the Eurasian Centre for
Accreditation and Quality
Assurance in Education and Healthcare
July 04, 2024

**REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS OF THE
EVALUATION OF THE RSE ON THE REM “REPUBLICAN SCIENTIFIC
AND PRACTICAL CENTER OF MENTAL HEALTH” OF THE MINISTRY OF
HEALTH OF THE REPUBLIC OF KAZAKHSTAN FOR COMPLIANCE WITH
STANDARDS OF INSTITUTIONAL ACCREDITATION OF ADDITIONAL
AND NON-FORMAL EDUCATION ORGANIZATIONS (CONTINUOUS
PROFESSIONAL DEVELOPMENT)**

period of external expert evaluation: June 25-26, 2024

Almaty, 2024

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LIST OF SYMBOLS AND ABBREVIATIONS

Abbreviation	Designation
EEC	External Expert Commission
ECAQA	Eurasian Centre for Accreditation and Quality Assurance in Education and Healthcare
WFME	World Federation of Medical Education
MSHE RK	Ministry of Science and Higher Education of the Republic of Kazakhstan
MoH RK	Ministry of Health of the Republic of Kazakhstan
RK	Republic of Kazakhstan
RSPCMH	Republican Scientific and Practical Centre for Mental Health
MHC	Mental Health Center
WHO	World Health Organization
PS	Postgraduate studies
CPE	Continuing professional education
EP	Educational program
Academic staff	Academic staff
LSI	Laws and Statutory Instrument
TC	Typical curriculum
JSC	Joint stock company
PA	Public association
NGO	Non-governmental organizations
TBL	Team based learning (team training method)
CBL	Case based learning (training based on a clinical case)
IA	Institutional accreditation
KPI (efficiency)	Key performance indicators
AIS	Automated information system
CQAFES MSHE RK	Committee for Quality Assurance in the Field of Education and Science of the Ministry of Science and Higher Education of the Republic of Kazakhstan
STP	Scientific and technical project
DET	Distance educational technologies
ICT	Information and communication technologies
EMC	Educational and methodological council
AC	Academic Council

1. Composition of the External Expert Commission

In accordance with ECAQA Order No. 27 dated June 18, 2024, an External Expert Commission (hereinafter referred to as the EEC) was formed to conduct an external institutional evaluation of the RSE on the REM “Republican Scientific and Practical Centre for Mental Health” (hereinafter referred to as – RSPCMH) of the Ministry of Health of the Republic of Kazakhstan in the following composition:

No.	Status as part of the EEC	Full name	Academic degree/title, position, place of work/place of study, course, specialty
1	Chairman	Kamaliyev 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 EMO 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	Kuzmina Svetlana Valerievna	Doctor of Medical Sciences, Professor, Associate Professor of the Department of Psychiatry and Medical Psychology of the Federal State Budgetary Educational Institution of Higher Education "Kazan State Medical University" of the Ministry of Health of the Russian Federation, Kazan. She is a member of the Russian Society of Psychiatrists and ICOH (International Commission on Occupational Safety and Health).
3	Academic expert	Tugelbaeva Kyzylgul Alimovna	Head of the Department of Educational Programs at the RSE on the REM “Centre for Transfusiology” of the Ministry of Health of the Republic of Kazakhstan
4	Expert employer	Kaliova Maral Ashirapovna	General Manager of the LLP “International Centre for Professional Development “AIMED””, Astana
5	Expert student	Kaydaulov Mukhtar Kenzhebekovich	Master of Medical Sciences, Head of the Training Centre RSE on the REM "National Scientific Centre for Phthisiopulmonology of the Republic of Kazakhstan" of the Ministry of Health of the Republic of

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

The EEC report contains a description of the results and conclusion of an external evaluation of the RSE on the REM “Republican Scientific and Practical Centre for Mental Health” of the Ministry of Health of the Republic of Kazakhstan for compliance with the Standards of institutional accreditation of organizations of additional and non-formal education (continuous professional development) (hereinafter referred to as the Accreditation Standards), recommendations of the EEC for improving core activities and recommendations to the ECAQA Accreditation Council.

2. General part of the final report

2.1 Presentation of the RSE on the REM “Republican Scientific and Practical Centre for Mental Health” of the Ministry of Health of the Republic of Kazakhstan

Name of organization, legal form of ownership, BIN	<i>"RSE on the REM "Republican Scientific and Practical Centre for Mental Health" of the Ministry of Health of the Republic of Kazakhstan"</i> <i>State, BIN 170340019371</i>
Government	<i>Supervisory Board, General Director</i>
Full name of the first manager	<i>General Director is Altynbekov Kuanysh Sagatovich</i>
Creation date	<i>1896</i>
Location and contact details	<i>Legal address/actual address: "050022, Almaty, st. Amangeldy, 88"</i> <i>Phone: 8 (727) 272-58 39, 272-48-32</i>
State license for educational activities - date, number (if applicable)	<i>Not applicable</i> <i>(not an educational organization)</i>
Information about branches, subsidiaries (if any)	<i>Branch of the RSPCMH at the address: Pavlodar, st. N. Nazarbayev, 200.</i>
Year of commencement of the implementation of additional and non-formal education programs , total number of programs and number of students trained	<i>Start year: 2017</i> <i>The total number of additional education programs is 15, with a volume of 1200 hours.</i> <i>Total number of non-formal education programs - 2 hours - 120</i> <i>Total number of students trained – 9125 (2019 – 4103, 2020 – 1657, 2021 – 1658, 2022 – 818, 2023 – 979)</i>
Number of listeners this year	<i>255</i>
Full-time teachers/ part-time workers involved in the implementation of additional education programs, incl. % sedate	<i>The total number of teachers is 19, including full-time teachers, no part-time teachers on civil legal nature terms - 19.</i> <i>Sedateness,% - 37</i> <i>Categorization, % - 100</i>
Availability of a unit responsible for the educational process in additional and non-formal education	<i>Name: Department of Scientific Management and Education</i> <i>Year of creation: 2017 August 14 order No. 168</i> <i>Head: Abetova Aigulim Abdurasulovna, Candidate of Medical Sciences; psychiatris for adult, children; psychiatrist of the highest qualification category; healthcare management 1st qualification category.</i>

Number of scientific projects over 5 years	8
Number of international treaties over 5 years	8
Website Instagram Facebook with active pages	https://mentalcenter.kz https://youtube.com/channel/UCmLAWW6XGKg7jCApJocaTmQ http://mentalcenter.kz/ Instagram https://www.facebook.com/rspckz Facebook
Information about accreditation as a medical organization (date, number, period)	<i>Almaty, st. Amangeldy, 88: Certificate of accreditation Registration No. KZ33VEG00011617 dated 10/12/2021 Pavlodar, st. N. Nazarbayeva, 200: Certificate of accreditation Registration No. KZ33VEG00011617 dated 10/12/2021</i>

Strengths of the RSE on the REM “Republican Scientific and Practical Centre for Mental Health” of the Ministry of Health of the Republic of Kazakhstan and achievements over 5 years:

RSPCMH is the largest centre of scientific and practical activity of the republic, providing scientific, methodological, educational, organizational and specialized medical assistance to the population of the republic.

The dynamics of the overall rating score has a positive trend. Thus, for 2021 the rating coefficient was 0.09; for 2022 – 1.35; for 2023 – 4.28. According to the results of 2023, the Republican Scientific and Practical Centre for Mental Health and its branch took 5-6th place among 16 clinical research centres.

RSPCMH takes an active part in the implementation of international projects in the field of mental health with WHO, UNODC, CADAP7, the Global Fund to Fight AIDS, Tuberculosis and Malaria, on improving the provision of care to people with mental health problems, including those due to the use of psychoactive substances.

RSPCMH participates in the implementation of the Comprehensive Plan for Combating Drug Addiction and Drug Business in the Republic of Kazakhstan for 2023-2025 in terms of improving the system of prevention, treatment of drug addiction and developing a rehabilitation system for drug addicts.

The Republican Scientific and Practical Centre for Mental Health works closely together to protect mental health with youth health centres, in particular, to prevent suicide, gambling addiction, substance use, and domestic violence.

The material and technical equipment of the RSPCMH with medical equipment and office equipment fully meets the requirements of licensed types of medical activities and staffing standards. The clinical block with 300 beds is used as its own base for the scientific and educational activities of the centre.

There are cooperation agreements with universities (Kazakh National Medical University named after S.D. Asfendiyarov; Semey Medical University; Kazakh-Russian Medical University, KRMU Higher School of Public Health), with which there is an agreement on the use of the Republican Scientific and Practical Centre of Public Health as a base and provision of advisory assistance to faculty.

RSPCMH is the organizer of regular informal events, in particular international scientific and practical conferences, scientific and practical conferences at the republican, regional and regional levels. The centre implements 15 educational programs of additional and non-formal education on an ongoing basis, which are updated annually, and new training programs are developed at the request of medical, military, pedagogical and other organizations (the Ministry of Emergency Situations, the

Ministry of Education and Science, the Military Engineering Institute of Radio Electronics and communications, etc.). There are new educational programs that reflect the world's advanced technologies recommended by WHO.

2.2 Information about previous accreditation

RSPCMH and its branch have full institutional accreditation for the period from July 26, 2019 to July 25, 2024 (Accreditation Certificate, Registration number: No. IA00018 dated July 26, 2019, Eurasian Accreditation Center). <https://mentalcenter.kz>

2.3 Brief description of the report on the institutional self-assessment of the RSE on the REM “Republican Scientific and Practical Centre for Mental Health” of the Ministry of Health of the Republic of Kazakhstan for compliance with the Standards of institutional accreditation of organizations of additional and non-formal (CPD) education and conclusions

The report on the institutional self-assessment of the RSE on the REM “Republican Scientific and Practical Centre for Mental Health” of the Ministry of Health of the Republic of Kazakhstan” (hereinafter referred to as the report) is presented on 72 pages of main text, appendices on 27 pages, copies or electronic versions of documents located at the link <https://mentalcenter.kz> and Google drive.

The report is characterized by the completeness of the answers to all 9 main accreditation standards and criteria, structured taking into account the recommendations of the Guidelines for self-assessment of medical educational institutions of ECAQA, provided by the RSE on the REM "Republican Scientific and Practical Centre for Mental Health" of the Ministry of Health of the Republic of Kazakhstan by the accreditation centre - ECAQA, as well as internal unity of information. Attached to the report is a covering letter signed by General Director Altynbekov Kuanysh Sagatovich, who confirms the accuracy of the quantitative information and information included in the self-assessment report.

The report contains a list of 6 members of the internal self-assessment commission, indicating the responsibility of each employee, information about the representative of the organization responsible for conducting institutional self-assessment - Abetova Aigulim Abdurasulovna, Candidate of Medical Sciences; psychiatrist for adult, children; psychiatrist of the highest qualification category; healthcare management 1st qualification category, head of the department of scientific management and education.

Institutional self-assessment of the RSE on the REM “Republican Scientific and Practical Centre for Mental Health” of the Ministry of Health of the Republic of Kazakhstan was carried out on the basis of Order No. 104 dated April 29, 2024 “On approval of the composition of the internal commission for self-assessment according to the criteria of institutional accreditation of the organization for compliance with the Standards of institutional accreditation of the organizations of additional and informal education”

All standards contain the actual practice of the RSPCMH for training students in 15 additional and 2 non-formal education programs. The description in the self-assessment report is quite complete and updated in terms of the number of students, teachers, administration, information about selection and admission, learning outcomes, results of evaluation of knowledge and skills. It includes information about its own material and technical base with a total area of 12309.4 m² (6,753.40 m² in Almaty and 5,561.0 m² in Pavlodar), the number of beds -300 (170 in Almaty and 130 in Pavlodar), contractual obligations with partners (universities, associations, bases), financial information, plans for development and improvement, etc.

The report is presented to ECAQA in complete form, with data adjusted according to the above recommendations, written in competent language, the wording for each standard is clear and understandable and described in accordance with the criteria of the standards, tables and figures (diagrams, photographs) contain links in the text and are continuously numbered.

The quality of the institutional self-assessment report served as the basis for moving to the next stage of the accreditation procedure - 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. carrying out verification of quantitative and qualitative indicators.

3. Description of external expert evaluation

External expert work within the framework of the institutional evaluation of the RSPCMH was organized in accordance with the Guidelines for Conducting External Evaluation of Educational Organizations and Educational Programs in ECAQA and according to the visit program.

Dates of visit to the organization: June 25-26, 2024.

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

The expert commission requested information about the previous accreditation of the educational program and recommendations made in 2019. Experts analysed their implementation and came to the conclusion that the recommendations have been implemented.

The sequence of the visit of the external expert commission (EEC) is presented in detail in the Visit Program to the RSPCMH.

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

- interviews with management and administrative employees – 3 people;
- meeting with listeners – 3 people;
- studying the website <https://mentalcenter.kz>;
- interviewing 2 employees, 2 teachers;
- survey of teachers and students – 15 and 99, respectively;
- observation of the training of students could not be carried out due to practical classes and lectures;
- review of resources in the context of meeting accreditation standards: visited the own base of practice/clinical engagement of the RSE on the REM “Republican Scientific and Practical Centre for Mental Health” of the Ministry of Health of the Republic of Kazakhstan,” where training is provided in 15 educational programs of additional education and 2 programs of non-formal education with participation 19 part-time teachers;
- study of educational and methodological documents in the amount of 72 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 RSPCMH team ensured the presence of all persons indicated in the visit program and according to the lists of interview sites (Table1).

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

№	Position	Quantity
1	Director	2
2	An employer specialist in organizing employee training	1
3	Employees involved in training students	2
4	Students of CPD programs	3
5	Online interviews with international partners	1
6	Online interviews with country partners	1
7	Online interview with branch employees	2

On the last day of the visit to the organization, a meeting of EEC members was held based on the results of the external evaluation. Members of the EEC began drafting the final report of the EEC. Generalizations of the results of the external evaluation are made. The experts individually completed the “Institutional Quality Profile and Criteria for External Evaluation of the RSPCMH for Compliance with the ECAQA Accreditation Standards.” No comments were made by the EEC members. Recommendations for improvement for the RSPCMH were discussed and Chairman Maksut Adilkhanovich Kamaliev held a final open vote on the recommendations for the ECAQA Accreditation Council for the accreditation period.

While conducting a survey of students, the question of what exactly is the most important tool of the External Expert Commission on the quality of the educational program was answered - 38.4%, interviews with teachers, 33.3% with management, interviews with students - 30.3; 85.9% of students are confident in the acquired necessary knowledge in their chosen specialty at the RSPCMH.

According to 80% of teachers, the survey conducted by ECAQA is useful for developing recommendations for improving key areas of activity of an accredited educational organization.

At the end of the visit, the chairman of the EEC announced recommendations based on the results of the external evaluation as part of institutional accreditation to the management and employees of the educational organization.

3. Analysis of compliance with accreditation standards based on the results of an external evaluation of the RSE on the REM “Republican Scientific and Practical Centre for Mental Health” of the Ministry of Health of the Republic of Kazakhstan

Standard 1: MISSION AND OUTCOMES

1.1 Mission

The mission of the RSPCMH is defined as strengthening the mental health of citizens of the Republic through the effective implementation of state policies and measures aimed at prevention, diagnosis, treatment, rehabilitation, improving the quality and accessibility of psychiatric and drug addiction care in accordance with international standards.

The vision of the RSPCMH is formulated as a leading scientific centre in the field of mental health in the Central Asian region, with exemplary infrastructure and integration of scientific, clinical and educational practice.

The mission and vision of the RSPCMH were developed in accordance with the ongoing transformations in the republic in the field of mental health care and are fully consistent with LSI and strategic objectives and were approved at a meeting of the Supervisory Board (Minutes No. 1 of 10/03/2017).

The mission and vision are consistent with the Code of the Republic of Kazakhstan “On the health of the people and the healthcare system” dated July 7, 2020, as well as the Order of the Minister of Health of the Republic of Kazakhstan dated November 30, 2020 No. RK MOH -224/2020 “On approval of the standard for organizing the provision of medical and social assistance in the field of mental health to the population of the Republic of Kazakhstan.”

The mission and management are included in the Strategic Plan of the RSPCMH for 2022-2026 approved by the decision of the Supervisory Board dated December 20, 2021, protocol No. 8.

The mission and vision of the RSPCMH are available for review by employees, students and other interested parties by posting it on the organization’s website <https://mentalcenter.kz/>, as well as at a stand in the main building and training room. Each employee of the team is familiarized with the Mission at production meetings.

The mission of the Republican Scientific and Practical Centre for Mental Health is highlighted at regular international conferences organized by the centre, and in the chat of mental health service leaders.

All structural divisions took part in the development of the mission of the RSPCMH. The mission reflects the final result, which is achieved through educational and health awareness activities, active promotion of scientific and social projects and the involvement of various groups of stakeholders (doctors, nursing staff, academics, non-medical workers, etc.) in their participation.

The emphasis of the Mission is made on the strengthening mental health. The key theme of the mission is the effective implementation of state policy to improve psychiatric and drug treatment in accordance with international standards.

While developing the Mission, the following problems of public health in the mental sphere were taken into account, as well as the needs of the practical healthcare system, which should include prevention, diagnosis, treatment, and rehabilitation of mental disorders.

Experts are familiar with the Strategic Development Plan for the period 2022-2026; on its basis, an annual (operational) plan is drawn up annually. Experts got acquainted with the operational plans for 2022, 2023, and 2024.

The RSPCMH demonstrates its social responsibility by agreeing with the Ministry of Health of the Republic of Kazakhstan on a Strategic Plan, which includes 2 main directions:

1. Formation of effective and accessible mental health services;
2. Organization of activities of the RSPCMH on the basis of international standards.

The development of the Strategic Plan was carried out in accordance with the current LSI of the Republic of Kazakhstan and is aimed at developing and improving mental health services and providing medical and social assistance to persons with mental and behavioural disorders.

The mission and strategic goal takes into account national priorities in continuous professional development.

RSPCMH takes an active part in the implementation of international projects of WHO, UNODC, CADAP7, the Global Fund to Fight AIDS, Tuberculosis and Malaria, on improving the provision of care to people with PPR, including due to the use of psychoactive substances.

RSPCMH takes an active part in the implementation of the Comprehensive Plan for Combating Drug Addiction and Drug Business in the Republic of Kazakhstan for 2023-2025 in terms of improving the system of prevention, treatment of drug addiction and developing a rehabilitation system for drug addicts

As part of the development of human resources, it is planned to annually increase funds for training employees, training teachers in the regions, and conducting surveys of consumers of medical services. It is also expected to commercialize research activities and increase the number of memorandums with foreign centres. These activities will lead to stability in personnel and an increase in the potential of scientific resources to achieve the goals and objectives.

Master trainers have been trained for individual courses in all regions of the republic.

The RSPCMH has created conditions for the continuous professional development of employees who participate in all educational events of the centre, including international conferences, WHO training courses and have the opportunity to receive additional education. Employees participate in scientific and technical programs, clinical and epidemiological studies implemented by the centre. RSPCMH systematically collects and analyses information about the main areas of its activities and draws up the results in the form of reports. The general director is responsible for this.

The identified problems in planning, according to the SWOT analysis, are the low level of motivation of psychiatrists; insufficient social protection of scientific and practical personnel of mental health organizations; lack of conditions for organizing social and labour rehabilitation of patients; unsatisfactory material base of the Centre (accommodation in atypical buildings (built in the 50s-70s). To solve the problems, it is planned to expand the list of diagnostic, treatment and educational services; commercialization of scientific developments; diversification of medical services; attraction of local doctors to work within the framework of extra-budgetary funding, etc.

The strategic development plan is accompanied by financial support. Thus, the Center's revenue in 2023 amounted to (thousand tenge)

Name of indicators	for 2023
Income received from the provision of medical services under the budget program within the framework of the guaranteed volume of free medical care (GVFMC)	1 687 952
UNICEF. WHO Country Office	57 053
Paid services (medical)	51 297
Paid services (training)	28 196
Paid services (clinical trials and research)	2 421
Sponsor support from "Johnson & Johnson" LLC in the Republic of Kazakhstan	-
Grant from the Global Fund (RSE on the REM "Kazakh Scientific Centre of Dermatology and Infectious Diseases" of the Ministry of Health of the Republic of Kazakhstan)	48 395
Income received from utility reimbursement	-
NJSC "Kazakh National Medical University named after S.D. Asfendiyarov"	8 088
Total:	1 883 402

During the visit to the departments, experts noted the strengths of the RSPCMH, including: 1. More than a century-old history of the Centre with established academic traditions and republican status. 2. The presence of high clinical, scientific, organizational and methodological potential in the field of mental health. 3. Integration of research, treatment, diagnostic and educational processes. 4. Well-established partnerships with international organizations, 5. Close cooperation with regional authorities and medical organizations on the provision of mental health care. 6. Availability of opportunities for professional and scientific growth of the Centre's employees. 7. Availability of access to international databases (Science Direct, Elsevier). 8. A wide range of medical services available for patients with mental disorders. 9. Accommodation in the Centre of departments of 2 medical universities (KazNMU, KRMU)

The RSPCMH has departments that are directly related to the organization of training for students - the Department of Scientific Management and Education.

The results of studying the documentation demonstrate that the mission of the organization is formulated correctly, and the educational process is structured in accordance with the current LSI in the field of additional education and healthcare.

1.2 Professionalism and professional autonomy

With regard to additional and non-formal education, the Charter of the RSPCMH defines the following: organization, preparation of training programs and conduct of CDP courses, retraining of personnel, seminars, master classes in the field of psychiatry, psychotherapy, narcology, sexopathology, psychology, suicidology and other issues related to the field of mental health <https://files.medelement.com/uploads/co/92401378980547/documents/b8b26935c1d7b8f8d8f2917b5dff9790.pdf>

Proof that the educational programs and activities of the RSPCMH are aimed at achieving the goal of increasing the professional and personal development of students is that the training programs implemented at the RSPCMH are developed in accordance with the Regulations on the approval of the procedure and implementation of educational activities of the RSPCMH, approved by order of the General Director No. 23 of January 24, 2023

While drawing up educational programs, we used the Recommendations for the organization and implementation of educational programs of additional education in the field of healthcare "(methodological recommendations)", approved by the National Scientific Centre for Health Development named after S. Kairbekova of the Ministry of Health of the Republic of Kazakhstan (scientific and medical examination conclusion No. 286 dated September 10, 2021) ; Working

instructions for the development of an educational and methodological complex of disciplines at the NJSC "Astana Medical University", RI-MUA-68-21 dated 01/13/2022.

Educational programs of the RSPCMH are aimed at improving the professional level of healthcare professionals. The learning process is inextricably linked with practical skills, which leads to increased professionalism, enhancing their potential.

The goals of the educational activities of the RSPCMH are:

- training of specialists within the framework of the main specialty (deepening professional knowledge, skills and abilities);
- training of specialists with related qualifications (formation of additional professional knowledge, skills and abilities) – related qualifications;
- training of specialists in various specialties with additional qualifications (expansion of professional knowledge, skills and abilities).

RSPCMH conducts training at the request of medical organizations and students; they have the opportunity to plan and choose educational programs.

Potential students can choose CDP programs by independently selecting from the planned cycles for 2024, approved by the General Director and presented on the website of the RSPCMH: <https://storages.medelement.com/uploads/co/92401378980547/documents/109f5b340731c6c42d832da4c590bf2d.pdf>

To verify **standard 1**, a meeting was held with the head of the organization - the General Director of the RSPCMH, K.S. Altynbekov. During the conversation, the experts asked the following questions: “How are educational activities organized in the RSPCMH? What are the goals and objectives of educational activities in the RSPCMH? During the answers, the general director of the organization confirmed that educational activities are regulated by internal regulations.

While conducting a survey of 99 students (on the resource <https://webanketa.com/>), out of 22 questions, a number were devoted to the quality of the educational process and the variety of training programs. It was found that 91.9% of students would recommend studying at this educational organization to their acquaintances, friends, and relatives. And 83.8% of respondents believe that managers and teachers are aware of the problems of students related to learning. To the question “Do you think this educational organization allows you to improve the necessary knowledge and skills in your specialty?”, 85.9% of students answered positively, 1.0% were not sure about this, 9.1% could not yet answer this question and 3.0% would like to believe it.

During a face-to-face conversation with students, a high evaluation of educational activities to improve the qualifications of specialists was received.

The 15 teachers surveyed (21 survey questions) also answered that 73.3% were satisfied with the organization of work and workplace in this educational organization, and 26.7% partially agreed with this statement. Experts determined that the organization has a healthy microclimate, since the manager is quite accessible to both students and employees, responds promptly to requests, and 60% are confident that managers systematically listen to the opinions of teachers. In the questionnaire, 80% of teachers are satisfied with the microclimate of the organization, in which ethics and subordination are observed, and 20% are partially satisfied. According to all respondents in the educational organization, a teacher has the opportunity to realize himself as a professional in his specialty, including 80% - fully. For your information, a total of 15 people responded (there are 18 teaching staff in total), with 46.7% having up to 5 years of teaching experience and 53.3% having up to 10 years of teaching experience.

1.3 Final learning outcomes

For each educational program (cycle, course), the final learning outcomes are determined, which are aimed at achieving the main goal of the psychiatrist’s activity, corresponding to the qualification characteristics established by the professional standard “Psychiatry (adult, child)”.

The final results of training programs take into account cognitive (assessment of the level of

knowledge), psychomotor (assessment of the level of physical skills, mastery and abilities), and affective (assessment of the level of emotional reactions, management in complex and unpredictable situations, relationships and communication skills), areas aimed at achieving learning goals. Curators of educational programs, when meeting the group, discuss compliance with the principles of ethics and professional behavior of students, ***however, ethical issues are not included in the training programs, and students do not focus on this (they are more engaged in professional training).***

Evaluation of the final learning results is carried out in the form of end-of course assessment. In certification cycle programs, the end-of-course assessment of students is carried out by an accredited organization. The first stage is the evaluation of knowledge in the declared specialty through automated computer testing using test questions. The second stage is the evaluation of skills by demonstrating the performance of skills, including the use of simulation technologies.

The end-of-course assessment of the results of students of CDP courses is carried out by an examiner, the results are discussed in a meeting of the curator with the group. The reasons are determined and measures are taken to improve the quality of final control questions and the topics of educational programs.

The learning outcomes are tailored to the trainee's ongoing professional activities and commitment to lifelong learning. The final learning outcomes are related to the existing and emerging needs of society. ***While meeting with students from previous years, experts were unable to confirm their participation in formulating the final learning outcomes and taking into account current practical needs for skill development. This fact is also not reflected in the documents of the accredited organization.***

The surveyed teachers responded that 26.7% were completely satisfied with the level of students' prior training, 66.7% were partially satisfied, and 6.7% were partially dissatisfied.

Experts have established a clear continuity between the final results of previous training and the continuous professional development programs offered in the accredited educational organization. The organization implements 15 educational programs of additional and informal education for doctors and paramedical workers (<https://storages.medelement.com/uploads/co/92401378980547/documents/24a100ca3bbc8fbf12c9121f2fc83610.pdf>). Information about the number and variety of programs is carried out through the organization's website.

85.9% of respondents firmly believe that training in this organization allows them to acquire the necessary knowledge and skills in their specialty.

1.4 Participation in the formulation of the mission and final results

The administration, structural divisions, and the Association of Specialists Working in the Mental Health Service took part in the development of the mission of the RSPCMH, which is confirmed in Minutes No. 1 of October 3, 2017, of the meeting of the Supervisory Board. This mission was updated in the Strategic Plan of the RSPCMH for 2022-2026 approved by the decision of the Supervisory Board dated December 20, 2021, protocol No. 8. Representatives of the authorized bodies were informed about the mission.

At the same time, while talking with employees, listeners, experts, a clear answer was not received to the question "Do you participate in the formulation of the mission and goals of the organization?", and the answers were approximately the following: "Yes, we participated," without indicating specifics and personal contribution in formulating the mission and final results. ***Most likely, the answers were formal, and the listeners did not participate in this. At the same time, the center's employees also could not confirm with certainty that they participated in the formulation of the mission and strategic goals.***

Conclusions of the EEC on the criteria. Compliant out of 9 standards: fully – 8, partially – 1, do not comply – 0.

Recommendations for improvement:

- 1) The final results of the training must be agreed upon with all stakeholders, including students.

Standard 2: EDUCATIONAL PROGRAMMES

2.1 Model

1. Training is organized in such a way that it takes into account the needs of practical healthcare. In total, 15 educational programs of additional and non-formal education are being implemented. In total, there are 15 advanced training programs, 2 non-formal education programs with the number of hours up to 60. Since 2020, all programs have been updated, which include the following topics: 1. Issues of prevention, diagnosis and treatment of borderline mental disorders of mild and moderate severity; 2. Issues of early detection of signs of the autism spectrum. Diagnostic screening 3. Implementation of the MHGAP (Mental Health Gap Action Program) guidelines for providing care in connection with mental and neurological disorders, as well as disorders associated with the use of substances in primary health care organizations. 4. Universal program for the treatment of disorders caused by substance use. 5. Medical and social rehabilitation of persons with mental, neurological disorders and disorders associated with the use of psychoactive substances. 6. Prevention of emotional burnout among medical workers in infectious diseases hospitals and primary health care organizations involved in providing care to patients with COVID-19. 7. Prevention of suicide among minors (diagnosis, management and treatment). 8. “Training a program for the prevention of suicidal behavior in minors.” 9. “Endogenous and exogenous mental disorders.” 10. Nursing in psychiatry and narcology - for medical specialists. 11. Prevention of suicide among minors (diagnosis, management and treatment) - for SMR. 12. Modern trends in the diagnosis of psychophysical development, incl. identification and diagnosis of autism – for SMR. 13. “Training in a program for the prevention of suicidal behaviour in minors” – for small-scale workers. 14. Diagnosis and prevention of borderline mental disorders of mild and moderate severity, the basics of conflictology - for construction work. 15. Prevention of emotional burnout among medical workers in infectious diseases hospitals and primary health care organizations involved in providing care to patients with COVID-19 - for medical assistance.

They take into account the wishes of individual listeners, namely, employers from practical healthcare, the Ministry of Health of the Republic of Kazakhstan.

RSPCMH offers various forms of training. There is full-time, remote and hybrid to enable students to study without interruption from their main place of work. To do this, the student indicates in the application the preferred form of training.

CDP programs have a defined goal that reflects the integration of practical and theoretical components. The ratio in hours is: 35% theoretical, 35% practical. Self-study takes up 30% of the total number of hours. Students within the framework of the IWS study the literature proposed by the teacher, prepare presentations and projects on a given topic, develop and solve situational problems and test tasks. The experts reviewed the following documents: Syllabuses, a package of documents on training programs for additional and informal education in the amount of 15.

Aspects of medical ethics/bioethics are identified and mentioned in program annotations, but are not included in the training programs.

Experts found confirmation that the training is carried out in accordance with the current policy of the state, namely, the Code on Health and Healthcare of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan on Education, the order of the Order of the Minister of Health of the Republic of Kazakhstan dated December 21, 2020 No. RK MOH-303/2020 " On approval of the rules for additional and non-formal education of healthcare professionals, qualification requirements for organizations implementing educational programs for additional and non-formal education in the field of healthcare, as well as rules for recognizing learning results obtained by healthcare professionals through additional and non-formal education” and by order of the Minister of Health of the Republic of Kazakhstan dated December 21, 2020 No. RK MOH -305/2020 “On approval of the nomenclature

of specialties and specializations in the field of healthcare, nomenclature and qualification characteristics of positions of healthcare workers.”

RSPCMH works closely with professional associations: Association of Specialists Working in the Field of Mental Health. This cooperation makes it possible to receive both feedback from representatives of practical healthcare and science, and to invite members of the association to conduct professional development cycles.

Continuous professional development activities are officially recognized, since the RSPCMH has institutional accreditation dated July 26, 2019 (Accreditation Certificate Registration number: No. IA00018 dated July 26, 2019), which expires July 25, 2024.

The structure of the educational program meets the requirements of: Recommendations for the organization and implementation of educational programs of additional education in the field of healthcare from 2021, approved by the RSE on the REM "National Scientific Centre for Health Development named after Salidat Kairbekova" of the Ministry of Health of the Republic of Kazakhstan (IME conclusion No. 286 dated 09.10.2021).

The organization complies with the Code of Ethics, the provisions of which are regulated by the order of the Minister of Health of the Republic of Kazakhstan dated December 23, 2020 No. RK MOH -319/2020 “On approval of the Code of Honour of medical and pharmaceutical workers of the Republic of Kazakhstan.” Listeners can familiarize themselves with the code of business ethics on the RSPCMH website. During the entire period of educational activity there were no precedents for violation of ethics.

The interaction of students and teachers with colleagues is carried out through educational and professional social networks, for example: the official website with news and educational information, WhatsApp chats have been created with the heads of departments of medical universities of the Republic of Kazakhstan, heads of departments, first managers of the mental health service, students of each group of courses, telegrams channel, website VKontakte, Instagram channel, facebook. The RSPCMH has introduced its own information program Medelement, Google classroom.

Discussing in an interview with graduates of educational programs (“Endogenous and exogenous mental disorders” from 04/10/2023 to 04/22/2023, listeners - Gonchar Artur Arturovich, Ibrahim Makhabbat Ibrahimkyzy; “Basics of conducting a medical examination to establish the fact of use of a psychoactive substance and state of intoxication » from 10/02/2023 to 10/07/2023, student - Abdullaev Nuritdin Salaidinovich) experts received convincing data that the training was carried out according to plan, before the start of the lesson, the students answered the entrance tests, received feedback from the teacher, had and have at the end of the training opportunity to improve skills. The organization ensures compliance with ethical aspects in the implementation of educational programs, since experts have studied the code of business ethics (approved by the Order of the General Director of the RSE on the REM “RSPCMH” of the Ministry of Health of the Republic of Kazakhstan No. 193 dated October 30, 2020).

An analysis of educational activities showed that the scientific basis and all the achievements of science in the advising disciplines were taken into account, additions were made to the bibliography of EMCD and syllabuses, and teachers use them in the classroom.

The procedure for informing students about their rights and responsibilities is reflected in the Syllabuses for each educational program. The RSPCMH has an official website with news and educational information. EP PC, the examination report and the minutes of discussion are posted at the link <https://cloud.mail.ru/stock/xmLVjQf112NmYazNY1TbtkWf> и <https://cloud.mail.ru/stock/xmLVjQf112NmYazNY1TbtkWf>

Additional education (continuous professional development) is the main component of the process of continuous improvement of the knowledge and skills of mid-level and post-secondary health care professionals. This approach is consistent with international principles of professional development and the European Higher Education Area (**ESG 1.2**). At the same time, the organization does not have an anti-plagiarism system.

2.2 Scientific method

Educational programs are developed based on the principles of scientific methodology, evidence-based practice and experience. The educational programs include the scientific foundations and methodology of medical research (the discipline of Psychiatry and Narcology topic Endogenous and exogenous mental disorders, number of hours 120), including clinical research and clinical epidemiology (number of hours 11). While talking with students, the experts learned that they use scientific data in their training and know the basics of evidence-based medicine.

Students have access to updated scientific and clinical data, since the educational organization has bibliographic lists in the structure of educational programs and syllabuses, and on the organization's website. There is a library in the RSPCMH with a book area of 32 square meters. There is a reading room where course participants can study, with a total number of seats 10. The total number of available copies is 1902, of which medical books (psychiatry-narcology) are 968; medical journals 503 (of which 52 are in Kazakh), abstracts – 73. During advanced training cycles, students are provided with a list of references and links to websites. Educational materials are also available on the Google classroom drive. A cooperation agreement was concluded with the NJSC “Republican Scientific and Technical Library Foundation”, at cbir@rntb.kz dated 01/12/2024. Classrooms are equipped with access to cable Internet. Listeners can access literary sources posted in electronic resources through their smartphones. The use of your own computer equipment (laptops, smartphones, tablets) in organizing training and preparing presentations is permitted after obtaining preliminary permission from the management of the organization. After this, listeners can receive an Internet password. In this regard, there is no shortage of informatization of the learning process at this time. Access to scientific results is organized, since research is carried out on 7 scientific projects at the RSPCMH, and students can apply the acquired knowledge and skills in the process of their activities. Patients are provided with free access to practical experience, as they have their own clinical base in Almaty (with 170 beds), a branch in Pavlodar (with 130 beds) and in the village of Michurino, Pavlodar region.

While surveying students, it was found that the educational organization has access to students' participation in research work and 90% of people are completely satisfied with this, 10% are partially satisfied, and 0% are dissatisfied.

At the same time, there is no update in educational programs that includes modern scientific achievements. During the meeting with all participants in the educational process, no clear answer was received regarding the inclusion of the basics of evidence-based medicine in the training programs, although the employees themselves are the developers of clinical punctures.

2.3 Content of additional and non-formal education programs and their relationship with the provision of medical care

There are documents containing requirements for the structure and content of educational programs, including “Recommendations for the organization and implementation of educational programs of additional education in the field of health care from 2021”, approved by the RSE at the RME “National Scientific Centre for Health Development named after Salidat Kairbekova” of the Ministry of Health of the Republic of Kazakhstan (IME conclusion No. 286 dated September 10, 2021). Responsibility for the selection and implementation of innovations in the educational process lies with the General Director of the RSPCMH and the head of the department of scientific management and education, in accordance with the Regulations on the Department of Scientific Management and Education, approved by Order of the General Director of the RSPCMH No. 158 dated September 20, 2023 (Annex 20) and the job description Head of the Department of Scientific Management and Education dated 04/06/2021 (Annex No. 16)

The content of the work programs reflects the needs of the healthcare system, including within the framework of the tripartite order of the Ministry of Health of the Republic of Kazakhstan, the

Ministry of Education and Science of the Republic of Kazakhstan, the Ministry of Internal Affairs of the Republic of Kazakhstan, a training program is being implemented on the prevention of suicide among minors, among healthcare and education specialists. In 2022, at the request of organizations, the program was reduced from 180 academic hours to 60 academic hours with preservation of the main modules; as part of the transfer of diagnosis and treatment of borderline disorders to the competence of GPs, training of primary health care specialists on the prevention, diagnosis and treatment of borderline mental disorders of mild and moderate severity, and the basics of conflict management is being implemented; As part of improving the quality of care for people with addictions, training is being implemented for specialists working in the field of treatment of substance abusers (the principles of the work of a multimodal team with an emphasis on the leading role of a social worker and addiction consultant, inclusion of the family as a system in the treatment and rehabilitation program).

In order to provide primary care specialists with communication skills with parents raising children with special needs (CST - Caregiver Skills Training) at the level of child development offices, rehabilitation centres, psychological and pedagogical correction offices, special educational institutions (kindergartens and schools) - the program was developed with support from WHO, together with the Scientific Research and Development Centre of the Ministry of Labour and Social Protection of the Republic of Kazakhstan and UNICEF; In order to provide PHC specialists with knowledge, skills and abilities in assessing the condition, treatment and follow-up of people with MNS disorders in accordance with the mhGAP guidelines, the program was developed with the support of WHO; The purpose of the training “General Principles of providing assistance to people with mental and neurological disorders and substance use disorders in humanitarian emergencies” is to acquire theoretical knowledge, professional skills and abilities necessary for specialists of non-specialized medical institutions in emergency situations - the program was developed with supported by UNICEF. The program provides a range of tools that facilitate the implementation of assistance in humanitarian emergencies and are useful for situation analysis, program planning, training, supervision and monitoring; In connection with the emerging need of organizations to maintain the emotional balance of employees, a program is being implemented to prevent emotional burnout among medical workers in infectious diseases hospitals and primary care organizations involved in providing care to patients with COVID-19, as well as the specifics of research work and scientific achievements of teachers. For the successful implementation of educational programs, the organization has resources for organizing the assessment of practical skills of students (solving CASES and practical clinical problems). However, there are difficulties in planning, developing and approving educational programs, including the lack of a competency-based approach and standard sets of assessment tools for each educational program.

Having studied the work programs, the experts came to the conclusion that they do not describe practical competencies distinguishing universal competencies, general professional competencies and professional competencies. There is no description of the professional roles that trainees can undertake after completing the training. Thus, students do not receive complete information about the capabilities of training programs.

Questionnaire: teachers provide students with methodological and didactic materials, additional literature to prepare for classes, with which 100% are completely satisfied, 0% are partially satisfied, 0% are not satisfied.

Students of advanced training programs are also provided with training platforms based on Google classroom, Google meet, Zoom. This platform makes it possible to track the student’s educational achievements.

The organization has its own clinical base in Almaty (with 170 beds), a branch in Pavlodar (with 130 beds) and in Michurino, Pavlodar region, and has also entered into agreements with medical organizations, including foreign ones (National Bureau for the Prevention of Drug Addiction (Warsaw, Poland); Institute of Psychiatry and Neurology (Warsaw, Poland); Agency for Research and Social Initiatives (Warsaw, Poland); Institute of Psychotherapy and Medical Psychology named after

B.D. Association of Cognitive Behavioural Psychotherapy (St. Petersburg, Russia)). Employees of the Republican Scientific and Practical Centre for Psychological Prevention visited clinics for the treatment of substance abusers in the cities of Germany (Berlin, University Psychiatric Clinic), Poland (Warsaw, Krakow, therapeutic community "Monar"), Greece (Thessaloniki, KETEA Centre for the Treatment of Addicted Persons). RSPCMH has agreements on international cooperation in the implementation of international projects of WHO, UNODC, CADAP7, the Global Fund to Fight AIDS, Tuberculosis and Malaria, on improving the provision of assistance to people with PPC, including due to the use of psychoactive substances, within the framework of which scientific research, clinical-epidemiological, practical and educational activities is carried out.

To the question of the questionnaire "Is there sufficient time for practical training (supervision of patients, etc.)", 90% of students responded with complete agreement, 10% partially agreed, 0% disagreed. At the same time, 100% of students claim that after completing classes the teacher provides feedback (listens to your opinion, conducts a mini-questionnaire, works on mistakes).

Practical training is provided in external multidisciplinary clinic settings, and staff coordinates training at these clinics to ensure that trainees are adequately trained in various aspects of the relevant medical field. For example, the development of a mental health manual for specialists in non-specialized medical institutions of the Republic of Kazakhstan. The manual was developed by a group of specialists - psychologists/psychiatrists based on adapted WHO materials on closing gaps in the field of mental health within the framework of a project by the Centre for Emergency Situations and Disaster Risk Reduction and the Children's Fund UN (UNICEF) in Kazakhstan "Development of unmanned aircraft for the purpose of preventing and eliminating the consequences of emergency situations with a focus on vulnerable groups of the population"; Interdepartmental scientific research on the topic "Current problems of assessing the level of drug use in Kazakhstan", organized by the Academy of Law Enforcement Agencies under the General Prosecutor's Office of the Republic of Kazakhstan; Participation in the preparation and operation of the website for psychological assistance to key populations <https://key-help.mentalcenter.kz>, June 2020.

The students surveyed are fully satisfied with the schedule of training sessions (100%).

Management of the educational process, reflected in the self-assessment report (**Standard 2**) and general approaches to management were confirmed during a visit to the department of scientific management and education and conversations with the manager and employees. At the same time, verification of **standard 2** showed that the development of a competency-based approach and a block of assessment tools is required.

The experts got acquainted with the work of the departments, held meetings and interviews, including with the General Director of the RSPCMH, K.S. Altynbekov, the head of the Department of Scientific Management and Education, A.A. Abetova, employees of the clinical departments, the library, and got acquainted with the classrooms and the library. Interviews were conducted with 3 students and graduates of additional and non-formal education programs, with 2 teachers, with employees of the branches of the RSPCMH (Pavlodar, Astana, Shymkent), with 3 Kazakhstani partners of the RSPCMH for the Implementation of CPD programs and with heads of medical organizations whose employees have trained or are planning to study in RSPCMH, with 2 international partners of RSPCMH for the implementation of scientific development programs (WHO and UNICEF).

A total of 19 meetings were held and during cross-interviews it was established that the implementation, content, and approaches to conducting training are consistent and have no discrepancies in the opinion of all interviewed participants.

During the conversation with the listeners, the experts saw that the organization promotes the development and improvement of the practical competencies of health care specialists of various educational levels (nursing staff, psychologists, doctors of various professional categories and levels), including when working at clinical sites and during internships, in simulation equipment. At the same time, students deepen their theoretical knowledge and develop communication skills.

Thus, during a conversation with the management of the organization, experts received information about clinical sites, and teachers confirmed that the training of students is carried out directly in the parent organization and branches of the RSPCMH.

Of the 30 students surveyed, 100% responded that teachers use active and interactive teaching methods in the classroom quite often, 0% believed that they rarely or sometimes. When visiting an educational organization, experts identified problems in introducing new teaching methods, including in the implementation of training and the formation of doctor roles.

Conclusions of the EEC on the criteria. Compliant out of 13 standards: fully - 6 partially - 6, do not comply - 1 (Standard improvement).

Recommendations for improvement:

- 1) To ensure timely completion of the log to familiarize students with safety precautions at clinical sites;
- 2) All educational programs must include commitments to comply with ethical aspects, in accordance with the code of ethics;
- 3) In the content of educational programs, it is recommended to pay more attention to the latest scientific data and principles of evidence-based medicine;
- 4) In educational programs it is necessary to develop and describe practical competencies in accordance with the professional standard (competency-based approach with the allocation of UC - universal competencies, GPC - general professional competencies and PC - professional competencies with the designation of indicators of their achievements);
- 5) It is recommended to develop and prescribe professional roles in educational programs

Standard 3: ASSESSMENT OF STUDENTS' COMPETENCIES AND DOCUMENTATION

3.1 Assessment methods

The study of control and measurement tools (basic and final tests, situational tasks, practical post-tasks, analysis of clinical cases, assessment of the quality of medical documentation (outpatient follow-up card, inpatient medical record, examination report, etc.) showed that in the organization an assessment policy has been introduced and developed to allow for a comprehensive assessment of the educational achievements of students. During the interviews, listeners talked about forms of assessment, for example, testing, analysis of clinical cases, medical documentation and that they were satisfied with everything. If necessary, they can receive feedback from teachers. A system for appealing assessment results has been developed. During the period of operation of the educational organization, there were no appeals.

So, to verify the data of **standard 3**, the experts asked questions to the head of the department of scientific management of education Aigulim Abdurasulovna Abetova and checked the documents and methods, according to the assessment of the listeners. The organization has basic and final tests developed for each program, situational tasks, practical post-tasks, clinical tasks. The organization has basic and final tests developed for each of the 15 educational programs (100 questions each), situational tasks (30 each), practical post-tasks (in the amount of 30), clinical cases in the amount of 30, which were compiled by the staff of ONMiO and teaching staff, and approved at a meeting of the methodological council (minutes of meeting No. 7 of September 13, 2023). Monitoring and measuring instruments were reviewed by Raspopova N.I., Doctor of Medical Sciences, and Associate Professor of the Department of Psychiatry and Narcology of the National Educational Institution “Kazakhstan-Russian Medical University”. The head of the department of scientific management of education responded that additions and updates to the CIS are planned to be made at the end of August 2024.

Questionnaires have been compiled for students to assess the effectiveness of CDP cycles.

During a visit to the organization and during an interview with a specialist from the department of scientific management and education of the RSPCMH, Kulamanova Govher Kenesovna, the

commission was convinced that there is a documentation system that is transparent and accessible to all teachers and staff, and includes documents such as annual operating plans, annual reports, regulations of departments, agreements with teachers and students, orders for enrolment in training and educational and methodological documentation (work program, working curricula, syllabuses, registers for issuing certificates), assessment tools (checklists, statements). A review of the website showed that its pages contain the following information - bibliography, certificates of examination of educational programs for medical and medical work, certificates of examination of educational programs for doctors, planned cycles for 2024, price list for training, syllabuses of doctors, and syllabuses of SMW. There are no instructions on the list of documents required for students; this information is provided to students upon direct request. This information was obtained during an interview with the head of the department of scientific management of education, Aigulim Abdurasulovna Abetova.

The results of the student assessment are documented as follows: the student's progress log and the examination (credit) sheet filled out by the curator of the cycle. ***At the same time, it was discovered that control and measurement tools were developed only for advanced training programs (and even then not for all), and in non-formal training programs (short-term cycles) there is no assessment at all.***

The organization evaluates the reliability and validity of assessment methods by using the same test twice as a basic and final test, calculating the correlation of individual student scores based on the results of the first and second tests. Validity is checked by comparing the student's testing results with clinical assessments of the level of his or her mastery of the material, independent of these results, by other methods: oral questioning, solving clinical cases and comparing these results with assessments of current performance - formative assessment according to assignments for each topic of the program.

While conducting interviews with 3 teachers regarding assessment methods, the experts received convincing information that tests, situational tasks, and a syllabus for students are being developed for work programs. Listeners also shared their opinions about the timeliness of providing tests, counselling before tests and certification exams, the clarity of the entire assessment procedure and its fairness. Listeners also expressed their opinion regarding assessment methods, that they allow an objective assessment of the acquired theoretical and practical knowledge.

During a visit to the organization, management was asked the question: "Are external examiners involved in order to improve the fairness, quality and transparency of the assessment process?" And a positive response was received. For example:

- during a professional development cycle on the topic "Prevention of emotional burnout among medical workers in infectious diseases hospitals and primary care organizations involved in providing care to patients with COVID-19" from November 27, 2023 until 02.12.2023 with a total teaching load of 60 ac. hours/2 credits, full-time in Astana. Doctor of Medical Sciences, Professor, psychiatrist of the highest category S.A. Nurmagambetova participated as an external examiner.

- during the course "Implementation of the MhGAP Guidelines for the provision of care in connection with mental and neurological disorders, as well as disorders associated with the use of psychoactive substances in primary health care organizations" from June 13 to 17, 2022. The training was attended by 25 people in Nur-Sultan, teacher Tastembekova Anar Zhumabekovna. A doctor from the Astana Central Clinical Hospital, Li A.V., participated as an external examiner.

- during the course "Implementation of the MhGAP Guidelines for the provision of care in connection with mental and neurological disorders, as well as disorders associated with the use of psychoactive substances in primary health care organizations" from June 13 to 17, 2022. The training was attended by 25 people in Almaty, teacher Nurmagambetova Saltanat Abilbekovna. A doctor from the Central Clinical Hospital, Alimzhan E.R., participated as an external examiner.

The experts examined resources for organizing the evaluation of knowledge and practical skills, namely a training platform based on Google classroom, Google meet, Zoom. The class room has all the necessary content for ease of use by students at a time convenient for them. Also on this platform it

is possible to track the educational achievements of students in completing assignments, answers to tests, etc.

The interviewed representatives of employers also pointed out that the training of students corresponds to the modern development of medical practice and science, since the Republican Scientific and Practical Centre for Healthcare interacts with international organizations (WHO, the United Nations Children's Fund (UNICEF) and medical universities of the country, being a clinical base - NMU named after S.D. Asfendiyarov , NJSC “Kazakhstan-Russian Medical University”, NJSC “Semey Medical University”, Kazakhstan Medical University “HSPH”.

Employers believe that their employees’ skills such as working with clinical protocols, medical documentation, and working with real patients during training provide good practical and theoretical knowledge.

At the same time, there are financial difficulties in the development of control and measurement tools, including the creation of electronic automated tests, the use of gaming learning platforms (Kahoot, Ahaslides, Quizlet, Quiz Maker) due to the need to purchase them.

There is a Regulation on appealing the results of the evaluation, approved by order of the General Director of the RSPCMH No. 23 dated January 24, 2023. To date there have been no precedents for appeal.

3.3 documentation of additional and non-formal education

The organization has implemented a system for documenting the educational process.

The documentation system includes regulatory (plans, reports, regulations, agreements, statements) and educational and methodological documentation (work program, work curriculum, syllabus, journals), assessment tools (checklists, statements), and a logbook for issuing certificates.

In total, the experts familiarized themselves with all the documents, according to the nomenclature of cases, documents on additional and non-formal education.

Record keeping has been introduced, including electronic, which experts have become familiar with. Official paperwork is conducted in the state language, but ***educational and methodological materials are prepared only in Russian.***

Documents are archived according to the deadlines specified in the file list.

Legislative acts (laws introducing amendments and additions to the Constitution of the Republic of Kazakhstan, constitutional laws, codes, consolidated laws, laws, resolutions of the Parliament of the Republic of Kazakhstan, resolutions of the Senate and Mazhilis of the Parliament of the Republic of Kazakhstan) - Documents on paper and identical electronic documents are permanently stored

Subordinate legislation - before being replaced by new ones

Documents for holding international, republican, industry congresses, symposiums, congresses, conferences, meetings, seminars, competitions, anniversaries, celebrations and other events - 5 years

Recommendations (including methodological ones), instructions, reminders - 5 years

Draft recommendations (including methodological ones), rules, instructions, guidelines, memos and documents for their development – 1 year

Correspondence with higher government bodies - constantly

Documents on the main activities of the organization - 10 years - Electronic documents.

Documents on organizational issues of the organization's activities - 5 years Electronic documents*.

Job descriptions of employees and department regulations (copies) - paper documents and electronic documents identical to them are permanently stored

Orders of the general director of the enterprise for core activities (copies) - Documents on paper and identical electronic documents are permanently stored

The annual work plan of the department is 1 year.

The annual cycle plan is 1 year.

Annual report of the department – 1 year.

Scientific research documents are stored for 5 years on paper and electronic documents identical to them

Educational and methodological complex for cycles (correspondence, plans, tests, control and measuring equipment, final reports for cycles) - 1 year.

Students' documents - 5 years - are stored on paper and electronic documents identical to them.

Correspondence about training, retraining, advanced training of specialists with medical and non-medical education – 1 year.

The logbook for issuing certificates of training and retraining of students is 10 years.

To liquidate documents, an examination of the value of all documents of the organization is carried out, during which documents of permanent storage are identified, the necessary inventories are drawn up, and only after that the documents are allocated for destruction.

The portfolio of additional and non-formal education programs is represented by certificates, personal files of students, and personal cards.

In order to self-assess the knowledge and skills of students, a self-assessment scale has been introduced - from 0 to 5 points. This scale helps to analyse the results obtained during the implementation of the program and make the necessary changes and amendments to the course program.

The actual training of the student is confirmed by the issuance of certificates/certificates indicating the training organization, topic, number of hours (credit units) and registration of documents in the Certificate Issuance Journal on paper until December 2023; from January 2024, certificates are obtained through E-licenze on platform for government services (E-GOV). The experts familiarized themselves with the logs for issuing certificates.

Conclusions of the EEC on the criteria comply with 10 standards: fully - 7, partially - 3, do not comply - 0.

Recommendations for improvement:

- 1) To develop monitoring and measurement tools for each continuous professional development program.
- 2) To expand the use of the state language in the paperwork of the educational process.

Standard 4: HEALTH PROFESSIONALS (INDIVIDUALIZED PROFESSIONAL DEVELOPMENT)

4.1 Motivation

The Centre has a policy for the recruitment and admission of students, which is reflected in the “Regulations on the approval of the procedure and implementation of educational activities of the RSPCMH”, approved by Order No. 23 of the General Director of the RSPCMH of January 24, 2023 and formed on the basis of LSI in this area. The head of the department of scientific management of education, Abetova Aigulim Abdurasulovna, spoke about the policy for enrolling students. Approaches to receiving students are based on the requirements of the country and internal regulations, namely, the orders of the Minister of Health of the Republic of Kazakhstan:

- No. 303/2020 dated December 21, 2020. “On approval of the rules for additional and non-formal education of healthcare professionals, qualification requirements for organizations implementing educational programs for additional and non-formal education in the field of healthcare, as well as rules for recognizing learning results obtained by healthcare professionals through additional and non-formal education”

- No. 218 dated November 30, 2020. “On approval of the list of specialties and specializations subject to certification of specialists in the field of healthcare”

- No. 283 dated December 20, 2020. “On approval of rules for confirming the results of

continuous professional development of healthcare workers.”

For the period 2020-2024, 9,125 students were admitted to 31 additional and 35 non-formal education programs. All 9,125 students successfully completed the training. For example, the most popular programs were 11 cycles of advanced training and 2 non-formal training programs (seminars).

A balance has been ensured between the existing potential of the educational organization and the opportunities for training and recruitment of students, since the RSPCMH is the leading Centre in the Republic of Kazakhstan in the field of mental health care, the leading organization for promoting the country’s policy in the field of mental health care. The centre has human resources, whose employees are included in working groups for the development of legal regulations in the area under supervision. Employees of the RSPCMH participate in all conferences on mental health in the country and in all significant scientific events around the world, thereby generating world-leading practical and theoretical experience among their employees. These indicators are the mechanisms that determine the motivation of students to choose to study at the RSPCMH.

While selecting students, such abilities of applicants as experience of practical work in this field, the possibility of independent learning (working with a patient, etc.), with or without interruption from work, are taken into account.

There is a mechanism for stimulating and rewarding students, namely, the provision of visual aids - lectures, presentations, guidelines, cases, clinical cases.

In general, all criteria of standard 4 are met. The experts reviewed the documentation for student enrolment, including personal cards, applications, and a list of student documents in accordance with the requirements. Many documents are well compiled, but there are some concerns regarding their storage, because... they are in different folders.

Regarding the practice of academic counselling, personal support for students and the development of not only professional skills, experts interviewed 3 students who said that they consult on the choice of educational programs, their content, the content of tests, and analysis of clinical cases.

Students are advised on the choice of training topic and event format during enrolment in a cycle or seminar. For this purpose, the website contains a calendar plan of educational events, contacts of employees of the department of scientific management and education of the RSPCMH. Phone calls are accepted and correspondence is carried out by e-mail.

CPD programs are recognized by all stakeholders as the development of professional competencies, and are also recognized by the National Scientific Centre for Health Development named after S. Kairbekova while evaluating the competencies of healthcare professionals and certification of a healthcare specialist.

4.2 Teaching Strategies

The organization uses teaching methods such as lectures (online/offline), analysis of cases, situational problems, clinical cases, work with real patients, InterVision, supervision, Balint groups. IT technologies are used in training based on the Google classroom, Google meet, and Zoom platforms. Seminars and conferences are held, organized both by the centre itself and with the participation of international organizations (WHO, etc.). The choice of a particular teaching method is based on the topic of the cycle (course), duration, number of students (doctors, researchers, nursing staff), and the results of feedback from students. Determines the teaching method depending on the learning goals and assigned tasks, which is enshrined in the document “Regulations on the approval of the procedure and implementation of educational activities of the RSPCMH,” approved by Order No. 23 of the General Director of the RSPCMH dated January 24, 2023.

Distance learning technologies are more often used in short-term programs: webinars/seminars, courses that do not have a practical part of working with patients. This allows students from different

cities of the country to undergo full-fledged training and gain new modern theoretical knowledge without interrupting their work.

During a conversation with 3 students, experts found that the methods of teaching students satisfy students and help them master the material during training and increase their practical experience.

4.3 Participation and influence of students in additional and non-formal education programs

RSPCMH provides students with the opportunity to discuss their training needs with the leaders and organizers of continuous professional development programs, through direct contact during registration for the cycle, during training. RSPCMH cooperates with professional associations of specialists working in mental health services, primary care employers and community health workers. This cooperation includes submitting proposals to research and development programs and participating in their development.

During interviews with trainees, experts found that trainees can express their opinions on the content of professional development programs and non-formal training programs. Thus, in 2023, students recommended in the program of the PC cycle “Prevention and Correction of Emotional Burnout among Healthcare Professionals” to increase practical hours for training in new methods of work.

NCPH staff are:

- members of the “Association of Professionals Working in the Field of Mental Health”;
- included in working groups for the development of clinical protocols of the Ministry of Health of the Republic of Kazakhstan;
- participants in the implementation of a comprehensive plan to protect children from violence, prevent suicide and ensure their rights and well-being for 2023 – 2025 (Approved by Decree of the Government of the Republic of Kazakhstan No. 748 of 08/31/2023);
- participants in the implementation of a comprehensive plan to combat drug addiction and drug trafficking in the Republic of Kazakhstan for 2022-2025;
- members of the Psychiatry Committee of the EMA REMC;
- authors/co-authors of 4 copyrights for a work of science;
- participants in the implementation of the Law of the Republic of Kazakhstan on the Prevention of Domestic Violence.” See the Law of the Republic of Kazakhstan dated April 15, 24 No. 72-VIII on amendments.
- participants in the consideration of introducing amendments to the Code of the Republic of Kazakhstan dated July 7, 2020 No. 360-VI ZRK “On the health of the people and the healthcare system” in terms of translational research.
- members of the interdepartmental group for the development and improvement of measures in the field of suicide prevention in the structure of the Armed Forces of the Republic of Kazakhstan.

4.4 Working conditions

The organization has the authority to determine the technical or other forms of implementation of continuing education and non-formal training programs. This makes it possible to take into account the working and employment conditions of students at their main place of work. This requirement is spelled out in the document “Regulations on the approval of the procedure and implementation of educational activities of the RSPCMH”, approved by Order No. 23 of the General Director of the RSPCMH dated January 24, 2023.

Students can self-assess their own final learning outcomes through self-testing, which is organized in the form of a self-assessment scale - from 0 to 5 points. Also by solving situational problems, of which 30 were developed to each EP. At the end of the training, the organization conducts a survey that includes questions about the trainee’s satisfaction with the knowledge gained.

Thus, an analysis of the results of a survey of 112 listeners in 2022 showed that the overall

satisfaction rating was 80% - excellent; how practical the material is for you - 80% - excellent, 20% - good; How comfortable did you feel? 80% - excellent, 20% - good, course organization and teacher's work - 100%.

In 2023, 370 students were trained in educational programs, of which a total of 180 respondents took part in the survey (48.6% of the total number of students).

Feedback analysis showed the following:

72.2% of listeners rated their satisfaction with the educational program at the highest level, 27.8% - at a good level. The competence of the teachers is rated excellent.

Areas for improving the quality of educational programs have been identified with the help of proposals for improving the educational program. Most students expressed a desire to reduce the duration of classes during the day by increasing the total duration of the course; more active inclusion of practical skills training in the work, in the future there will be more trainings and seminars.

Conclusions of the EEC on the criteria. Compliant out of 11 standards: fully - 11, partially - 0, do not comply - 0

Standard 5: Academic Staff

5.1 Faculty Admission Policy

In total, the Centre has 475 staff members, 25 of which are 374 employees. University teachers and doctors of the RSPCMH are involved in teaching activities on a part-time basis under civil legal nature agreements. The experts are familiar with the “Personnel Policy”, approved by order of the General Director of the RSPCMH No. 103 dated May 26. 2021, “Regulations on the department of scientific management and education” and “Regulations on the organization of the system of payment and motivation of workers of the RSE on the REM “Republican Scientific and Practical Centre for Mental Health” Ministry of Health of the Republic of Kazakhstan, approved by decision of the National Assembly No. 1 of 02/24/2023.

In order to verify the data of standard 5, external experts obtained the opinion of specialists on personnel policy and the policy of involving employees in educational activities, which includes interviews with doctors (teachers).

The conversation was conducted with a psychiatrist of the highest category, Master A.M. Ibraeva and the head of the information and analytical monitoring centre Sadvakasova G.A. included questions such as the organization and procedure for attracting teachers, participation in the development of educational programs and allowed experts to learn about approaches to attracting staff from clinical sites for teaching (a total of 3 doctors were interviewed).

Issues of strategy and tactics for recruiting students of additional education and non-formal education programs, information security of the educational program were discussed with the head of the education department, **and it was also possible to identify problems associated with attracting specialists to educational activities.** 19 employees are involved in conducting the classes, according to the provided list of employees, approved by the General Director of the Republican Scientific and Practical Centre of Mental Health as of 06/03/2024.

While surveying 15 teachers, it was found that the majority (73.33%) were completely satisfied with the organization of work and workplace in this educational organization, but 26.67% were partially satisfied. In this educational organization, teachers have the opportunity to engage in scientific work and publish research results - 60% completely agree, 26.67% partially agree, 13.33 did not answer the question. Satisfied with the work of the organization of education) - 73, 33% completely agree, 26.67% partially agree. Satisfied with the salary, 26.67% completely agree, 33.33% partially agree, the rest answered no more than yes.

5.2 Faculty Commitment and Development

In order to verify the data of standard 5, during a meeting with the head of the HR department and during interviews with teachers, experts received an opinion on approaches to the development of teachers' pedagogical competencies, their motivation to participate in the provision of educational services, and training of students. Doctors noted the possibility of advanced training in educational technologies and current trends in psychiatry.

The criteria for attracting RSPCMH employees to teaching activities are not reflected in the documents provided, and the functions of *teachers (mentors) are not reflected in the job descriptions of doctors and other employees. The job descriptions of employees do not define the functions of educational services and have not developed a job description for a teacher.* The experts got acquainted with the Personnel Policy, the "Human Resource Management Program", approved by Order of the General Director No. 103 dated May 26, 2021.

The Republican Scientific and Practical Centre for Mental Health has developed a "Regulation on the organization of a system of remuneration and labour motivation for employees of the RSE on the REM "Republican Scientific and Practical Centre for Mental Health" of the Ministry of Health of the Republic of Kazakhstan, approved by the decision of the National Assembly No. 1 of February 24, 2023, according to which additional payments are made to employees for educational services provided.

Experts have found that clinical data and research inform teaching and learning.

13 employees of the RSPCMH received training in the CDP cycle "Methodology of Medical Education" for 120 hours. Over the past 5 years, all 19 employees on the list have completed training in psychiatry. Experts reviewed the certificates of 10 specialists. The main places of training for employees of the RSPCMH were the Research Institute "International Institute of Postgraduate Education" in 2024 in teaching methodology, 1 employee at the National Educational Institution "Kazakhstan-Russian Medical University". In addition, employees participated in all informal events held at the RSPCMH, and in conferences. An interview with employees showed that the organization regularly trains employees in current areas of psychiatry and improves the pedagogical competencies of specialists.

The experts received answers about the annual advanced training of doctors participating in the implementation of the educational program; all specialists completed training for 2019-2024. These events are carried out according to the budget or are financed by the RSPCMH. The expert verified the certificates of 10 specialists (medical teachers) on such topics as: "Methodology of medical education" 120 hours and seminars under WHO and UNICEF programs.

Advanced training (AT), professional development, support for teachers of newly hired teachers and part-time teachers attracted from clinics and industries, includes opportunities for personal growth and familiarity with modern trends (WHO and UNICEF projects). The experts familiarized themselves with the document on material incentives "Regulations on the organization of the system of payment and labour motivation of employees of the RSE on the REM "Republican Scientific and Practical Centre for Mental Health" of the Ministry of Health of the Republic of Kazakhstan, approved by the decision of the National Assembly No. 1 of February 24, 2023 where the financial and economic capabilities of the organization are taken into account.

Experts noted that teachers develop in students the need for additional training and independent work with literature and medical documentation

Questionnaire: There is an opportunity in the organization for career growth and development of teacher competencies - 40% of the surveyed teachers responded, and 33.3% partially agreed with this. All of them studied in professional development programs less than 1 year ago, 33.3% during a given year, 53.3% more than 3 years ago, 13.3% more than 5 years ago.

The organization implements social support programs for teachers - 13.33% answered that "yes, there are such programs", 6.67% "I have already taken advantage of it", 13.33% of respondents answered that there are no such programs, and 46, 67 % of respondents do not know about this.

Conclusions of the EEC on the criteria. Complies with 9 standards: fully - BS/IS 2/4, partially - 2/1.

Recommendations for improvement:

- 1) In order to constantly improve the quality of training, introduce mutual attendance at classes with recording documented in a journal
- 2) To define in a document on personnel issues or develop a Regulation on the procedure for attracting employees to teaching, bring it into line with the qualification requirements for staff in accordance with the order of the Minister of Health of the Republic of Kazakhstan dated December 21, 2020 No. RK MOH-303/2020 “On approval rules for additional and non-formal education of healthcare professionals, qualification requirements for organizations implementing educational programs for additional and non-formal education in the field of healthcare, as well as rules for recognizing learning outcomes obtained by healthcare professionals through additional and non-formal education.

Standard 6: EDUCATIONAL RESOURCES

6.1 Material and technical base

The material and technical base of the RSPCMH is presented in Almaty - with a total area of 1.4 hectares of land and buildings of 6,753, 40 square meters, a branch - 0.77 hectares of land, buildings of 5,561 square meters, and a branch in the village of Michurina - 4.06 hectares of land, buildings 2,237, 50 square meters

There are clinical blocks in Almaty (with 170 beds), a branch in Pavlodar (with 130 beds) and in the village of Michurino, Pavlodar region. The equipment of all diagnostic and treatment units of the RSPCMH with medical equipment and office equipment fully meets the requirements of licensed types of medical activities and staffing standards.

The clinical block is used as its own base in the scientific and educational activities of the center.

There are cooperation agreements with universities (Kazakh National Medical University named after S.D. Asfendiyarov; Semey Medical University; Kazakh-Russian Medical University, Higher School of Health Protection), with which there is an agreement on the use of the RSPCMH as a base and provision of advisory assistance to faculty. There are conditions for rest and food.

A safe environment for all participants in the educational and scientific process is ensured taking into account professional risks, hazards, injury hazards, provision of personal protective equipment for employees and students, in accordance with the Order of the Minister of Labour and Social Protection of the Population of the Republic of Kazakhstan dated August 27, 2020 No. 340 “On approval of the Model Regulations on occupational safety management system.”

There are fire extinguishing means in special places, equipped fire shields and hand sanitizers in the corridors, safety magazines and fire safety instructions are available in each department. Employees of the RSPCMH undergo mandatory training in occupational health and safety, civil defence, emergency situations and fire safety. Employees and students are informed about it, which was confirmed during their survey, but the log on safety compliance is filled out once only with a list of Academic staff without indicating the timing of the briefing and the topic.

The learning environment is improved through regular updates. So, over the course of 5 years, 2 complete computers, 3 printers, and a scanner were purchased.

The simulation equipment is represented by the Advanced Half-Body CPR Manikin-wireless monitor. Practical skills are developed in the intensive care unit, where the equipment is located.

It is planned to carry out a major renovation, since the building is old from 1918 and built in 1976.

According to reporting data from the accounting department: 65% of funds from the provision of paid educational services are allocated to the wage fund and travel expenses. 35% of the funds were

allocated to the development of paid educational services, in particular, routine repairs of the classroom were carried out, computers, laptops, color printers, MFPs, and furniture for the classroom were purchased.

The total classroom fund with a branch in Pavlodar is 260 sq. m.

The university library is located in an academic building with a total area of 20 sq.m. The library contains books, textbooks, and there is 1 unit of computer equipment available to students. This was confirmed during interviews with listeners.

The library fund consists of 922 scientific books, 46 textbooks, including 74 in the state language, 1379 in Russian, **mostly old books - more than 10 years old**. There is access to electronic copies of educational literature. A cooperation agreement has been concluded with the NJSC Republican Scientific and Technical Library Foundation, at cbir@rntb.kz.

Financing of additional and non-formal education programs is carried out through the provision of paid educational programs and from the republican budget

As part of the provision of paid educational services, funds were received in 2019 in the amount of 62,155 thousand tenge, in 2020 in the amount of 33,761 thousand tenge. in 2021 in the amount of 30,776 thousand tenge, in 2022 in the amount of 23,846 thousand tenge. in 2023 in the amount of 13,928.00 thousand tenge. From the republican budget in 2023 in the amount of 14268.00 thousand tenge

6.2 Training bases

A review of resources showed that they correspond to the goals and objectives of educational activities, the clinical base of the Republican Scientific and Practical Clinical Hospital with a total bed capacity of 170 beds was visited, as well as a branch in Pavlodar with a bed capacity of 130 beds, the employees of the educational organization are psychiatrists working in these organizations and provide collegial and ethical relationships with medical staff and clinical site management to achieve the final results of trainee training. A sufficient number of thematic patients, modern equipment is provided and demonstrates accessibility to students, and employees who simultaneously perform the roles of teachers and curators (mentors) provide high-quality training in compliance with ethics and deontology. Before the start of training, the student receives information from the teacher about the goals and plan of the training cycle (educational program), **but the competencies in the program are not formalized, although the student understands what skills he must improve and develop during the training.**

During a visit to clinical sites, where experts examined the resources, their compliance with training programs, and accessibility for teachers and students, how modern this equipment is and meets the needs of students and practical healthcare. **The equipment is, in principle, partly modern (encephalograph), the simulation centre has equipment for training in emergency care, but in general the treatment and diagnostic equipment is outdated (the wear and tear of medical equipment in the clinic of the RSPCMH in Almaty is 72%, in Pavlodar - 94%). And it is used in the educational process.**

In order to validate the implementation of the self-assessment report data and obtain evidence about the quality of the programs, interviews were conducted with trainees. The experts asked questions about satisfaction with training, sufficient time to develop practical skills, work with medical documentation, satisfaction with teaching methods and qualifications of teachers, social and moral support for students in need, and availability of resources from international databases of professional literature.

In general, students were satisfied with the training, assessment methods, and purposefully wrote an application to this organization, because they believe that the educational organization has good resources, image and great international connections.

An interview with 3 teachers showed that there are both successes and problems in education management, due to frequent changes to the LSI and requirements for additional education

(conducting training in a distance format). There is an opportunity for training with a sufficient number of case studies,

Experts examined enrolment orders, student documents such as personal cards, copies of documents, certificates.

6.3 Information technology

RSPCMH has its own website <http://mentalcenter.kz>, which informs about the services provided, resources, and news. RSPCMH provides information not only through the official website, but also through social networks about all the news, including ongoing educational events. The RSPCMH has introduced its own information program Medelement, Google classroom.

RSPCMH employees have the ability to access the Internet to search for the necessary information.

Application in the educational process is to conduct distance learning, to work on the independent work of students in searching for materials for training.

Experts determined that access to web databases of professional and scientific literature is provided.

Distance learning is provided for persons with disabilities.

The IT support is managed by the head of the department with subordination according to the Organizational structure.

Classrooms are equipped with access to cable Internet. Listeners can use their smartphones to access literary sources posted in electronic resources for independent work.

Experts found that students are competent in using information and communication technologies for independent learning.

6.4 Interaction with colleagues

RSPCMH participates in the implementation of the Comprehensive Plan for Combating Drug Addiction and Drug Business in the Republic of Kazakhstan for 2023-2025 in terms of improving the system of prevention, treatment of drug addiction and developing a rehabilitation system for drug addicts.

The Republican Scientific and Practical Centre for Mental Health works closely together to protect mental health with youth health centres, in particular, to prevent suicide, gambling addiction, substance use, and domestic violence.

Multidisciplinary training is carried out through various meetings, participation in conferences and events held jointly with partners, together with the National Scientific Centre for the Development of Social Protection of the Ministry of Labour and Social Protection of the Population of the Republic of Kazakhstan and the United Nations Children's Fund - UNICEF. Interdepartmental scientific research on the topic "Current problems of assessing the level of drug use in Kazakhstan", organized by the Academy of Law Enforcement Agencies under the General Prosecutor's Office of the Republic of Kazakhstan.

In 2021-2023 RSPCMH implemented the scientific and technical program of the Targeted Financing Program "National program for the implementation of personalized and preventive medicine in the Republic of Kazakhstan" as a co-executor with the parent organization KazNMU named after S.D. Asfendiyarov.

Thus, students develop skills to work in a team of colleagues representing related professions

According to the survey results, students have free access to patients at clinical sites and all conditions for improving their practical skills, 69% of teachers completely agree with this, 7.07% partially agree, 9.09% found it difficult to answer.

6.5 Formal and non-formal types of learning

The organization holds regional, national and international events in which listeners take part. In 2020, RSPCMH employees took part in and organized 3 conferences, in 2021-2022 - 11, in 2023 - 3 conferences. Participation in these events is formalized by a certificate indicating the topic, timing and details of the organization hosting the event.

In collaboration with interested parties, the RSPCMH has developed educational programs for advanced training, which provide training to students:

✓ Program “Implementation of the mhGAP Guidelines for the provision of care in connection with mental, neurological and substance use disorders in non-specialized health care organizations.” The implementation of the mhGAP program in Kazakhstan began with the support of the United Nations Children's Fund (UNICEF), the World Health Organization (hereinafter referred to as WHO), and the US Embassy. 20 national master trainers and 102 regional master trainers from among psychiatrists and general practitioners have been trained.

✓ The Suicide Prevention Program among minors aged 15-17 is being implemented. This program was developed by the RSPCMH on the basis of a study conducted in the Republic of Kazakhstan in 2012-2014, with the participation of international experts. The program has positive reviews. The implementation of the program has authoritative evaluations.

✓ “Prevention of emotional burnout among medical workers in infectious diseases hospitals and primary health care organizations involved in providing care to patients with COVID-19.” The program was prepared with the support of the World Health Organization.

✓ “SCT (Caregiver Skills Training)” program “Learning to develop a child.” The program was developed with the support of WHO, together with the National Scientific Centre for the Development of Social Protection of the Ministry of Labour and Social Protection of the Population of the Republic of Kazakhstan and the United Nations Children's Fund - UNICEF.

6.6 Research and scientific achievements

The organization carries out research activities in the field of health care on the basis of joint projects with WHO and UNICEF offices in the region and work with the Ministry of Health, as a co-executor with the parent organization KazNMU named after S.D. Asfendiyarov.

RNPCPZ is accredited as a scientific and (or) scientific and technical activity for a period of five years until January 11, 2029 (Accreditation Certificate No. 000448 dated January 11, 2024).

The priority areas of scientific research are: RSPCMH takes an active part in the implementation of international projects of WHO, UNODC, CADAP7, the Global Fund to Fight AIDS, Tuberculosis and Malaria, on improving the provision of care to people with PPC, including due to the use of psychoactive substances.

RSPCMH takes an active part in the implementation of the Comprehensive Plan for Combating Drug Addiction and Drug Business in the Republic of Kazakhstan for 2023-2025 in terms of improving the system of prevention, treatment of drug addiction and developing a rehabilitation system for drug addicts.

In just 5 years, 8 scientific projects have been implemented: international projects in the field of mental health with WHO, UNODC, CADAP7, the Global Fund to Fight AIDS, Tuberculosis and Malaria, on improving the provision of care to people with mental health disorders, including due to the use of psychoactive substances. Information on scientific, scientific and technical projects and programs over the past 5 (five) years (2019-2023) of the RSPCMH was presented to the experts.

RSPCMH conducts research both independently and with third-party organizations.

✓ In 2021-2023, the RSPCMH implemented the scientific and technical program of the Targeted Financing Program “National program for the implementation of personalized and preventive medicine in the Republic of Kazakhstan” as a co-executor with the parent organization KazNMU named after S.D. Asfendiyarov.

✓ A clinical and epidemiological study of the distribution of new psychoactive substances in Kazakhstan has been completed. The final report was submitted to the Ministry of Health of the

Republic of Kazakhstan. This project was implemented as part of a grant (HIV component) from the Global Fund to Fight AIDS, Tuberculosis and Malaria.

✓ Implementation of activities for the preparation of the National Study of High-Risk Drug Use in the Republic of Kazakhstan, 2022-2023, UNODC with the formation of a research team to conduct the formative stage of the study of problematic drug use in Kazakhstan.

✓ Work is underway to implement a joint plan with the United Nations Children's Fund (UNICEF). As part of the work plan, coordination was carried out: - translation and adaptation of WHO and UNICEF HAT recommendations (materials on promoting the prosperity of adolescents), for educational psychologists, development of training materials, changing pictures; training according to the WHO program - CST (training families in caring for children with developmental disabilities).

For the link between research and education: RSPCMH is doing a lot of work with the support of UNICEF and the WHO Regional Office for Europe to adapt the Set of teaching materials “Promoting Adolescent Thriving” (Strategies for promoting and protecting adolescent mental health and preventing self-harm and other forms of risk behaviour methods for providing helping adolescents) (Helping Adolescents Thrive; hereinafter referred to as HAT); in 7 regions, 1,517 educational psychologists were trained, classes were held with students in grades 5–8, (3 classes) using the comic book “The Extraordinary Maya and Her Friends,” a total of 125,313 teenagers were covered in the classes.

Work was carried out to implement a joint plan with the United Nations Children's Fund (UNICEF) for 2021-2022 and 2022-2023. Within the framework of the work plan for 2021-2023, coordination was carried out:

- conducting training webinars (21) for educational psychologists of educational organizations;
- online consultations for those seeking help, technical support and organization of online consultations, monitoring consultations and site statistics;

As part of the work plan for 2022-2023 coordination was carried out:

- training according to the WHO program - CST (training families in caring for children with developmental disabilities). 2 regional trainers, 61 specialists, 120 parents were trained;
- adaptation of WHO and UNICEF HAT recommendations (materials on promoting the prosperity of adolescents), for educational psychologists, development of educational materials, changing pictures;

- preparatory work for testing the USupport MHPSS platform (mobile application and website) for on-demand psychological support services for adolescents and young people. A working group (24 specialists) was created from among psychologists and psychotherapists from public and private organizations. A meeting of the working group was held with UNICEF representatives, experts and site developers.

A project to provide advisory and psychological support to the population through a single Call Centre, together with the National Centre for Public Health with technical support from the WHO country office in Kazakhstan “Piloting the Unified Information Service (Call, Contact-center) for mental health in the Republic of Kazakhstan (UIS)” ; November – December 2022.

This relationship is taken into account in teaching, as well as in the work of informing and psychological support of the population.

The results of scientific work are introduced into the educational process in the form of lectures, messages, and various presentations at meetings.

9 out of 18 doctors (_50_) teachers participate in scientific work through participation in projects of WHO, UNICEF, etc.

Thus, the RSPCMH is doing a lot of work to adapt the recommendations of WHO and UNICEF HAT, takes an active part in the implementation of the Comprehensive Plan to Combat Drug Addiction and Drug Business in the Republic of Kazakhstan for 2023-2025 in terms of improving the system of prevention, treatment of drug addiction and developing a system of rehabilitation for drug addicts, as well as on suicide prevention in the Republic of Kazakhstan.

6.7 Training in alternative educational organizations

RSPCMH has a strategic partner and participates in WHO, UNICEF, ISSUP projects. There are 12 memorandums and agreements on cooperation in the field of science and education with partners from Uzbekistan, Russia, including the National Medical Research Centre of Psychiatry and Neurology named after V.M. Bekhterev. Currently, the RSPCMH, with the support of the United Nations Children's Fund (UNICEF), is adapting the WHO and UNICEF Set of Methodological Materials Helping Adolescents Thrive (HAT - Promoting Adolescents Thrive).

From 2020 to the present, the YouTube channel - Mentalcenter QAZAQSTAN - continues to operate. The channel contains 145 video contents. As of the end of 2022, the channel has more than 2.88 thousand subscribers, and video views amount to more than 132 thousand views.

Since April 2020, the Internet platform <https://onlinehealth.kz>, organized by the RSPCMH with the support of the United Nations Children's Fund (UNICEF), has been operating, which provides consultations (online), answers to written questions, contains information on self-help, and also has resources for providing assistance to mental health professionals, including school psychologists, in difficult cases.

RSPCMH cooperates with educational platforms from near and far abroad: National Bureau for the Prevention of Drug Addiction (Warsaw, Poland), Institute of Psychiatry and Neurology (Warsaw, Poland), Agency for Research and Social Initiatives (Warsaw, Poland), Institute of Psychotherapy and Medical Psychology named after B.D. Karvasarsky (St. Petersburg, Russia), Association of Cognitive Behavioral Psychotherapy (St. Petersburg, Russia) and others.

RSPCMH has agreements on international cooperation in the implementation of international projects of WHO, UNODC, CADAP7, the Global Fund to Fight AIDS, Tuberculosis and Malaria, on improving the provision of assistance to people with PPD, including due to the use of psychoactive substances, within the framework of which scientific research is carried out. research, clinical-epidemiological, practical and educational activities.

RSPCMH cooperates with professional associations in psychiatry on issues of advanced training of service specialists, the introduction of international practices in the work of specialists, suicide prevention in the Republic of Kazakhstan, and work with drug addicts. The subjects of cooperation with professional associations are the adaptation of WHO and UNICEF HAT recommendations for use in working with the population of psychologists, psychiatrists and narcologists of the republic. RSPCMH develops and implements training programs with non-governmental organizations, such as LLP "Association of Professionals Working in the Sphere of Mental Health", PF "Bilim foundation", including the international UN Children's Fund (UNICEF), CDC, US Embassy in the Republic of Kazakhstan.

International cooperation is aimed at the implementation of the above programs with the participation of employees of the RSPCMH. The influence of cooperation on educational activities lies in the constant updating and relevance of the topics of the cycles.

Academic exchange is organized in accordance with the goals of research activities and in compliance with ethical principles, since an Agreement is concluded with each traveller and travel expenses are paid at the expense of the organization or partners.

Thus, the experts determined that the RSPCMH is doing a lot of work with international partners and partners from the regions, but it is necessary to improve the documented procedures in the research area of activity.

Conclusions of the EEC on the criteria. Comply out of 15 BS/IS standard: fully -9/4, partially - 1/1, do not correspond - 0

Recommendations for improvement:

- 1) To carry out educational activities at a high level, it is necessary to equip the RSPCMH and its branch with modern medical and diagnostic equipment.

- 2) To improve the maintenance and recording of documentation in the scientific research department, project management, and documentation of the process of providing educational services.

Standard 7: EVALUATION OF ADDITIONAL AND NON-FORMAL EDUCATION PROGRAMS

7.1 Mechanisms for monitoring and evaluating educational programs

The RSPCMH has developed a system for monitoring the quality of ongoing CDP programs for healthcare professionals, which includes three stages of monitoring:

1. at the development stage - by the performer (teacher) with subsequent internal review (review);
2. upon approval - by the Methodological Council (protooled, certified by a seal);
3. based on the results of the survey, followed by changes or additions to a greater extent in teaching methods and methodological support based on suggestions from students.

Educational programs contain the relevance, goals, and number of students in the field of application of acquired competencies with requirements for qualifications and job responsibilities of a specialist. They are reflected in the final learning outcomes in the form of knowledge, skills and abilities. EPs have modules with a description of their content, which are formed in the form of assignments, indicating the duration in academic hours and credits. Each educational program has a list of basic and additional literature for students to study.

Purpose of educational programs:

- 1st option – training of specialists with related qualifications (formation of additional professional knowledge, skills and abilities) – related qualifications;
- 2nd option - training of specialists from various specialties with additional qualifications (expansion of professional knowledge, skills and abilities);
- 3rd option – training of specialists within the framework of the main specialty (deepening professional knowledge, skills and abilities) - narrow specialization.

In general, educational programs are aimed at achieving the mission: Strengthening the mental health of citizens of the Republic of Kazakhstan through the development and implementation of innovative technologies based on the principles of evidence-based medicine.

The educational process is assessed both during the curator’s visit to classes and based on the results of assessments and questionnaires.

The final outcome is assessed based on the results of the final knowledge control on acquired and improved skills in the specialty.

Monitoring the effectiveness of educational programs includes analysis of the structure and content of programs based on feedback, surveys of students and teachers, representatives of practical healthcare, customers and consumers. It is based on an analysis of the achievement of target indicators, which are determined when creating and approving programs of additional and non-formal education. RSPCMH regularly receives feedback from employers in different regions where students come from, most often through questionnaires. Analysis of questionnaires makes it possible to evaluate the program itself, the teacher and receive suggestions for improving the content of the programs. The questionnaire included questions on satisfaction with the content of the programs, accessibility, sequence of presentation of the material, volume of material received, and suggestions for improving the program. The Department of Scientific Management and Education evaluates the applicability and adequacy of the teaching methods chosen by teachers and the methods of assessing students. This is reflected in the Regulations on the Department of Scientific Management and Education, approved by the Order of the General Director of the RSPCMH No. 158 dated September 20, 2023 (Annex 20). To conduct training for students in 2020-2024 18 employees of the RSPCMH and representatives of medical universities were involved on a contractual basis. The assessment of the sufficiency of

educational resources is carried out by the Department of Scientific Management and Education. Compared to 2019, by the beginning of 2024 the organization had increased the number of educational programs, 2 internal regulatory documents had been developed, and 15 documents (educational programs) had been updated/updated. The section of the site where information about advanced training programs is posted is supplemented with annually updated cycle plans and price lists for training, syllabuses of 9 updated educational programs for doctors, 6 for nursing staff, 6 certificates of examination of educational programs for paramedical workers, 9 certificates of examination of educational programs for doctors, bibliographic list.

An analysis of students' achievement of final learning outcomes showed that for the period 2020-2023 there were no precedents for not completing training. Feedback from students showed that they improved their skills in the specialty and received additional up-to-date information. Experts familiarized themselves with the results of a survey of students for 2023, which reflected satisfaction with the level of organization of the educational process, the content and relevance of educational programs, and the level of information/consultation before enrolling in training.

The result of the analysis of the quality of educational services provided by the RSPCMH made it possible to expand the number of training programs and bring them to 15 (**ESG S1.7**), to invite teachers such as E.T. Zhusupova – Candidate of Medical Sciences, Senior Researcher of the Department of Scientific Management and Education, Associate Professor of the Department of Psychiatry, Psychotherapy and Narcology at KazNMU named after S.D. Asfendiyarova, Prilutskaya M.V. - PhD, psychotherapist of the RSPCMH, Associate Professor of the Department of Psychiatry, Psychotherapy and Narcology of the Semey Medical University NJSC.

2019
Inkjet printer Epson L-1300 CISS A3
Air conditioning (split system)
2020
Bactericidal irradiator-recirculator
2021
Computer included
Computer included
HP LaserJet Pro M107rA4 Printer
Epson Perfection V19 Scanner
2022
Bactericidal air recirculator
2023
Laser printer, monochrome
Laser printer, monochrome

It concludes agreements and memorandums with 13 international organizations/associations hold 8 republican and 7 international events.

An interview with the partners of the RSPCMH showed that the RSPCMH collects and processes statistical data on the prevalence and incidence of mental and behavioural disorders, which is an indirect assessment of educational programs. For example, after conducting training courses on the topic “Early diagnosis of autism spectrum disorders,” there has been an increase in the number of patients newly registered on a dynamic basis. This suggests an improvement in the diagnosis of autism spectrum symptoms.

A similar result was obtained after conducting training courses on the topic “Borderline mental and behavioural disorders” for primary care specialists; there was an increase in the number of patients seeking psychiatric help.

After the implementation of the “Suicide Prevention among Minors” program, there was a

decrease in suicide attempts and suicides throughout the republic in 2020 compared to 2012.

During the COVID-19 pandemic, training began on the topic: “Prevention of emotional burnout among medical workers in infectious diseases hospitals and primary care organizations involved in providing care to patients with COVID-19.” The analysis showed a significant decrease in the number of workers with burnout syndrome. The results were presented in methodological recommendations. As part of the preparation of methodological recommendations, a study was conducted among medical workers in the cities of Nur-Sultan, Almaty, and Turkestan to identify the causes and protective factors of emotional burnout among medical workers of the Republic of Kazakhstan. The results obtained show that during the period of the survey (2020), medical workers showed a peak in emotional burnout, and after training (2021), psychological adaptation was noted, the level of emotional burnout decreased, but chronic fatigue still remained.

The final results of training in advanced training cycles are directly related to the mission of the organization, since “Strengthening the mental health of citizens of the Republic of Kazakhstan...” implies high-quality training of mental health service specialists at medical universities with subsequent continuous professional development throughout the life of a doctor and health worker. RSPCMH included in its mission and technology how this will be achieved “through the development and implementation of innovative technologies based on the principles of evidence-based medicine,” which indicates the organization’s constant commitment to finding new methods of treatment and diagnosis and strengthening the training of professional personnel. This is also evidenced by the vision of the RSPCMH, where the main component is the integration of scientific, clinical and educational practice.

Employees of the RSPCMH are constantly involved in the development of program documents in the field of psychiatry and narcology, orders of the Ministry of Health of the Republic of Kazakhstan, protocols for diagnosis and treatment in the field of Psychiatry.

Interviews with teachers showed that they regularly undergo advanced training, both in their main specialty and in teaching activities, are constantly involved in the development of educational programs, compiling control and measuring instruments, maintain feedback with students, participate in scientific and clinical studies, speak at conferences, webinars, and other events at the regional and international level.

7.2 Feedback

Feedback from students and teachers is carried out through questionnaires (30 questionnaires have been developed), through electronic format, online, by telephone, and in paper form. The experts reviewed 30 questionnaires and reports on the results of the survey for 2023.

The survey of listeners is carried out in blank form, in electronic format, online, or in paper form. Questionnaires are processed by the department of scientific management and education and stored in the department.

The topics of the survey are the following: evaluation of the program content, evaluation and satisfaction with the teacher, receiving suggestions for improving the content of the programs. The questionnaire included questions on satisfaction with the content of the programs, accessibility, sequence of presentation of the material, volume of material received, and suggestions for improving the program.

The results of the survey are announced at a meeting of the Department of Scientific Management and Education, discussed at the methodological council, and an analytical report is compiled. The report data is analysed, compared with real facts, the cause-and-effect relationships of problems are clarified, and then a decisions made to make changes to the organization of the educational process, EP.

A deferred survey of students who have completed the training is carried out after 6 months and is devoted to collecting information on satisfaction and implementation of the acquired knowledge, skills and abilities into practice. The Department of Scientific Management and Education maintains

contact with all students through social networks and email.

As a result of the analysis of the survey, in 2023, measures were taken to update 9 educational programs for doctors and 6 for nursing staff.

The degree of satisfaction of employers whose students studied at the Centre is being assessed. To identify the compliance of the educational program with the real requirements of the labour market, opportunities for its improvement, as well as the degree to which the students' competencies correspond to their positions. The interview with 3 employers was conducted online and included questions such as: knowledge of the mission of the educational organization, participation in the development of the mission and proposals for the strategic plan, participation in the work of advisory bodies, satisfaction with the basic knowledge and skills of students, participation in training students through mentoring, providing students with the necessary resources for practical training and the formation of clinical thinking, about the problems of interaction with teachers in particular, and with the organization as a whole, etc.

At the same time, there is no feedback from teachers who are invited to conduct training. Teachers work under a civil legal nature agreement and are employees of universities. Therefore, the Centre is not aware of what problems teachers have in terms of organizing training, what opinions they have about students, and what needs to be improved.

Conclusions of the EEC on the criteria. Comply out of 10 standards: fully - 9, partially - 1, do not comply - 0.

Recommendations for improvement:

- 1) To develop and implement a feedback questionnaire for teachers.

Standard 8: ORGANIZATION

8.1 Documentation and needs for planning additional and non-formal education

The organizational structure was approved in 2022. The organizational structure includes the division "department of scientific management and education", which is responsible for the educational direction.

Documentation of the learning results of students of educational programs of additional education is carried out in accordance with regulations and methodological recommendations for the organization and implementation of additional and non-formal education.

The department has regulations, job descriptions, and protocols of the consultative and advisory body, educational and methodological documentation on educational programs of additional and non-formal education, which the experts have reviewed. During a conversation with the head of the department of scientific management and education, the experts found that planning educational programs and reporting on educational work is formed in the department of scientific management and education. The department reports to the Deputy General Director for Clinical and Scientific Work. Monitoring the quality of the department's work is carried out by the Deputy Director for Clinical and Scientific Work in the form of accepting a report and includes an analysis of the number of students, financial profit, and student feedback.

The department carries out the following types of work: planning and implementation of educational programs of additional and non-formal education, monitoring the quality of the educational process, compiling reports on courses conducted, developing methodological recommendations on current issues of psychiatry, psychotherapy, narcology, scientific and technical examination of educational programs.

The department of scientific management and education within the RSE on the REM "RSPCMH" cooperates with the following structural divisions: the accounting and reporting department, the planning and reporting department, the public procurement department, the

international cooperation and public relations department, and all clinical departments.

The department analyses the needs for additional and non-formal education courses, the satisfaction of CPD students with the courses provided, and the professional skills of teachers.

The organizational structure was updated in 2022 in consultation with the authorized body (Ministry of Health of the Republic of Kazakhstan) and approved by the supervisory board of the Republican State Enterprise on the REM "RSPCMH". The organization is headed by Altynbekov Kuanysh Sagatovich, appointed to the position of General Director by Order No. 101 w/v dated October 26, 2021.

Today, the most popular programs are "Training a program for the prevention of suicidal behaviour in minors", 6 credits/180 hours -24.4%, "Issues of early detection of signs of the autism spectrum. Diagnostic screening", 2 credits/60 hours - 8%

8.2 Academic leadership and administration

The management, organization and implementation of educational programs of additional and non-formal education is carried out by the department of scientific management and education with a staff of 5.0 units, including: head - 1 position, senior researcher - 2 positions, department specialist - 2 positions. The division is guided by the Regulations approved on September 20, 2023 and job descriptions of department employees.

Transparency in the management of educational programs is carried out through the discussion of educational and methodological documentation (EMCD, Syllabuses, test tasks) at meetings of the methodological council, which ensures accessibility and transparency of the educational process.

Educational programs of the Republican Scientific and Practical Centre for Mental Health are implemented in collaboration with the "Association of Specialists Working in the Field of Mental Health" LLP, partner organizations, non-governmental international organizations such as the PF "Bilim foundation", including international ones - the United Nations Children's Fund (UNICEF), CDC, European WHO bureau, and the programs themselves are regularly evaluated by them, including non-formal learning.

To the survey question "Do the leaders of the organization listen to your opinion regarding issues related to the educational process, research work, clinical/practical work," 60% of teachers answered that systematically, 20% answered "sometimes," 13% "quite rarely," 0% "never".

8.3 Allocation of budget and resources for training

The budget for advanced training and non-formal training programs consists of funds received from government orders (4.2%) and paid services (95.8%). Total for the period 2019-2023 the budget for educational activities amounted to 181 million 734 thousand tenge, of which 50% was for teachers' salaries, 90 million 867 thousand tenge. The budgeting system is managed by the accounting department of the RSE on the REM "RSPCMH", which closely cooperates with the department of scientific management and education. The experts got acquainted with the financial plan for the year, the Rules for payment from income for paid educational services and projects within the framework of cooperation with partners, including foreign ones. For the period 2019-2023 the organization received 181 million 734 thousand tenge through the implementation of additional and non-formal education programs. 9215 students were trained.

Expenditure items for educational activities for the period 2019-2023 included (in thousands of tenge):

1. Salary
2. Taxes
3. Travel expenses
4. Stationery
5. Utilities
6. Material and technical equipment

7. Services (cartridge refilling)
8. Depreciation expenses

Expenditures on educational activities are planned for 2025 in the amount of 12,800 thousand tenge.

During the same period, 8,527 people completed training on a paid basis. The average cost of online training per student for advanced training programs is 325 tenge for one academic hour, offline training on the basis of the RSE on the REM "RSPCMH" - 383 tenge for one academic hour, offline training - 516 tenge for one academic hour. Payment for training from individuals is carried out according to the application and invoice provided to the potential student. Payment is made to the organization's bank account, which ensures transparency. The cost of the training program is described in the price list for paid educational services and posted on the website of the RSE on the REM "RSPCMH". The annual financial report for the educational area is compiled by the chief accountant and sent to the authorized body in the field of healthcare.

8.4 Educational program management

Advanced training and non-formal training programs (cycles, courses) are developed by teachers and employees of the RSE on the REM "RSPCMH". Programs are approved at a meeting of the methodological council. There is an approval stamp on the documents. (ESG G1.2). The structure of the programs complies with the requirements of such regulations as "Recommendations for the organization and implementation of educational programs of additional and non-formal education in the field of healthcare" (methodological recommendations).

While developing and implementing educational programs in the educational process in 2023, the requirements of the heads of practical healthcare organizations were taken into account to revise the duration of the advanced training course on the topic "Suicide Prevention among Minors" from 180 hours to 60 hours. Due to managers of practical healthcare, given the workload of the staff, it was difficult to send employees to training for 3 weeks. Feedback from managers of the practical healthcare system was received through a social network (whatsapp chat). This allows the organization to quickly receive feedback from representatives of practical healthcare to improve educational programs.

The activities of the department of scientific management and education are monitored by the Deputy Director for Clinical and Scientific Work. The department operates on the basis of the Regulations on the Department of Scientific Management and job descriptions approved by the director of the Republican State Enterprise on the REM "RSPCMH". The department collects feedback from students about the quality of its work. Thus, as a result of a survey of students in 2022, 80% were satisfied with the attitude towards them on the part of department employees, and in 2023 - 71.5%. Experts assessed the activities of the department and came to the conclusion that the department employs competent employees with management experience who have information on educational programs and LSI.

Conclusions of the EEC on the criteria. Comply out of 10 standards: completely - 10, partially - 0, do not correspond - 0.

Standard 9: CONTINUOUS RENEWAL

The organizational structure is updated as necessary. The organizational structure was last updated in 2022.

Compared to 2019, in 2024 the organization offers students 15 programs in the following areas: prevention of suicidal behaviour in minors, diagnosis and detection of autism, examination to establish the fact of use of psychoactive substances and intoxication, narcology, rehabilitation of persons dependent on psychoactive substances. The final results of training are revised on the basis of the

Order of the Minister of Health of the Republic of Kazakhstan dated December 21, 2020 No. RK MOH-303/2020 “On approval of the rules for additional and non-formal education of specialists in the field of healthcare, qualification requirements for organizations implementing educational programs of additional and non-formal education in the field healthcare, as well as the rules for recognizing learning results obtained by healthcare professionals through additional and non-formal education”, Order of the Minister of Health of the Republic of Kazakhstan dated November 30, 2020 No. RK MOH-224/2020 "On approval of the standard for organizing the provision of medical and social assistance in the field mental health of the population of the Republic of Kazakhstan", Recommendations for the organization and implementation of educational programs of additional education in the field of healthcare: Methodological guidelines, and internal regulatory documents (Regulations on the approval of the procedure and implementation of educational activities of the Republican Scientific and Practical Centre for Mental Health).

The most popular programs are “Training a program for the prevention of suicidal behaviour in minors”, 6 credits/180 hours -24.4%, “Issues of early detection of signs of the autism spectrum; Diagnostic screening”, 2 credits/60 hours - 8%.

Identification of shortcomings in the organization of the educational process is carried out by collecting feedback from students. So, in 2023 as new programs are implemented, it is revealed that students are not competent to use all methods, since they are new to them. In this regard, practical hours for teaching new methods to specialists have been increased. Elimination of deficiencies is carried out by revising the teaching method and the distribution of teaching hours; assessment of acquired knowledge, skills and abilities; content and duration of the OP. For this purpose, the organization has a methodological council, at whose meetings identified shortcomings and ways to eliminate them are discussed.

The learning environment is improved through regular updating, expansion and strengthening of the material and technical base. For example, in 2020-2024 as part of the provision of paid educational services, income was received in the amount of 120,256 thousand tenge. Computers, laptops, colour printers, MFPs, and office supplies were purchased for 1% of income; 8 contracts were concluded with domestic and foreign partners. These mechanisms led to an update of educational programs by 50% compared to 2019 and an influx of students.

The CEO is responsible for allocating financial resources for continuous improvement. The annual financial plan includes a cost item for updating, expanding and strengthening the material and technical base.

Conclusions of the EEC on the criteria. Comply out of 5 standards: fully - 5, partially - 0, do not comply - 0.

5. Recommendations for improving the educational activities of the RSE on the REM “Republican Scientific and Practical Centre for Mental Health” of the Ministry of Health of the Republic of Kazakhstan:

Standard 1

- 1) The final results of the training must be agreed upon with all stakeholders, including students (*implementation until January 2025*);

Standard 2

- 2) To ensure timely completion of the log to familiarize students with safety precautions at clinical sites (*implementation July 2024*);
- 3) All educational programs must include obligations to comply with ethical aspects, in accordance with the code of ethics (*implementation until January 2025*.);

- 4) In the content of educational programs, it is recommended to pay more attention to the latest scientific data and principles of evidence-based medicine;
- 5) In educational programs it is necessary to develop and describe practical competencies in accordance with the professional standard (competency-based approach with the allocation of UC - universal competencies, GPC - general professional competencies and PC - professional competencies with the designation of indicators of their achievements) (implementation until January 2025);
- 6) It is recommended to develop and prescribe professional roles in educational programs (implementation until January 2025);

Standard 3

- 7) To develop control and measurement tools for each continuous professional development program (implementation until January 2025);
- 8) To expand the use of the state language in the paperwork of the educational process.

Standard 5

- 9) In order to constantly improve the quality of training, introduce mutual attendance at classes with recording documented in a journal
- 10) To define in a document on personnel issues or develop a Regulation on the procedure for attracting employees to teaching, bring it into line with the qualification requirements for staff in accordance with the order of the Minister of Health of the Republic of Kazakhstan dated December 21, 2020 No. RK MOH-303/2020 "On approval rules for additional and non-formal education of healthcare professionals, qualification requirements for organizations implementing educational programs for additional and non-formal education in the field of healthcare, as well as rules for recognizing learning results obtained by healthcare professionals through additional and non-formal education" (implementation until January 2025);

Standard 6






- 11) To carry out educational activities at a high level, it is necessary to equip the Republican Scientific and Practical Centre for Mental Health and the branch with modern medical and diagnostic equipment.
- 12) To improve the maintenance and recording of documentation in the scientific research department, project management, and documentation of the process of providing educational services.

Standard 7

- 13) To develop and implement a feedback questionnaire for teachers (implementation September 2024).

6. Recommendation to the ECAQA Accreditation Council

The members of the EEC established the compliance of the main activities of the RSE on the REM “Republican Scientific and Practical Centre for Mental Health” of the Ministry of Health of the Republic of Kazakhstan with the Standards of institutional accreditation of organizations of additional and non-formal (CPD) education and came to a unanimous opinion to recommend that the ECAQA Accreditation Council, to accredit the above-mentioned organization for a period of 5 years.

Chairman	Kamaliyev Maksut Adilkhanovich	
Foreign expert	Kuzmina Svetlana Valerievna	
Academic expert	Tugelbaeva Kyzylgul Alimovna	
Expert employer	Kaliev Maral Ashirapovna	
Expert student	Kaydaulov Mukhtar Kenzhebekovich	

Приложение 1.

Институциональный профиль качества и критерии внешней оценки РГП на ПХВ
«Республиканский научно-практический центр психического здоровья» Министерства
здравоохранения Республики Казахстан (обобщение)

0	Критерии оценки	Количество стандартов	Базовые стандарты/ Стандарты улучшения	Оценка		
				Полностью соответствует	Частично соответствует	Не соответствует
1.	МИССИЯ И КОНЕЧНЫЕ РЕЗУЛЬТАТЫ	9	7/2	7/1	0/1	0
2.	ОБРАЗОВАТЕЛЬНЫЕ ПРОГРАММЫ	13	9/4	4/2	5/1	0/1
3.	ОЦЕНКА КОМПЕТЕНЦИЙ СЛУШАТЕЛЕЙ И ДОКУМЕНТАЦИЯ	10	7/3	5/2	2/1	0
4.	СПЕЦИАЛИСТЫ ЗДРАВООХРАНЕНИЯ (ИНДИВИДУАЛЬНОЕ ПРОФЕССИОНАЛЬНОЕ РАЗВИТИЕ)	11	8/3	8/2	0/1	0
5.	ПРЕПОДАВАТЕЛИ	9	4/5	2/4	2/1	0
6.	ОБРАЗОВАТЕЛЬНЫЕ РЕСУРСЫ	15	10/5	9/4	1/1	0
7.	ОЦЕНКА ПРОГРАММ ДОПОЛНИТЕЛЬНОГО И НЕФОРМАЛЬНОГО ОБРАЗОВАНИЯ	10	5/5	5/4	0/1	0
8.	ОРГАНИЗАЦИЯ	10	7/3	7/3	0	0
9.	НЕПРЕРЫВНОЕ УЛУЧШЕНИЕ	5	5/0	5/0	0	0
	Итого:	92	62/30	52/22	10/7	0/1
				92		

Приложение 2

**Список документов, изученных членами ВЭК в рамках проведения внешней оценки
РГП на ПХВ «Республиканский научно-практический центр психического здоровья»
Министерства здравоохранения Республики Казахстан**

№	Наименования документов	Количество
1.	Ключевые компетенции слушателей циклов повышения квалификации	1
2.	Конечные результаты обучения курсов дополнительного и неформального образования	1
3.	Справка о регистрации юридического статуса РНПЦПЗ	1
4.	Устав РНПЦПЗ	1
5.	Положения Центра	26
6.	Номенклатура дел на № 12-20, 2023 г.	1
7.	Организационная структура РНПЦПЗ	1
8.	Стратегический план Республиканского научно-практического центра психического здоровья	1
9.	Протокол утвержденной миссии	1
10.	Годовой отчет о работе РНПЦПЗ	1
11.	Кадровая политика РНПЦПЗ	1
12.	Свидетельства науки, образования, клиники	3
13.	Журнал выдачи удостоверений	1
14.	Календарно тематический план	1
15.	Протокол МС по пересмотру и утверждению КИС	1
16.	Должностные инструкции ОНМиО	4
17.	Должностные инструкции врачей	1
18.	Операционный план	1
19.	Журналы ведомости	9
20.	Состав профессорско-преподавательского состава на 2024 год	1
21.	Договора с ППС	2
22.	Сведения об участии преподавателей в страновых и международных мероприятиях	1
23.	Соглашения о сотрудничестве	1
24.	Правила технической безопасности на рабочем месте	1
25.	Авторские свидетельства	9

«Утверждаю»
 Генеральный Директор
 НУ «Евразийский Центр Аккредитации
 и обеспечения качества образования и
 здравоохранения» (ЕЦА)

Сарсенбаева С.С.
 «14» июня 2024 г.



ПРОГРАММА
 посещения Внешней Экспертной Комиссии НУ «ЕЦА»
 РГН на ПХВ «Республиканский научно-практический центр психического здоровья»
 Министерства здравоохранения Республики Казахстан
 Адрес: г. Алматы, ул. Амангельды - 88.
 24.06.- 26.06.2024 г.

«Утверждаю»
 Генеральный директор РГП ПХВ
 «Республиканский научно-практический
 центр психического здоровья»
 Министерства здравоохранения
 Республики Казахстан
 Алтынбеков К.С.
 «14» июня 2024 г.



ВРЕМЯ	МЕРОПРИЯТИЯ	ПРИМЕЧАНИЯ
	24.06.2024 (понедельник)	
	Предварительная онлайн встреча членов Внешней экспертной комиссии (ВЭК). Знакомство, распределение ответственности членов ВЭК. Краткий обзор отчета по институциональной самооценке РГП на ПХВ «Республиканский научно-практический центр психического здоровья» (далее РНППЦЗ), обсуждение ключевых вопросов экспертной оценки. Запрос документов для изучения.	Стандарты аккредитации /место проведения
	25.06.2024 (вторник)	
08.45	Сбор членов ВЭК – <i>Адрес: ул. Амангельды, дом 88</i>	<i>Адрес: г.Алматы, ул. Амангельды, дом 88</i>
09.00-09.20 (20')	Совещание членов ВЭК. Обсуждение программы и графика посещения РНППЦЗ	<i>Адрес: ул. Амангельды, дом 88, актовый зал, 3- этаж административного корпуса РНППЦЗ</i>

ECAQA

09.20-09.50 (30)	Встреча председателя и членов ВЭК с генеральным директором РНППЦЗ <i>Алтынбеков Кучуш Сагатович</i>	Стандарты 1,8,9
09.55-10.45 (50)	Отдел научного менеджмента и образования <i>Осипов Азамат Майлыбекович</i>	Стандарты 1,2,4,7,8,9
10.45-11.20 (35)	Образовательные программы <i>Абетова Айгуль Абдрасулловна</i>	Стандарты 2,3,5,6,7
11.20-11.35 (15)	Совещание ВЭК. Обмен мнениями.	
11.35-12.25 (50)	Посещение киннических отделов, аудиторий, библиотеки <i>Есипов Наби Болотович</i>	Стандарты 1,6,7,9
12.30-13.00 (30)	Интервью с преподавателями	
13.00-14.00	Перерыв на обед	
14.00-14.40 (40)	Интервью со слушателями и выпускниками программ дополнительного и неформального образования	Стандарты 1,2,3,4,5,6,7
14.45-15.20 (35)	Встреча с казахстанскими партнерами РНППЦЗ по реализации программ ННПР	Стандарты 2,5,9
15.25-16.05 (40)	Встреча с руководителями местных организаций, сотрудники которых обучались или планируют обучаться в РНППЦЗ	Стандарты 1,2,3,7 <i>онлайн, ссылка на zoom от РНППЦЗ</i>
16.05-16.20 (15)	Совещание ВЭК. Обмен мнениями.	
16.20-16.50 (30)	Встреча с сотрудниками филиалов РНППЦЗ	Стандарты 1,2,5,6,7,9 <i>онлайн, ссылка на zoom от РНППЦЗ</i>
16.50-17.45	Изучение документации для организации и проведения дополнительного и неформального образования	
17.45-18.00	Подведение итогов, обмен мнениями	
08.50	26.06.2024 (среда)	
09.00-09.20 (20)	Сбор членов ВЭК - <i>Адрес: ул. Амангельды, дом 88</i>	
09.20-10.00 (40)	Совещание членов ВЭК. Планирование экспертной оценки.	
10.05-10.45 (40)	Изучение документооборота отдела научного менеджмента и образования	Стандарты 1,2,3,5,6
10.50-11.20 (30)	Встреча с международными партнерами РНППЦЗ по реализации программ ННПР	Стандарты 2,5,9
	Встреча с сотрудниками, ответственными за образовательный процесс (дополнительно по	Стандарты 2,3,4,5

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	возникшим в ходе визита вопросам)	
11.20-11.35 (15')	Совещание ВЭК. Обмен мнениями.	
11.35-12.35 (60')	Изучение документов, в том числе по дополнительному запросу членов ВЭК Инновационные ресурсы для организации и проведения программ НПП ИТ-технологии в образовательном процессе	Стандарты 1,2,6,9
12.35-13.35	Перерыв на обед	
13.35-14.35 (60')	Обработка результатов, заполнение профиля качества и критериев внешней оценки по итогам институциональной оценки РНППЦЗ	Стандарты 1,2,9
14.35-16.45	Проектирование отчета и разработка рекомендаций	
16.45-17.15	Отпашение результатов работы ВЭК руководству РНППЦЗ и рекомендаций по улучшению	
17.15-18.00	Завершение работы ВЭК Выезд из РНППЦЗ	

- Стандарт 1. Миссия и конечные результаты
Стандарт 2. Образовательные программы
Стандарт 3. Оценка компетенций и документация НПП
Стандарт 4. Специалисты здравоохранения (индивидуальное профессиональное развитие)
Стандарт 5. Обеспечение дополнительного образования (непрерывное профессиональное развитие)
Стандарт 6. Образовательные ресурсы
Стандарт 7. Оценка программ дополнительного образования (непрерывное профессиональное развитие)
Стандарт 8. Организация
Стандарт 9. Непрерывное улучшение