

To the Accreditation Council
of the Eurasian Center for Accreditation
and Quality Assurance in Higher Education and Healthcare
05.05.2023

**REPORT
OF THE EXTERNAL EXPERT COMMISSION
ON THE RESULTS OF THE EVALUATION OF THE EDUCATIONAL
PROGRAMME
7R01143 - "THERAPEUTIC DENTISTRY"
OF A NON-PROFIT JOINT-STOCK COMPANY
"KAZAKH NATIONAL MEDICAL UNIVERSITY NAMED AFTER S.D.
ASFENDIYAROV"
FOR COMPLIANCE WITH THE ACCREDITATION STANDARDS OF
POSTGRADUATE EDUCATION PROGRAMMES (RESIDENT
SPECIALTIES) OF MEDICAL EDUCATIONAL ORGANIZATIONS**

external expert evaluation period: 18.04.23-20.04.2023

Almaty, 2023

TABLE OF CONTENTS

	List of symbols and abbreviations	
1	Composition of the external expert commission	5-6
2	General part of the final report	6-7
2.1	Representation of the Non-Profit Joint Stock Company (NJSC) "Kazakh National Medical University named after S.D. Asfendiyarov" and the "7R01143 Therapeutic Dentistry" programme	7
2.2	Information about previous accreditation	7
2.3	Conclusion on the results of the reviewing the self-assessment report of the specialty "7R01143 Therapeutic Dentistry" for compliance with the Accreditation Standards for Postgraduate Education Programmes (Residency Specialties) of Medical Educational Organizations and conclusions	7-9
3	Description of external expert evaluation and conclusion	9-14
4	Analysis for compliance with accreditation standards based on the results of the external evaluation "7R01143 Therapeutic dentistry"	14-37
5	Recommendations for improving the "7R01143 Therapeutic Dentistry" programme	38
6	Recommendation to the Accreditation Council	38
7	Attachment 1. Quality Profile and Criteria for External Evaluation and Residency Education Programme in the specialty of "7R01143 Therapeutic Dentistry"	38-39
	Attachment 2. List of documents studied as part of an external expert evaluation	39-42
	Attachment 3. Organization visit programme	43

LIST OF ABBREVIATIONS AND DEFINITIONS

Abbreviation	Definition
AMS	Administrative and Managerial Staff
HEI	High Education Institution
SCC	State Certifying Commission
SCES	State Compulsory Educational Standard
DSHR	Department of Science and Human Resources
ECAQA	Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health Care
FCE	Final Certifying Examination
IEP	Individual Education Plan
CS	Clinical Specialties
CHIS, AIS, Damu	Health Information Systems
CP	Clinical Protocol
CoC	Component of Choice
ESC	Elective Subjects Catalogue
MoH	Ministry of Healthcare of the Republic of Kazakhstan
MoEDSc	Ministry of Education and Science of the Republic of Kazakhstan
SR	Scientific Research
NSCS	A.N. Syzganov National Scientific Centre for Surgery Joint Stock Company
NCIE	National Centre for Independent Examination
EP	Educational Programme
OSCE	Objective Structured Clinical Examination
MS	Major Subjects
PGCE	Department for Postgraduate Continuing Education
PHC	Primary Health Care
ATS	Academic Teaching Staff
SYL	Syllabus
RCHD	Republican Centre for Health Development
IWR, GWR	Independent Work of Residents, Work of Residents Guided by a Teacher
ST RK ISO, QMS	Quality Management System of the Republic of Kazakhstan
TSYL	Typical Syllabus
TP	Training Package on
EMB	Educational and Methodological Board
AB	Academic Board
CBL	Case-based learning
ESG	European Standards and Guidelines
ESC	European Society of Cardiology
MCQ	Multiple-choice question
RBL	Research based learning
TBL	Team-based learning

2. General part of the final report.

2.1.Presentation of Non-profit JSC "Kazakh National Medical University named after S.D. Asfendiyarov" and "7R01143 Therapeutic Dentistry"

Organization name, legal form of ownership, BIN	Non-profit joint stock company "Kazakh National Medical University named after S.D. Asfendiyarov"
Management body	Ministry of Healthcare of the Republic of Kazakhstan Ministry of Education and Science of the Republic of Kazakhstan
Full name of the first head	Shoranov Marat Yedygeyevich
Date of establishment	1930
Location and contact details	The Republic of Kazakhstan postal code 050012, Almaty city, Tolebi street, 94 Tel/Fax: 8727/3387090 e-mail: info@kaznmu.kz Official website: www.kaznmu.kz
State license for educational activities (date, number)	State license No. KZ74LAA00017008 dated September 19, 2019
The contingent of students at the beginning of the current academic year	The program is undergoing primary accreditation without a contingent of students
Graduate employment rate (average), %	-
Full-time teachers/ Part-time employees, incl. % degree	Department staff - 18.25 rates, 19 people of teaching staff (main place of work). Degree - 55%.

Non-profit joint stock company "Kazakh National Medical University named after S.D. Asfendiyarov (hereinafter referred to as the University or KazNMU) is the largest university in the country, providing high-quality training of specialists at all levels of higher and postgraduate education in all areas of healthcare. The status of a research university creates conditions for the integration of scientific activities, the educational process and clinical activities. The mission of the University was first formulated in 2012, revised in 2017. The latest edition (20.03.2019) of the mission of the University, in connection with receiving the status of a research university, developed by the [Development Programme](#) for 2019-2023, was approved by the Board of Directors and published on the [KazNMU website](#). Residency programmes at the University have been implemented since 2008. Currently, in accordance with the State License No. KZ74LAA00017008 dated September 19, 2019, training is carried out in 46 residency educational programmes. The main educational, scientific and clinical structural unit of KazNMU, which coordinates training in residency, is the dean's office of internship and residency, renamed from August 3, 2020 to the faculty of postgraduate education. EP "7R01143 Therapeutic Dentistry" was developed and entered into the Register of Educational Programmes of Higher and Postgraduate Education for the first time in 2020. In 2022, with the introduction of State Compulsory Educational Standard 2022, the residency programme was redesigned. Accreditation of the educational programme of residency "7R01143 Therapeutic dentistry" is carried out for the first time. The enrollment of students is planned for the 2023-2024 academic year.

2.2.Information about previous accreditation

Until now, the accreditation of the educational programme of residency in the specialty 7R01143 - "Therapeutic dentistry" has not been carried out.

2.3. The conclusion on the results of the reviewing the self-assessment report of the programme 7R01143 - "Therapeutic Dentistry" was not carried out by Non-profit JSC "Kazakh National Medical University named after S.D. Asfendiyarov", for compliance with the Accreditation Standards of Postgraduate Education Programmes (Residency Specialties) of Medical Educational Organizations and Conclusions

The self-assessment report of the educational programme 7R01143 - "Therapeutic Dentistry" is presented on 89 pages and contains 9 attachments according to the relevant standards, copies and electronic versions of the minutes, procedures and regulations located at the link <https://drive.google.com/drive/folders/10y0qAhpXymKMku9etl6Dag5FnGDwNv-I?usp=sharing>. The report on specialized self-assessment is accompanied by a list of members of the working group for conducting the self-assessment and preparation for accreditation 7R01143 - "Therapeutic dentistry", indicating the responsibility of each member of the internal commission, information about the person responsible for conducting self-assessment for compliance with the Specialized Accreditation Standards of ECAQA Educational Programmes.

The report is characterized by completeness of answers to all 9 main accreditation standards and criteria, structuredness taking into account the recommendations of the "Guidelines for conducting the self-assessment of the educational programme" provided to the educational organization by the accreditation center - ECAQA, as well as the internal unity of information. The report is accompanied by a cover letter signed by the Chairman of the Board - Rector of KazNMU named after S.D. Asfendiyarova Shoranova M. Ye., which confirms the accuracy of the quantitative information and data included in the self-assessment report.

The report contains a list of members of the internal self-assessment commission indicating the responsibility of each employee, information about the representative of the organization responsible for conducting the self-assessment of the educational programme:

The Chairman of the internal self-assessment commission:

Baildinova K. Zh., vice-rector of the academic block.

Members of the internal commission:

No.	Full name	Academic degree/academic status	Position, place of work
1	Altynbekov Kubeisin Duisembayevich	Doctor of Medicine, Professor	Acting Dean of the School of Dentistry
2	Tezekbayeva Gulzat Asylkhanovna	Master's degree	Deputy Dean of the School of Dentistry
3	Yesirkepov Asylbek Abdrasilovich	Candidate of Medical Science	Deputy Dean of the School of Dentistry
4	Aldasheva Maiya Akhmetovna	Doctor of Medicine, Professor	Department Head of the School of Dentistry
5	Baskakova Irina Valentinovna	Candidate of Medical Science	The Chairperson of the CEP for the School of Dentistry, Associate Professor of the Department of Therapeutic Dentistry
6	Kumarbayeva Aigul Tlektsovna	Candidate of Medical Science	The Chairperson of the QAC (quality assurance commission) for School of Dentistry, Associate Professor of the Department of Therapeutic Dentistry

The Representative of the Non-profit JSC "KazNMU named after S.D. Asfendiyarov", responsible for conducting a self-assessment of the educational programme to request and obtain the necessary information: Altynbekov K.D. - Acting Dean of the School of Dentistry: contact details - mobile phone +77762225204, altynbekov.k@kaznmu.kz.

The self-assessment of the residency educational programme 7R01143 - "Therapeutic dentistry" was carried out on the basis of order No. 05-01-02-11-1 dated 06.01.2023 "On the creation of a working group to prepare a self-assessment report and conduct primary specialized accreditation of educational programmes for undergraduate, graduate and residency "([Order No. 31](#)). The report was reviewed by an accreditation expert: Candidate of Medical Science Sultanova G.D., the reviews noted the strengths and areas for improvement, as well as recommendations for additions and changes, which were taken into account in the process of feedback from the representative of the university and the corresponding changes and additions were made to the self-assessment report. All standards provide the University's practice in training residents in specialties, reasoned data, examples of the implementation of the objectives of the educational programme, national and international events, methodological support, confirming compliance with the requirements of accreditation standards, taking into account the start of admission in the 2023 academic year. The description in the self-assessment report is quite complete and updated in terms of the number of future residents, teachers, administration, selection and admission information, learning outcomes, knowledge and skills evaluation results, the material and technical base of the university and clinical bases, contractual obligations with partners (universities, associations, databases), financial information, plans for development and improvement. The report is submitted to ECAQA in a finalized 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, contain references in the text and have continuous numbering. The quality of the self-assessment report served as the basis for the transition 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 obtained during a visit to the educational organization, i.e. verification of quantitative and qualitative indicators.

3. Description of external expert evaluation.

External expert work within the framework of the evaluation of the educational programme 7R01143 - "Therapeutic Dentistry", was organized in accordance with the Guidelines for conducting the External Evaluation of ECAQA Educational Organizations and Educational Programmes (approved by the order of the Director General of the National Institution "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Healthcare" No. 5 dated February 17, 2017) according to the programme approved on April 10, 2023 by ECAQA Director General Sarsenbayeva S.S. and agreed with the rector Shoranov M. Ye... Dates of the visit to the organization: April 18-20, 2023. The external evaluation is aimed at validating the data of the self-assessment report and verifying the indicators indicating the degree of compliance with the criteria of the accreditation standards. The sequence of the implementation of the visit within 3 days is detailed in the Visit Programme, which is in the documentation of the accreditation center. The programme is proof of the implementation of all planned activities within the framework of an external expert evaluation.

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

- Interviews with management and administrative staff - 24 people;
- Interviews with residents - 8 people;
- interviewing - 11 employers, 16 teachers and 6 mentors;
- questioning of teachers and residents, respectively;
- studying the website (www.kaznmu.kz/);

➤ review of resources in the context of fulfilling the accreditation standards: 4 practice/clinical engagement bases were visited, including: “Dobrodent” Dental Clinic, st.Navoi 210/2, Dental Clinic "Eurodent", Dostyk St., 55 corner of Zhambyl street, Family Dental Center "VitaDentalClinic" Raimbek Ave., 481, Children's Dental Clinic, Tole Bi 176, where two educational programmes are taught;

➤ study of educational and methodological documents in the amount of 57 units, both before the visit to the organization and during the visit to the subdivisions (the list is in Attachment 2).

On the part of the staff of the accredited organization, the presence of all persons indicated in the visit programme and according to the lists of interview sites and conversations was ensured (table 1).

Table 1 –Information on the number and category of participants in meetings with the EEC in the dental field

No.	Full name	Position
1	Baidildinova Klara Zhenissovna	Vice-Rector for Academic Affairs
2	Sultangaziyeva Svetlana Yeleusizovna	Vice-Rector for Clinical Affairs
3	Baimakhanov Abylai Niyatovich	Dean of the Faculty of Postgraduate Education
4	Altynbekov Kubeison Duisenbayevich	Acting Dean of the School of Dentistry
5	Tashetova Aigul Balabekovna	Head of the Department for Academic Affairs
6	Mukhamedzhanova Symbat Allabergenovna	Head of the Alumni Career Center
7	Nagasbekova Bayan Serikkanovna	Head of Human Resources Development Department
	Sapakova Madina Mukhtarovna	Head of Personnel Department
8	Tuleyev Bakyt Iziyadinovich	Head of the Clinical Department
9	Yensegenova Zoya Zharbulatovna	The Chairperson of the Committee for Educational Programmes (Postgraduate Education Faculty),
10	Baskakova Irina Valentinovna	The Chairperson of the Committee for Educational Programme of School of Dentistry
11	Салиев Тимур Муйдинович	Head of Scientific research Institute of fundamental and applied medicine named after B. Atchabarov
12	Smailova Dariga Sansyzbayevna	Head of the Department of Science
13	Iskakov Serikzhan Sagimzhanovich	Financial Director
14	Amangeldinova Gulzhan Anuarbekovna	Chief Accountant
15	Talkimbayeva Nailya Anuarovna	Head of the Simulation Center
16	Utebaliyeva Aliya Khakimzhanovna	Acting Head of the Library
17	Ruzuddinov Turetai Beksaurovich	Head of the Department of Pediatric Dentistry
18	Menchisheva Yuliya Alexandrovna	Head of the Department of Surgical Dentistry
19	Aldasheva Maiya Akhmetovna	Head of the Department of Therapeutic Dentistry
20	Altynbekov Kubeison Duisenbayevich	Head of the Department of Orthopedic Dentistry

Residency teachers in the dental field:

No.	Full name	Specialty	Position
1	Yermukhanova Gulzhan Tle	Pediatric Dentistry	Professor of the Department of “Pediatric

	umukhanovna		Dentistry”
2	ZhumabayevaKuralaiZhumabayevna	PediatricDentistry	Associate Professor of the Department of “Pediatric Dentistry”
3	MenchishevaYuliya Alexandrovna	SurgicalDentistry	Head of the Department of Surgical Dentistry
4	StabayevaGulsumSeidilovna	SurgicalDentistry	Associate Professor of the Department of Surgical Dentistry
5	NyssanovaBakhytZhakenovna	OrthopedicDentistry	Professor of the Department of Orthopedic Dentistry
6	KarkabayevaKarlygashOmirezakovna	OrthopedicDentistry	Assistant of the Department of Orthopedic Dentistry
7	Sagatbayeva Anara Dzhambulovna	TherapeuticDentistry	Associate Professor of the Department of Therapeutic Dentistry
8	Baskakova Irina Valentinovna	TherapeuticDentistry	Associate Professor of the Department of Therapeutic Dentistry

Employers -the representatives of practical healthcare:

No.	Full name	Specialty	Position
1	DugaliMedgatMamyrbekuly	SurgicalDentistry	Director of the Dental Clinic “SafiDentalClinic”
2	AzhibekovAibekSaparbekovich	SurgicalDentistry	Director of the network of dental clinics “ATLAS DENTAL CLINIC”
3	MadraimovNarimanBaurzhanovich	SurgicalDentistry	Head of “N Royal” LLP
4	Volobuyeva Yelena Vladimirovna	PediatricDentistry	pediatric dentist, director of the author's non-invasive clinic
5	Moldazhanov Talgat Tolepbergenovich	OrthopedicDentistry	director of the clinic “Dr.BiBIClinik” in Almaty
6	KobekovSagyndykSagatuly	OrthopedicDentistry	director of the clinic "SS Team" in Almaty
7	AkhmetbayevaGilnaraMyrzagalievna	OrthopedicDentistry	chief physician of the dental clinic “Rakhat” in Almaty
8	ZhuginisovaLyazzatZhuniskyzy	TherapeuticDentistry	director of the medical part of the dental clinic Rakhat in Almaty
9	Tskhai Olga Vissarionovna	TherapeuticDentistry	chief physician of the “Orbita Dent” clinic in Almaty

Clinical mentors of residents in the dental field:

No.	Full name	Educational programme	Position
1	AkhshalovMaratzhanYessaliyevich	SurgicalDentistry	Head of Operations Unit, City Clinical Hospital No. 5
2	GatinaGulmiraIrshatovna	SurgicalDentistry	Physician of City Clinical Hospital No. 5
3	KozbekovaRaushanSultangaziyevna	PediatricDentistry	Deputy head physician of LLP "DSP of Almaty"
4	PolvanovDonatKamaldinovich	PediatricDentistry	Physician of LLP "Estedent" in Almaty

Residents in the dental field:

No.	Full name of resident	Specialty	Course
1	BalabaiArdakBakhbergenkyzy	Pediatric Dentistry	1
2	Smetova Dana Galymkyzy	Pediatric Dentistry	1
3	Pashayeva Sabina Nadirshakhovna	Pediatric Dentistry	1
4	DaniyarkyzyMoldir	Pediatric Dentistry	1
5	UssenbayevAskarAkyzbekovich	Pediatric Dentistry	1
6	KuttymyrzaOlzhasGazizuly	Pediatric Dentistry	1
7	KanzhonyetovAbylaiSerikkaliuly	Surgical Dentistry	1

The sequence of the visit implementation during 18-20.04.2023 is presented in detail in the Visit Programme, which is in the documentation of the accreditation center and in the attachment to this report.

On the last day of the visit to the organization, a meeting of the EEC members was held following the results of the external evaluation. A final discussion of the results of the external evaluation of the educational programme, the study of documents, the results of conversation, interviews, and questionnaires was held. EEC members have begun drafting the final report of the EEC. Generalizations of the results of the external evaluation are made. The experts individually completed the “Quality Profile and Criteria for External Evaluation of Educational Programme 7R01143 – “Therapeutic Dentistry” for compliance with the ECAQA Accreditation Standards. No comments were made by the EEC members. Recommendations for improving the educational programme were discussed and the final open vote on recommendations for the ECAQA Accreditation Council for the accreditation period of 5 years was held by the chairwoman Kabildina Nailya Amirbekovna.

Comfortable conditions were created for the work of the EEC, access to all necessary information and material resources was organized. The Commission notes the high level of the corporate culture of the University, the high degree of openness of the team in providing information to the members of the EEC. At the end of the programme of the visit, the chairman of the EEC announced recommendations for the management and employees of the educational organization based on the results of an external evaluation as part of specialized accreditation.

When conducting a survey of residents, the work of the External Expert Commission for Accreditation was assessed as positive by 78.9%, as satisfactory by 21.2%. According to 78.6% of teachers, the survey conducted by the ECAQA is useful for developing recommendations for improving the key areas of activity of the accredited educational organization.

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

4. ANALYSIS FOR COMPLIANCE WITH ACCREDITATION STANDARDS ON THE RESULTS OF THE EXTERNAL EVALUATION OF THE EDUCATIONAL PROGRAMME 7R01143 – “THERAPEUTIC DENTISTRY”

STANDARD 1: MISSION AND OUTCOMES

Evidence of Compliance:

1.1 Mission statement and deliverables.

The mission of EP 7R01143 - "Therapeutic Dentistry" www.kaznmu.kz aimed at implementing the mission of the University, by preparing a qualified medical specialist in therapeutic dentistry, who has a system of universal knowledge and professional competencies, capable and ready for independent professional activity, organizing the provision of qualified and specialized therapeutic dental care. According to the mission, EP 7R01143 - "Therapeutic Dentistry" is aimed at training competitive specialists in the field of therapeutic dentistry, able to meet the needs of society in the provision of therapeutic dental care, apply and develop advanced innovative technologies in practice and science, use the achievements of information and communication technologies, improve public health. The University has all the resources necessary for the formation of professional qualities and the achievement of the final results declared in the mission of the educational programme in accordance with both national and international requirements and the needs of the healthcare sector, is aimed at in-depth training of a specialist who is able to provide qualified and specialized medical care to the population with dental diseases in accordance with the data of evidence-based medicine. The mission of the EP was brought to the attention of all employees of the departments, residents by posting information about the residency on the university website at www.kaznmu.kz section: the Faculty of Postgraduate Education. During the implementation of the programme activities, namely, based on the results of interviews with the vice-rectors of the university, with the heads of structural subdivisions, members of the advisory and consultative body as the CEP of the school of dentistry and postgraduate education, in interviews with residents and teachers, compliance with the criteria of **standard 1** was established. All participants in the educational process know the mission of the educational programme, took part in the formation of proposals for the formulation of the mission, while the mission was brought to the attention of potential residents through the website, social networks, newsletters to medical organizations. Reviewed the strategic plan of the organization for a period of 5 years, including such areas as "Mission, Vision and Values", "Market Analysis", "2SWOT-analysis", "Benchmarking", "Accreditation of competitors", "Risks", "Strategic goals", " Indicators of strategic development", which confirms the implementation of the accreditation standard and demonstrates the goals, objectives and prospects of the organization in the field of university development at all levels of education together with practical healthcare, the development of science and university infrastructure, joint educational programmes, international and strategic partnerships, which confirms the fulfillment of the accreditation standard and demonstrates the goals, objectives and prospects of the organization. From interviews with residents, it was found that before the start of classes, teachers inform about the mission, work plans of the educational organization, they tell them where to get the necessary information about the educational programme, teachers, training bases.

In the process of visiting the departments of the educational organization, the experts noted the strengths of the educational organization in relation to the accredited educational programme, including: the university has departments that are directly related to the educational programme 7R01143 - "Therapeutic Dentistry", which can be noted as the best practice in education: the educational programme in the specialty was developed on the basis of requests from graduates of the internship "dentistry" and practical healthcare, which demonstrates work at the request of the labor market, the only dental simulation center in the country equipped with the most modern simulators and equipment, the availability of clinical bases with a sufficient number of patients with various nosologies and the graduated staff of the department closely cooperating with practical healthcare. The conclusion was made during a visit to the simulation center and clinical bases. The results of studying the documentation demonstrate that the mission of the university and the mission of the educational programme 7R01143 - "Therapeutic Dentistry" are fully consistent with each other. The educational process will be built in accordance with the State Compulsory Educational Standard and the current normative legal acts (NLA) in postgraduate education in the field of healthcare. At the same time, in the process of meetings

with employers, in advisory bodies, there is an insufficient number of employers and representatives of professional associations, which are the main stakeholders of educational organizations.

1.2. Professionalism and professional autonomy.

The postgraduate educational programme of residency in the specialty 7R01143 - "Therapeutic Dentistry" is built on the basis of the mission and taking into account the requirements of the State Compulsory Educational Standard of the Republic of Kazakhstan 2022, as well as the professional standard of the Republic of Kazakhstan "Dental Activities" (Attachment No. 1 to the Order of the Deputy Chairman of the Board of the National chamber of entrepreneurs of the Republic of Kazakhstan "Atameken" No.285 dated October 22, 2018). To verify the standard, during a meeting and interview with the head of the Department of Therapeutic Dentistry Aldasheva M.A. and the chairman of the CEP of the School of Dentistry Baskakova I.V. it was found out what and how it is planned, under the guidance of a mentor, the resident will receive and improve special knowledge in therapeutic dentistry and hone practical skills. The teaching of disciplines according to the standard curriculum of the educational programme will be carried out on the basis of large dental clinics, which will allow residents to get a holistic vision of patients with various pathologies. This helps residents to obtain good clinical practice, the ability to think independently and be able to work independently at a high professional level after graduation. Residency training comes with an emphasis on practice, so theoretical training is 20%, clinical work is 70%, independent work is 10%. As a result of training, the resident receives a holistic vision of processes, the ability to select effective and safe treatment, which generally determines an individual approach to patients - the autonomy of decisions in favor of the patient. When working with residents, training will be conducted using updated protocols, treatment recommendations, own and borrowed implementations in clinical practice.

Residents are required to participate (including on-line) at conferences and seminars in educational seminars, symposiums, trainings, master classes. The ability to formulate, analyze and formalize the results of scientific research in the form of publications and reports is a mandatory result of training in residency. To increase the level of autonomy, the University has a General Meeting of Founders. To verify **standard 1**, a meeting was held with vice-rectors of the university. During the conversation, the experts asked the following questions: prospects for the development of residency. In the course of the answers of the Vice-Rector for Academic Affairs Baidinova K.Zh. and vice-rector for the clinic Sultangaziyeva S.Ye. a strategy for the development of a residency programme at the university was announced, which indicates a clear vision of the university and an interest in improving residency programmes, taking into account the needs of practical healthcare.

When conducting a survey of 19 residents (on the resource <https://webanketa.com/>), out of 22 questions, a number were devoted to the quality of the educational process and the educational programme. It has been established that 73.7% of residents will recommend studying at this educational organization to their acquaintances, friends, relatives. And 73.7% of respondents believe that the leaders of the educational programme and teachers are aware of the problems of students related to learning. To the question "In your opinion, does this organization of education allow you to acquire the necessary knowledge and skills in your chosen specialty?", 73.7% of residents answered positively, 10.5% could not answer this question yet, and 15.8% would like to believe.

The 28 teachers surveyed (21 questions of the questionnaire) also answered that 89.3% are satisfied with the organization of labor and workplace in this educational organization, and 10.7% partially agree with this statement. The experts determined that the organization has a healthy microclimate, since the manager is quite accessible to both residents and employees, responds promptly to applications and questions. In the questionnaire, 96.4% of teachers are satisfied with the microclimate of the organization, and 3.6% are partially satisfied. In the opinion of 82.1% in the educational organization, the teacher has the opportunity to realize himself/herself as a professional in his/her specialty.

1.3. Learning Outcomes.

In the process of external evaluation, it was found that in the future the EP implemented at the university is aimed at the formation of professional competencies based on a competency-based approach to learning. In the EP of the specialty “Therapeutic Dentistry”, the competencies that a resident must master upon completion of training are defined in the “Qualification Characteristics” in accordance with the Dublin descriptors and the State Compulsory Educational Standard of the Republic of Kazakhstan, the standard curriculum, the professional standard of the Republic of Kazakhstan “Dental Activities” (Attachment No. 1 to the Order of the Deputy Chairman Board of the National chamber of entrepreneurs of the Republic of Kazakhstan "Atameken" No. 285 dated 22.10.2018), the National Qualification Framework of the Republic of Kazakhstan, as well as the order of the Minister of Healthcare of the Republic of Kazakhstan dated December 21, 2020 No. ҚР ДСМ-305/2020 "On approval of the nomenclature of specialties and specializations in the field of healthcare, the nomenclature and qualification characteristics of positions of healthcare workers." The educational programme forms a patient-centered style of work aimed at ensuring the safety of patients, their correct identification, effective communication, increasing the safety of examination and treatment, reducing injuries, and maintaining successive treatment. Residents are informed about the end results of their learning by receiving information from teachers and mentors during classes, and information is also available in syllabuses. This was stated by them during the conversation.

The interviewed teachers answered that 57.1% are fully satisfied with the level of previous training of residents, and 39.3% are partially satisfied. The experts established a clear continuity between the outcomes of the residents' previous training (prerequisites) and residency training and subsequent continuing professional development programmes. The organization has developed standard programmes for additional education, including for the specialty "therapeutic dentistry". Residents are informed about this in classes and also receive information on the university website.

85% of teachers-respondents believe that students of this educational organization have a high level of knowledge and practical skills after completing the training programme, and 15% partially agree with this.

1.4. Participation in the formulation of the mission and final results.

The main (internal) stakeholders involved in the process of forming the mission of the EP include: students, teachers, clinical mentors attracted from clinical bases, administrative staff, advisory and consultative bodies of the IPO, graduates. When forming the EP "Therapeutic Dentistry", its goals, final results, a discussion was held at the level of: student audience, staff of the department (Minutes No. 7 dated 23.01.2020, No. 1 dated 29.08.2022), meeting of the CEP of the School of Dentistry (Minutes No. 8 dated 24.03.2020, 31.08.2022). At the working meetings of the dean's office of the School of Dentistry, the meeting of the Academic Committee of the Senate, corrections were made to the general structure of the EP, in the formation of its goals and results. Every year, meetings are held between the university management and representatives of medical organizations through a job fair, at which issues of the quality of graduate training are discussed, proposals are made to improve the strategy and tactics of teaching students, the advantages and problems of the university's activities are noted, which allows timely development of measures to eliminate shortcomings. Other (external) stakeholders involved in the formulation of the mission and final results include: employers (including potential ones), KDA (Kazakhstan Dental Association), UKDA (United Kazakhstan Dental Association), National Public and Professional Associations (Eurasian Medical Association, Kazakhstan Association of private medical institutions, Association of Healthcare Subjects “ZdravAtameken”, National Chamber of Healthcare, National Medical Association of Kazakhstan, Since the EP is focused on the expectation of the employer and the needs of the labor market, the elements of the EP and CED are being coordinated with employers. Employers, members of professional associations are involved in the review of the EP, participation in the discussion of the results at the meetings of the CEP, during the "Days of the University". During the discussion, proposals are formed to further improve the strategy and tactics of

training in residency, which allows timely development of action plans to eliminate shortcomings. Residents participate in the evaluation process of the EP by expressing their opinions and wishes at the end of the course of study or mastering a particular discipline during the survey. Residents participate in the evaluation process of the EP by expressing their opinions and wishes at the end of the course of study or mastering a particular discipline during the survey.

At the same time, when talking with residents and employers, experts did not receive a clear answer to the question "Do you participate in formulating the mission and goals of the organization, educational programme?", What is the personal contribution of residents to improving the educational programme? Residents answered these questions that they did not all participate for various reasons, and employers answered as follows that they participate in the discussion and approval of the mission and final results of the EP, if they cannot be personally present, all issues are resolved through chats.

Conclusions of the EEC by the criteria. Compliant with 17 standards: fully - 17.

Standard 1: implemented.

Recommendations for improvement identified during the external visit: none.

STANDARD 2: EDUCATIONAL PROGRAMME

Evidence of Compliance:

2.1. Framework parameters of the postgraduate medical education programme.

Residency training in the specialty 7R01143 - "Therapeutic Dentistry" is planned to be carried out full-time. The term of study is 2 years. According to the State Compulsory Educational Standard of the Republic of Kazakhstan 22 and the standard professional curriculum for medical specialties of residency, the order of the Minister of Healthcare of the Republic of Kazakhstan dated July 4, 2022 No. ҚРДСМ-63 (Typical curriculum of residency). The training of specialists in residency includes: theoretical and clinical training, midterm and end-of-course assessment. The educational programme is designed for 140 credits: major disciplines (mandatory component) - 134 credits, elective component - 4 credits, end-of-course assessment- 2 credits. Typical curriculum includes a list of compulsory disciplines indicating the number of credits and disciplines of the elective component (elective). To implement the educational programme in therapeutic dentistry, the department has teaching materials, which defines the goal, takes into account the integration of practical and theoretical components, and independent work. Compliance with the State Compulsory Educational Standard and standard requirements was established. Due to the lack of a set of students, it was not planned to attend practical classes in this specialty. The University ensures compliance with ethical aspects in the implementation of the educational programme, as the experts studied the code of ethics (Rector's Order No. 615 dated 24.11.2021), and during the interview, residents of other specialties answered that they were aware of the content of this document.

The analysis of the teaching materials 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 the teaching materials and syllabuses.

The mentoring system was assessed, which is described in the document "Regulations on mentoring" approved by order of the rector No. 231 dated 16.09.2019.

The procedure for informing residents about their rights and obligations is reflected in the Academic Policy of the University. This indicates compliance with **standard 2** in terms of adapting training to the needs of residents. Along with the principles of quality and academic honesty, the university has an Anti-Plagiarism system.

2.2. Scientific method.

Each discipline of the educational programme 7R01143 - "Therapeutic Dentistry" provides training in research skills, taking into account the real needs of modern dentistry and medicine in general, aimed at developing the skills of medical research methodology using scientific foundations. Since 2013, the University has been implementing the "Learning through Research" programme, which

forms the basic research competencies of students. Scientific research is a mandatory component of residency training and involves the integration of educational, practical and research processes, with the result in the form of publications of scientific papers, speeches at conferences of various levels. The educational programme includes the scientific foundations and methodology of medical research. When talking with residents of other specialties, the experts learned that they use scientific data in teaching and know the basics of evidence-based medicine. The teachers said that they teach residents the methods of critical evaluation of literature, articles and scientific data, the application of scientific developments. This form of training is organized in the form of a "magazine club", which is held once a month. Knowledge of evidence-based medicine is used daily in the theoretical analysis of the material and when working under the supervision of a teacher, in determining the effectiveness of diagnostic algorithms, choosing effective medical treatment tactics, in clinical discussions, participating in medical conferences, filling out case histories. When questioning residents, it was found that to the question of the questionnaire "At the moment I am doing scientific work under the guidance of my teacher or mentor", 78.95% of residents answered yes, this is so, 10.53% started planning the implementation of research and development work and 10.53% did not offer me engage in research.

2.3. Structure, content and duration of the residency programme.

The educational programme 7R01143 - "Therapeutic Dentistry" was developed in accordance with the State Compulsory Educational Standard of the Republic of Kazakhstan 22 and the standard professional curriculum of the residency Typical curriculum. The achievement of learning objectives is based on the acquisition by residents of the necessary knowledge and key competencies, majoring (MDM) disciplines of the main component and the elective component (EC).

When forming the EP, the following factors were taken into account: the contribution of each discipline to the formation of competencies at a certain level (course), i.e. the responsibility of both major and cognate disciplines for the formation of a competent graduate, the definition of competencies in each discipline. The curriculum of the programme provides a sequence of studying disciplines based on their continuity, a rational distribution of disciplines over semesters from the standpoint of the uniformity of the resident's educational work. Working curricula contain all the disciplines of the mandatory component of the standard curricula developed according to the State Compulsory Educational Standard of the Republic of Kazakhstan in this specialty, on the basis of which training is conducted. Major disciplines are represented by disciplines:

- local anesthesia for therapeutic interventions in the oral cavity (18 ECTS credits);
- module "Diseases of hard tissues of teeth" (Diseases of hard tissues of teeth of carious origin – 20 ECTS credits; Diseases of hard tissues of teeth of non-carious origin – 21 ECTS credits);
- module "Diseases of the pulp and periodontium" (Diseases of the pulp of the tooth - 16 ECTS credits; Diseases of the periodontium - 16 ECTS credits);
- Module "Diseases of the periodontium and oral mucosa" (Diseases of the periodontium - 14 ECTS credits; Diseases of the oral mucosa - 27 ECTS credits).

Major disciplines are aimed at deepening the knowledge and skills of diagnosing, treating and preventing dental diseases of a therapeutic profile by integrating theory and practice, taking into account all the characteristics of the patient and the course of diseases, emergency care in therapeutic dentistry.

The list of disciplines of the elective component is discussed with employers. The elective component included the following disciplines:

- medical law, management, marketing and audit in dentistry – 4 ECTS credits;
- infectology and epidemiology – 4 ECTS credits;
- emergency care in the context of a dental appointment – 4 ECTS credits;
- clinical pharmacology in the practice of a dentist-therapist – 4 ECTS credits;
- medical rehabilitation in the practice of a dentist-therapist – 4 credits.

The department has documents containing requirements for the structure and content of the educational programme, including the State Compulsory Educational Standard of the Republic of Kazakhstan and Typical curriculum. The content of work programmes and the catalog of elective disciplines reflected the needs of the healthcare system, including medical law, management, marketing and audit in dentistry, as well as the specifics of research and development and scientific achievements of teachers. For the successful implementation of the educational programme in the specialty "therapeutic dentistry", the organization has the resources to organize the evaluation of the practical skills of residents both in the simulation center and at clinical bases. The simulation center was organized within the framework of the programme of the Ministry of Healthcare of the Republic of Kazakhstan 003/109 "Creation of educational and clinical centers at state medical higher educational institutions". Teachers provide residents with methodological and didactic materials, additional literature to prepare for classes, in which 89.5% are completely satisfied, 10.5% are partially satisfied. The organization has its own clinical base, located directly at the School of Dentistry on the 1st floor, and has also entered into more than 100 contracts with medical organizations, and to the question of the questionnaire "Is there enough time for practical training (follow-up of patient, etc.)", 100% of residents answered in full agreement. At the same time, to the question "Do representatives of residents participate in the development of educational programmes?" experts received a positive response. 94.74% of the surveyed residents are fully satisfied with the schedule of training sessions.

There are reviews of the educational programme in the specialty "Therapeutic Dentistry" given by Professor of the Department of Pediatric Dentistry, Dr. habil. med. Mamekov A.D., as well as the Deputy Director for Academic and Scientific Activities of the Caspian International School of Medicine Zholdybayeva A.A. (<https://drive.google.com/drive/folders/10y0qAhpxymKMku9etl6Dag5FnGDwNv-I?usp=sharing>).

2.4. The organization of training and the relationship between postgraduate medical education and the provision of medical care.

The requirements of the EP are direct work in the clinic with patients, starting from the 1st year of study. The management of the educational process, reflected in the self-assessment report (**standard 2**) and the general approaches to management, were confirmed by visiting the department of the dean's office of postgraduate education and talking with the head and staff. The experts got acquainted with the work of the subdivisions, including the department and clinical bases such as the Dental Clinic. The School of Dentistry is certified by TGCSI (Kazakhstan), "Dobro Dent" LLP, "EuroDent" LLP, 4 meetings were held in total and during a cross-interview it was established that a mentor is assigned to a resident at the clinical base - a practical healthcare physician with the highest qualification category. Under the supervision of a mentor, residents will learn practical skills in the diagnosis and treatment of various dental pathologies, as well as maintaining medical records, communication skills with patients, their relatives, colleagues, junior and middle medical staff. Feedback from the mentor and the resident is mandatory, since daily interaction in the clinic involves an analysis of clinical thinking, an assessment of the resident's communication skills. The proportion of workers from practical healthcare as mentors will be selected from among practicing dentists whose activities are related to the focus of the residency programme being implemented (having at least 5 years of work experience in this professional field). There are no mentors at the Department of Therapeutic Dentistry due to the lack of enrollment. In a conversation with residents, the experts saw that the university promotes the development of practical competencies of residents, including on simulation equipment. At the same time, residents deepen their theoretical knowledge and develop communication skills. Training of residents in the specialty "Therapeutic Dentistry" will be aimed at meeting the needs of practical healthcare.

So, during a conversation with the leadership of the department, the experts received information about the clinical bases, and the teachers confirmed that the training of residents will be carried out directly in the clinics. Residents of this specialty can supervise patients with diseases that

require high qualifications. This is facilitated by the mentoring that will be carried out in the organization. *Of the 19 residents surveyed, 94.7% answered that teachers in the classroom use active and interactive teaching methods quite often, 5.26% believe that rarely or sometimes. When visiting the educational organization, the experts did not identify problems in the implementation of new teaching methods.*

Conclusions of the EEC by the criteria. Compliant with 30 standards: fully - 30.

Standard 2: implemented.

Recommendations for improvement identified during the external visit: none.

STANDARD 3: ASSESSMENT OF RESIDENTS

Evidence of Compliance:

3.1. Evaluation Methods.

The policy and procedure for evaluating learning outcomes in the framework of the residency EP at the University is carried out using criteria developed in accordance with the goals and objectives for the implementation of the EP and the qualifications awarded within the current grade-rating system for assessing knowledge and monitoring the educational process in accordance with the directive, regulatory and internal documents. The policy and methods for evaluating residents are reviewed and approved at a meeting of the CEP of the School of Dentistry. The general policy, principles, methods for assessing residents are reflected in internal documents ([Attachment 3.1](#)). Information about the grade-rating system of assessment is available on the website <https://kaznmnu.edu.kz/rus/wp-content/uploads/2022/12/sop-kis-rus.var1672396541.6173947.pdf>.

The system for monitoring educational achievements of residents (SMEA) includes: current and midterm examination of progress, interim assessment of residents and final state certification. The assessment of the educational achievements of residents is carried out on the basis of competency level meters developed by departments / modules in various forms: control questions, tasks in a test form (MCQ tasks with several correct answers), a list of practical skills, situational tasks, clinical situations, tasks and others works. The study of control and measuring tools (tests, tasks) showed that the organization has implemented an appropriate assessment policy that allows for a comprehensive assessment of the educational achievements of residents. During the interview, the residents spoke about the assessment forms, like test tasks in the MCQ format, and that they were satisfied with everything. They also receive regular feedback from teachers. The system of appealing the results of the assessment is reflected in the document of the Academic policy of KazNMU and in the Regulations on the ongoing monitoring of academic performance, interim and end-of-course assessment of residents and for the period of the work of the educational organization, there were no appeals among the residents.

So, to verify the data of **standard 3**, the experts asked questions to the head of the department of postgraduate education, the heads of the CEP and checked the documents and methods for evaluating residents. The organization has SOP "[Procedure for developing tasks in a test form](#)", SOP "[Development and approval of a system of educational achievements](#)". The procedure for planning, organizing, monitoring and analyzing assessment methods in KazNMU ensures the reliability and validity of these methods. The development of new control and measuring tools is carried out by departmental staff through the study of world experience in assessing knowledge in postgraduate education, and then implemented at the department. Control and measuring tools are reviewed by internal and external reviewers, additions and updates to CIS (Corporate information system) annually by 30%.

During the visit to the organization and during the interview with Dean Baimakhanov A., the commission made sure that there is a documentation system that is transparent and accessible to all teachers and staff, and includes such documents, as annual operational plans, annual reports, regulations of divisions, agreements with teachers and residents, and educational and methodological documentation (work program, working curricula, syllabuses, magazines), evaluation tools (checklists,

statements), attestations, certificates and verifications. A review of the website showed that its pages contain documents necessary for residents, information, schedules that are regularly updated.

3.2. The relationship between evaluation and training.

The methods used to evaluate the competencies of students are defined in syllabuses for disciplines that are discussed and approved at meetings of the department, CEP, AC, SC. The evaluation methods are fully comparable with those of teaching and learning and cover the evaluation of all competencies, both during practical classes and during examinations.

The study of control and measuring tools showed that in the final control, approved control and measuring tools are used, containing elements of precisely the control of therapeutic dentistry for outpatient visit. Also, the staff of the department developed forms of individual and group tests (the total base of test tasks is 3000 tests, of which 500 tests are individual, 100 - situational tasks, algorithms with simulations specific to therapeutic dentistry) showed that the organization has implemented an appropriate evaluation policy that allows versatile assess the educational achievements of residents. When conducting interviews with teachers regarding evaluation methods, the experts obtained convincing evidence that evaluation will take place in accordance with the Academic Policy. Residents also shared their opinion on the timeliness of providing tests, counseling before exams, the clarity of the entire evaluation procedure and its fairness. For example, residents said that they are given questions for the examination session 2 weeks before it starts.

During the visit to the organization, the management was asked the question: “Are external examiners involved in order to increase the fairness, quality and transparency of the evaluation process?”. And the answer was received that not yet, but there are plans.

The experts examined the resources for organizing the evaluation of knowledge and practical skills, namely the test center. Interviewed representatives of employers also indicated that the training of graduates is in line with the modern development of medical practice and science, since the knowledge and skills of residents satisfy them. Employers said that they themselves participate in the evaluation of residents, as they are included in the state certification. The organization of education did not conduct systemic feedback with them. Employers believe that they would like skills such as effective communication to be strongest in residency graduates.

To the question of the questionnaire “I am satisfied with the methods of evaluating my knowledge and skills” - 89.47% of the surveyed residents answered completely, only 10.53% answered that they would like to change them.

Conclusions of the EEC by the criteria: compliant with 11 standards: fully 11.

Standard 3: implemented.

Recommendations for improvement identified during the external visit: none.

STANDARD 4: RESIDENTS

Evidence of Compliance:

4.1. Admission and selection policy.

The university has a policy for the admission of residents, which is carried out in accordance with the Order of the Ministry of Education and Science of the Republic of Kazakhstan “On Approval of the Standard Rules for Admission to Education in Educational Organizations Implementing Educational Programmes of Higher and Postgraduate Education” dated October 31, 2018 No. 600, the State Compulsory Educational Standard of the Republic of Kazakhstan-2022 and the Rules for admission to the residency of KazNMU for the current academic year ([Attachment 4.1](#)). Dean of the faculty A. Baimakhanov spoke about the policy for the admission of residents. Approaches to the admission of residents are built on the requirements of the country and internal regulations, every year the department of employment of graduates of KazNMU sends a request to the Healthcare Department of 17 regions of the Republic of Kazakhstan, about the required number of specialists in specialties for this current year. After processing the data received from the regions, this application is transferred to the dean's

office of postgraduate education. The dean's office, on the basis of data received from the regions, draws up an application (proposal) for the required number of specialists, which is discussed at a meeting of the Academic Committee of the University, and a protocol resolution is made. The dean's office of postgraduate education, taking into account the capabilities of clinical departments and the needs of the regions in medical personnel, sends an application to the Department of Science and Human Resources Development of the Ministry of Healthcare of the Republic of Kazakhstan (hereinafter - DSHR) about the required number of specialists in the specialty for the current year.

In accordance with the submitted request, the DSHR allocates the State order for the training of medical personnel. According to the educational programme, therapeutic dentistry plans admission for the 2023-2024 academic year. Thus, the experts validated the data according to **standard 4**. In general, all criteria are met. The experts got acquainted with the documentation on the admission of residents, including the calculation of the final points for enrollment. The documents are drawn up in accordance with the requirements of the QMS. Regarding the practice of academic counseling, personal support for residents and the development of not only professional skills, the experts interviewed curators. Residents are included in the composition of such advisory bodies as CEP, AC, Senate.

4.2. The number of residents.

The number of accepted residents is carried out taking into account the possibilities of clinical, practical training, the maximum allowable load on mentors, the provision of educational, methodological and scientific literature, the throughput of clinical bases, as well as the material and technical resources of the university. Residency students are admitted by the admissions committee. The number of accepted students is agreed with the relevant stakeholders, taking into account the needs of practical healthcare and the labor market in graduates of the educational programmes being implemented. In accordance with the legislation of the Republic of Kazakhstan, the university has the right to carry out admission in excess of the state order on the basis of contracts with tuition fees at the expense of individuals or legal entities.

4.3. Support and advice to residents.

All interviewees spoke about the practice of academic counseling, personal support for residents and the development of not only professional skills. Academic advisory work at the department consists of advising residents during training and before the examination session. Before the start of each examination session, the department / course develops and approves a schedule for consultations on disciplines. Experienced teachers, associate professors, professors are involved in the consultation. Resident students have the opportunity to receive legal advice from a legal adviser, psychological support from a full-time teacher-psychologist. Also, each resident is assigned a curator who provides the functions of an academic mentor, participates in the formation and implementation of an individual curriculum, manages the educational and scientific activities of the student, and assists in finding employment. In the process of conversations with residents of other specialties, it was found out that those in need are provided with social assistance in the form of: one-time financial assistance, free accommodation in the University dormitory (for orphans), discounts on tuition fees.

4.4. Representation of residents.

Students studying at the University together with the teaching staff of the university have a real opportunity to participate in the organization of the EP of the specialty in the course of direct discussion and approval of work programmes, at the level of developing an individual working curriculum and elective disciplines. Residents are included in the CEP in the specialty "Dentistry" ([Attachment 4.4](#)). Also, representation of AC, SC. Planning of educational conditions, assessment methods, educational process is based not only on the legal documentation, decisions of the University management and suggestions of teachers, but also largely takes into account the opinions of residents

4.5. Working conditions.

The EP maintains a balance of all types of activities. The volume of hours of study work is distributed by type of work in the following ratio: contact hours - 3, independent work under the

supervision of a mentor - 22, independent work of a resident - 5 hours. According to the order of the Minister of Healthcare of the Republic of Kazakhstan dated December 15, 2020 No. ҚРДСМ-270/2020 "On approval of the rules for placing a state order, admission for education and training of medical personnel in residency", medical residents studying under the state educational order are paid a scholarship. Medical residents are provided with holidays between academic periods. The duration of the holidays during the academic year is at least seven weeks, with the exception of the graduation course. It is allowed to combine education with work (no more than 0.5 rate) in areas of activity close to his/her future specialty in his/her free time from study with the consent of the curator, head of the department and the residency department. Part of the theoretical material can be taught in a distance format, implemented on the basis of the interaction of a remote teacher and a student, regardless of the place or time of training using information and communication technologies. Individual terms of working out are indicated by the dean's office employee in agreement with the head of the department. The resident maintains the necessary documentation (diary of admission of patients - ([Attachment 4.5](#)), which displays all the work done for the entire period of study in this specialty.

The resident is trained according to an individual plan throughout the entire study period ([Attachment 4.6](#)). All achievements of the resident are reflected in the portfolio ([Attachment 4.7](#)) and in the clinical journal, which keeps records of the patients supervised by him/her for the entire period of study at the department. Resident students during their studies: perform an individual curriculum; pass the current examinations provided for by the programme in the relevant disciplines; report on the implementation of the individual plan at the meeting of the department / module during the interim assessment, at the 30th week of training and are annually certified by the commission, which includes the curator and head of the department / module.

Conclusions of the EEC by the criteria. Compliant with 30 standards: fully - 30.

Standard 4: implemented.

Recommendations for improvement identified during the external visit: none.

STANDARD 5: TEACHERS

Evidence of Compliance:

5.1. Recruitment and selection policy.

Experts in the process of work are familiar with the personnel policy of the university. The personnel policy of KazNMU is guided by the following regulatory legal acts: "Personnel policy of KazNMU" (Order No. 7 dated 14.10.2019); "[Rules for attestation of teaching staff of KazNMU](#)" (order dated 24.05.2021.); "[Qualification requirements for the positions of the teaching staff of KazNMU](#)" (05.06.2020) ([Attachment 5.1](#)). The requirements of the personnel policy for the teaching staff, who carry out training in residency, correspond to the Charter and the policy of providing personnel resources of KazNMU, "Rules of search, selection. Recruitment and adaptation of employees of KazNMU" No. 10 dated 09.12.2019. ([Attachment 5.13](#)). Recruitment of teachers for the implementation of the EP is carried out through a competition for filling vacant positions, the procedure for which is determined in the "Rules for the competitive filling of vacant positions of the teaching staff and researchers of Non-profit JSC "KazNMU named after S.D. Asfendiyarov" (minutes No. 7 Decisions of the Board of Directors dated July 15, 2020, ([Attachment 5.11](#)). Clinical mentors involved in teaching to residents from practical healthcare are subject to such requirements as the presence of basic education, the presence of a medical qualification category and practical experience in the specialty for at least 5 years. The teaching staff of the Department of Therapeutic Dentistry is formed based on the needs for the effective implementation of the educational programme at all levels of education and the total amount of the teaching load ([Attachment 5.12](#)). In total, the department has 18.25 teachers' rates, of which 19 are full-time teachers. In order to verify the data of standard 5, external experts received the opinion of teachers on personnel policy, which includes development, commitment and social support. The conversation with teachers (Table 1) included such questions as "is the salary satisfactory, how

often do you improve your professional competencies and on what basis, and other questions”, which allowed the experts to learn about approaches to attracting staff of clinical bases for teaching (there are 5 such teachers in total), about the strategy and tactics of recruiting residents, information support of the educational programme, as well as identify problems in the management and development of human resources, since most part-time employees do not know the teaching methods. When questioning teachers, it was found that the majority of 89.3% are completely satisfied with the organization of labor and workplace in this educational organization, but 10% are partially satisfied. In this educational organization, teachers have the opportunity to engage in scientific work and publish the results of research and development 78.6% fully agree, 21.4% partially. Satisfied with wages - 57% fully agree, 25% partially.



All teachers and mentors are active specialists in their field. The department maintains the ratio of the number of teachers to the number of residents (1:3).

5.2 Obligations and development of teachers.

In order to verify the data of standard 5, a meeting with the head of the human resources development department Nagasbekova B.S. and the head of the department for personnel work Sapakova M.M., included obtaining information on the provision of personnel for the residency department, compliance with qualification requirements for teaching staff. The policy of recruitment of mentors, the motivation system of teaching staff and mentors used at the university and its results were analyzed, and during interviews with teachers, experts received an opinion on approaches to the development of the pedagogical competence of teachers, motivation to work with residents, and mentoring. The experts received answers about the advanced vocational training programme for teachers, which is held annually and teachers involved in the implementation of the educational programme. Employees of the Department of "Therapeutic Dentistry" undergo a cycle of advanced vocational training on medical education in the Republic of Kazakhstan, countries of near and far abroad. The expert checked the certificates of teachers on such topics as:

- ✓ Interactive learning,
- ✓ Development of MCQ test questions and others.

There is an opportunity for career growth and development of teacher competencies in the organization, 71.4% of the surveyed teachers answered, and 25% partially agree with this. 71.43% of the surveyed teachers answered yes to the question “There is an opportunity for career growth and development of teacher competencies in the organization”, and 25% partially agree with this. Each employee of the department, with a break from the main activity, undergoes full training in the relevant programmes in the specialty at least once every five years, with a total duration of at least 120 hours / credits (4 ECTS credits), 60 hours per week. For employees who wish to receive workplace training, training is provided for 30 hours a week, or according to a specially established schedule, outside working hours, including online. “Studied at professional development programmes” 39.29% during

this year, 53.57% more than 3 years ago, 7.14% more than 5 years ago. To the question of the questionnaire “Are programs of social support for teachers being implemented in the educational organization?” 57.14% of teachers answered positively, 25% do not know about it and 17.86% doubt the answer. Experts found that teachers initiate research and development topics for residents, stimulate the need for additional training and independent work with literature and medical records. Teachers participate and make presentations at scientific, including international congresses and conferences. The teaching staff of the Department of Therapeutic Dentistry prepared 14 video lectures, which are uploaded to <https://www.youtube.com/channel> (Attachment 5.23). Along with educational, medical work, teachers of the department conduct scientific research on a regular basis in accordance with the research and development plan of the department and within the framework of initiative topics, participate in the development and implementation of intrauniversity scientific and technical progress. For the period from 2019 to 2022, the teaching staff of the Department of Therapeutic Dentistry participated in the implementation of a grant study by the Ministry of Healthcare of the Republic of Kazakhstan. 10 applications for participation in competitions of scientific and technical progress at different levels were developed and submitted. In recent years, scientific projects have been carried out at the Department of Therapeutic Dentistry, including through the Ministry of Education and Science of the Republic of Kazakhstan for 2018-2020. "Introduction of digital technologies and domestic innovative materials in the field of dentistry". Agreement No. 249 dated March 27, 2018 JSC NMU. Scientific adviser Dr. habil. med., prof. Altynbekov K.D. Teachers of the Department of Therapeutic Dentistry regularly participate and make presentations at scientific, including international congresses and conferences (44 reports at various scientific forums for the period 2019 to 2022), scientific articles have been published over the past 3 years, of which with an impact factor in peer-reviewed publications with a citation index in the “Clarivate Analytics Web of Science” database - 4 articles, published in the journals of the Committee for Control of Education and Science of the Ministry of Science and Higher Education of the Republic of Kazakhstan - 27 articles; abstracts published in collections of materials of scientific events and other journals - 2; articles published in other journals and collections of materials of scientific events - 8; abstracts published in foreign journals - 2 (Attachment 5.9).

Conclusions of the EEC by the criteria. Compliant with to 7 standards: fully-7.

Standard 5: implemented.

Recommendations for improvement identified during the external visit: none.

STANDARD 6: EDUCATIONAL RESOURCES

Evidence of Compliance:

6.1. Logistics and equipment.

The university has a developed material and technical base for the implementation of professional training of residents in the educational programme of therapeutic dentistry. The material and technical base of the University includes: lecture halls, study rooms, the Simulation Center and research laboratories, a library, information technology facilities, cultural and social facilities, university clinics, clinical bases - leading medical clinics in Almaty. The material and technical base of the department is attached in the attachments to the self-report (Attachment 6.1-6.2). The simulation dental center is located in the educational building No. 3, equipped with modern equipment for the formation of manual skills (Attachment 6.3), where the resident carefully develops practical skills. The simulation center is organized within the framework of the programme of the Ministry of Healthcare of the Republic of Kazakhstan 003/109 “Creation of educational and clinical centers under state medical higher educational institutions”, where classrooms function, of which the following is intended for training in the EP "therapeutic dentistry": a simulator for conduction anesthesia, phantom installations for tooth preparation, phantom installations for removing dental deposits, and other computer 3D virtual simulators, dental units with phantoms, interactive board, including more than 50 high-tech ones,

including trainers, simulators, mannequins, breadboard models, consumables for trainers, etc. The Department of Therapeutic Dentistry is equipped with modern dental equipment, including 15 dental units, equipment, instruments and consumables ([Attachment 6.7](#)). To the question of the questionnaire “I personally have access to equipment (training and real) in order to master practical skills in the specialty”, 100% of residents agreed to this statement.



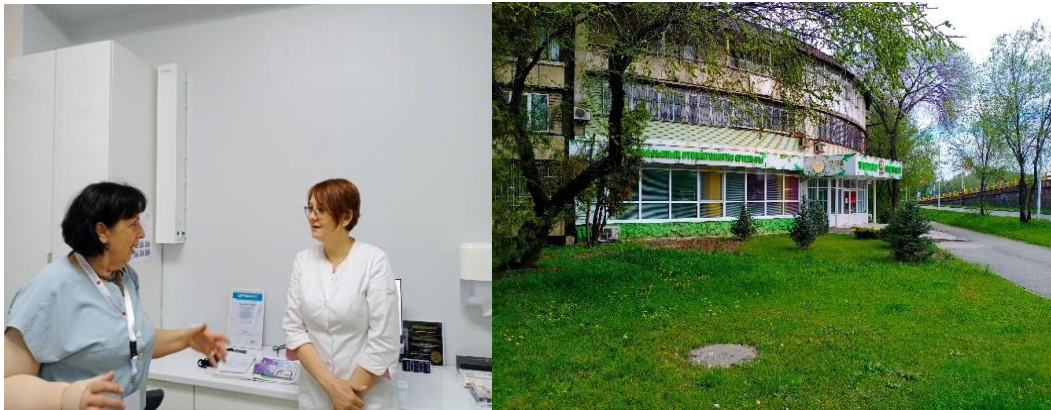
6.2. Clinicalbases.

A review of the resources showed that they correspond to the goals and objectives of educational activities, for example, clinical bases were visited for the implementation of the educational programme “Therapeutic Dentistry”, the Dental Clinic of the School of Dentistry, the Family Dental Center “Vita Dental Clinic”, Raimbek Ave. 481, LLP “DobroDent”. When visiting these clinical bases, a review of the resources showed that they correspond to the goals and objectives of educational activities. Employees of the Department of Therapeutic Dentistry provide collegial and ethical relations with the medical staff, the management of the clinical base to achieve the final results of residents. A sufficient number of thematic patients, will be provided, modern equipment and demonstrates accessibility to students, and employees who simultaneously act as teachers and curators (mentors) provide quality training in compliance with ethics and deontology. Before starting the relevant discipline of the educational programme, the resident will receive a syllabus from the teacher and will know what skills he/she should acquire and develop during the training. During a visit to clinical bases, experts conducted a survey of resources, their compliance with training programmes, accessibility for teachers and residents, how modern this equipment is and meets the needs of students and practical healthcare. The experts obtained evidence of the implementation of **standard 6**, as well as validation of the information in the self-assessment report.

In order to validate the implementation of the data of the self-assessment report and obtain evidence of the quality of the programmes, interviews were conducted with residents of other specialties. The experts asked questions about satisfaction with training, enough time to supervise patients, work in Damumed with medical records, satisfaction with teaching methods and qualifications of teachers, social and moral support for residents who need it, participation in "Journal Clubs", availability of international databases of professional literature. In general, residents are satisfied with the training, assessment methods, and purposefully entered this organization, as they believe that the educational organization has good resources, image and international relations, at the same time, residents would like more independence in managing patients, holding international events.

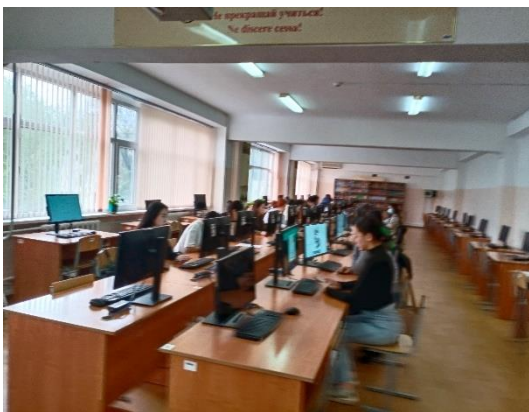
Residents showed their commitment to the educational organization, were active in answering questions from external experts, demonstrated their judgments on the organization of training, assessment of their skills, advisory support, the opportunity to participate in research and development, financing, demonstrated proficiency in English when answering questions from a foreign expert

Katrova Lidia Georgiyevna . The experts studied the documents of the residents (portfolio, the results of the assessment of residents-check-lists, the results of the survey).



6.3. Information Technology.

The scientific library of KazNMU is located at the address: BogenbayBatyr St. 153 and is located on 4 floors of the educational building No. 2. The library consists of 5 departments: Department of acquisition and scientific processing of literature, cataloging; Reference and bibliographic department; Scientific and Methodological Department; Department of automation of electronic resources - 2 electronic reading rooms: Internet room for 54 seats (2nd floor) and electronic reading room (4th floor) for 42 seats, Reader Service Department. In order to expand the range of assistance to users of the library of Non-profit JSC "KazNMU named after. S.D. Asfendiyarov" there is a night subscription of the library and the reading room from 6.00 p.m. to 10.00 p.m. under dormitory No. 8. The scientific library works on the principle of "Library-24 hours a day". The library fund has more than 1,428,434 copies / 223,040 items of educational and scientific literature: these are books, dissertations, author's abstracts, periodicals in the state, Russian and foreign languages. Including the fund of electronic textbooks is 13,952 copies.



Links to the Databases are in the Sirius programme, access to world electronic resources ([Attachment 6.5](#)). To the question of the questionnaire "My satisfaction with the library fund of the university", 63.16% of residents answered completely satisfied, 15.75% were partially satisfied and 25% did not answer. At the same time, to the question "I am provided with the necessary educational literature" 84.21% fully agree, 5.26% partially agree and 10.53% of residents do not agree with this statement.

At the moment, the university has developed and approved a new Development Plan - Roadmap for further digitalization for 2023-2028. The implementation of the Wi-Fi project continues. Official website at <https://kaznmu.edu.kz>,

To the question of the questionnaire "I believe that the organization has enough equipment and resources to train residents on accredited programmes" - 71.43% of teachers answered completely agree, 25% partially and 3.57 did not answer.

6.4. Clinical teams.

The skills of coordinating work with colleagues and other healthcare professionals will be developed by residents in the specialty of therapeutic dentistry during the examination, treatment and

providing emergency assistance to patients in clinics. The resident is present during the consultations, carries out the instructions of senior colleagues within the framework of his competence. The result of the resident's activity will be checked by the teacher and reflected in the diary report. The greatest need for a clear implementation of teamwork, the ability to work with specialists of a different profile is manifested in emergency situations, so the study of emergency conditions is planned for residents in the second year of study. Working in multidisciplinary teams in choosing the tactics of managing the most difficult patients increases the responsibility of residents when they see that the effectiveness depends on the correct organization of teamwork.

Students have free access to patients at clinical bases and all the conditions for improving their practical skills - 85.7% of teachers fully agree with this, 14.3% partially agree.

6.5. Medical research and advances.

It is planned to attract residents to participate in exploratory research and scientific and technological progress. Conducting research and development work by residents will allow to consolidate the received theoretical knowledge, practical skills and use their creative potential for further solving urgent healthcare problems, with the release of research results into peer-reviewed databases such as Scopus, Web of science, as well as the introduction of research results into the educational process.

Interviews with teachers of the department, among other things, showed that there are both successes and problems in the management of education, depending on the specific base (admission of residents to equipment, a sufficient number of thematic patients, time to maintain medical records, independent work). Interviews with teachers and part-time faculty showed that since there was no enrollment yet, they cannot name the problems that may arise during the functioning of the EP.

6.6. Expertise in the field of education.

The expertise of the quality of the implemented EP for residency at the University is a systemic process and is carried out by the following structures: DAD (administrative management of the EP), CEP (planning, development and evaluation of the EP), QAC (monitoring of the implementation of the EP), EMA (monitoring of the download and updates of the EP in the Registry of the Ministry of Science and Higher Education). In the process of each research, recommendations were formed for making changes in order to improve the organization of the educational process at the departments and modules of the university. Employees of the University and the department, in particular, were trained in the development of educational programmes and got acquainted with the experience of other universities in the formation of EP (Nazarbayev University, KIMEP). The expertise is carried out in the form of an analysis of the needs for specialists, an analysis of the methods of teaching residents, and the results allow us to draw conclusions about the quality of innovative changes in postgraduate education. For example, as mechanisms for motivating and developing the interest of employees and teachers in conducting research in the field of postgraduate education.

6.7. Training in other institutions.

The University implements the "Academic mobility of students" programmes in accordance with the principles of the Bologna process and in accordance with the goals and needs of students and staff in compliance with ethical principles. The implementation of these programmes contributes to the internationalization of education and integration into the global educational space and is in line with the University's Strategic Plan. The possibility of training residents in other medical organizations is provided by the concluded agreements of the University with the Healthcare Departments of 8 regions of the Republic of Kazakhstan and 16 agreements / memorandums with foreign universities and research centers of 27 countries of the world. The possibility of academic freedom is determined by the fact that the EP is developed on the basis of the National Qualifications Framework, corresponding to the qualification framework for the European Higher Education Area.

*Conclusions of the EEC by the criteria. Compliant with 21 standards: fully -21.
Recommendations for improvement identified during the external visit: none.*

STANDARD 7: EDUCATIONAL PROGRAMME EVALUATION

Evidence of Compliance:

7.1. Monitoring and evaluation mechanisms.

Monitoring of the educational programme consists in evaluating:

- ✓ EP management (level of teaching staff, organization of the educational process, regular evaluation of the level of achievement of programme goals, feedback, demand for graduates);
- ✓ EP implementation (curriculum, standard programmes of disciplines, methodological information support, infrastructure, educational technologies, R&D);
- ✓ EP results (interim assessment, end-of-course assessment).

Monitoring and evaluation of the EP is carried out at all levels, including the profiling / graduating department, the profile CEP, DAD, the Academic Council, the Board of Studies. All stakeholders (teaching staff, students, employers) are involved in the programme evaluation process through representation in the relevant structures. The results of the evaluation are heard at meetings of the clinical council, faculty councils, MC and SC, are published in the university newspaper and on the university website.

7.2. Feedback from teachers and residents.

Teachers and residents have the opportunity to participate in the evaluation and subsequent improvement of the EP on a regular basis through various feedback channels.

Feedback from consumers is maintained in each structural unit. According to the requirements of the QMS, each structural unit has a box for complaints and suggestions, a performance improvement log (form 19), which records all inconsistencies, claims, consumer complaints, their causes, and the implementation of corrective actions.

7.3. Results of residents and graduates.

There was no graduation from the accredited educational programme.

7.4. Stakeholder engagement.

All stakeholders (teaching staff, residents, employers) are involved in the programme evaluation process through representation in the relevant structures ([Attachment 7.3](#)). Interviews with employers were conducted offline and included such questions as: knowledge of the mission of the university, participation in the development of the mission and proposals into the strategic plan, participation in the work of advisory bodies, satisfaction with the basic knowledge and skills of residents, participation in the training of residents through mentoring, providing the department and residents with the necessary



resources for practical training and the formation of clinical thinking, about the problems of interaction with departments and universities in general, employment of residency graduates, etc.

When analyzing the documentation of the CEP, it was revealed that the committee includes representatives of two Dental Associations represented by chairpersons, while they are part-time of this department. In this connection, it is recommended to increase the staff at the expense of practicing dentists who are not related to the university for the independence of their decision.

7.5 The procedure for approving educational programmes.

The University has developed EP approval mechanisms that provide for the evaluation of programmes at the stages of planning, implementation, analysis of results and implementation of

changes, which allows monitoring the process of EP implementation and the progress of residents, and ensures the identification and timely resolution of emerging problems. The expertise is carried out according to the approved SOP "Formation, discussion of educational programmes (EP)", order No. 600 dated 02.08.2018. The expertise of the EP is carried out by the CEP for compliance with the State Compulsory Educational Standard, approves the CED according to the trajectories of specialist training, evaluates the choice of evaluation methods, the results of training residents. CEP carries out a systematic study and comprehensive evaluation of the EP in order to improve and guarantee the quality (determining the value of the programme, achieving the goal, implementing the objectives, the degree of compliance with the needs of society, the requirements of employers, the effectiveness of the teaching methodology), as well as assessing the educational and methodological support and maintenance of the educational process, evaluation of the EP quality in the areas of specialization. For this purpose, an external evaluation of the EP is carried out by competent representatives of practical healthcare.

Conclusions of the EEC by the criteria. Compliant with 15 standards: fully - 14, partially -1, do not comply - 0.

Standard 7: implemented.

Recommendations for improvement identified during the external visit:

1) Expand the representation of stakeholders in advisory and collegiate bodies. (7.4.2).

STANDARD 8: MANAGEMENT AND ADMINISTRATION

Evidence of Compliance:

8.1. Management.

The University implements residency educational programmes in accordance with the normative legal acts approved by the Ministry of Healthcare of the Republic of Kazakhstan and the Government of the Republic of Kazakhstan, as well as internal rules for organizing the educational process. Documents have been developed and approved that define the terms of reference and powers of the University in relation to residency educational programmes. Coordination of implementation, control and monitoring of the implementation of residency programmes is carried out by the Dean's Office of the Faculty of Postgraduate Education under the supervision of the Vice-Rector of the Academic Unit and the Vice-Rector for Clinical Activities. Meeting with Dean of the Faculty of Postgraduate Education Baimakhanov A.N. and with Director of the Department for Academic Affairs Tashetova A.B., made it possible to find out how the Internal Quality Assurance Policy in postgraduate education functions in the context of ESG, provision of resources, evaluation of residency educational programmes. It has been established that the dean's office closely cooperates with the departments and students. Students who have mastered the residency educational programme and successfully passed the state certification are issued a state document confirming the qualification of a physician in their specialty. On the basis of the order of the Ministry of Education and Science of the Republic of Kazakhstan dated January 28, 2015 No. 39 "On approval of the types and forms of documents on state-recognized education and the Rules for their issuance", in accordance with subparagraph 6-3) of Article 5 of the Law of the Republic of Kazakhstan "On Education" dated July 27, 2007, a certificate of completion of residency is issued, and after passing the end-of-course assessment, the National Center for Independent Examination will issue a certificate of a specialist without a category in the specialty "dentistry therapist".

8.2. Academic leadership.

The competence of the governing bodies is determined by the current legislation of the Republic of Kazakhstan, internal and regulatory documents of the University. In accordance with standard documents, the University has developed and approved regulations for each unit that define the structure, management and accountability, goals, objectives and functions of structural units, as well as job descriptions for each position provided for by the staffing table.

The organization of the educational process is regulated by the working curriculum for the specialty, the schedule of training sessions and the individual education plan of the resident. The evaluation of the organization of training at the department / course is carried out through the systematic control of the departments / courses by the department.

To the question of the questionnaire “In your opinion, is the accreditation of an educational institution and educational programmes an important and necessary mechanism for ensuring the quality of education in residency?” 78.95% of residents answered positively and 21.05% doubted the answer. To the question of the questionnaire “Do the leaders of the organization listen to your opinion regarding questions on the educational process, research and development, clinical work”, 75% of teachers answered that it is systematically, 14.3% answered “sometimes”, 10.7% did not give an answer.

8.3. Budget for training and allocation of resources.

Determining the financial and economic policy of KazNMU and the management structure of the university is the responsibility of the first head of the university, the rector, the Chairman of the Board and the head of the DEF for economics and general issues. The budget of the university is formed from several sources: the republican budget (state order for the training of university and postgraduate education, advanced training of medical workers, development of scientific research, transfers); local budget; provision of paid educational and other services. Financing of the residency programme depends on the formation of the annual state order. Every year, the Decree of the Government of the Republic of Kazakhstan approves the state educational order for the training of specialists with higher and postgraduate education, in accordance with which the financing of undergraduate, graduate, doctoral and residency programmes by type of educational institutions is determined. In accordance with the order of the Minister of Healthcare of the Republic of Kazakhstan dated June 14, 2004 No. 474 “On approval of the norms for calculating the cost of education for one student, residency student, undergraduate, doctoral student (PhD) in educational organizations and scientific organizations in the field of healthcare within the country under the state educational order ([On approval of the norms for calculating the cost of education with changes and additions as of 08.08.2011](#))» a financial and economic calculation of the cost of training of a resident is carried out within the framework of the state educational order, the rational use of funds allocated from the republican budget for the training of specialists with medical and pharmaceutical education.

The financial condition of the University is considered stable according to the financial director Iskakov S.S.

8.4. Administration and management.

When interviewing the AMP and teachers, members of the EEC noted that the University clearly defined the responsibility of the academic leadership in relation to the development and management of the educational programme. During an online conversation with focus groups, a response was received from the interviewers that the university periodically evaluates the academic leadership regarding the achievement of its mission and the final learning outcomes. Administration and management are implemented in accordance with international standards, regularly updated internal regulations in the field of healthcare and education, which ensures the increase of competence and the achievement of the final results of training in residency. *To the question of the questionnaire “Do the leaders of the organization listen to your opinion regarding questions on the educational process, research and development, clinical work” - 75% of teachers answered yes systematically, 14.29% answered sometimes and 10.71% no answer.*

8.5. Requirements and regulations.

The mechanism of interaction of the University as a state medical higher educational institution, with authorized bodies (the Ministry of Healthcare of the Republic of Kazakhstan, the Ministry of Education and Science of the Republic of Kazakhstan) and the healthcare sector is regulated by: the legislation of the Republic of Kazakhstan, the implementation of State programmes,

Decrees and orders; contracts and agreements with healthcare authorities, contracts and agreements with healthcare organizations, written requests from authorized state bodies and medical organizations. The teaching staff of the University, together with the RCEH (Republican Center for Electronic Health) of the Ministry of Healthcare of the Republic of Kazakhstan, actively participated in the development and implementation of more than 40 clinical protocols for the diagnosis and treatment of various diseases, which are used in the training of residents. Employees of the Department of Therapeutic Dentistry were involved in the development and revision of clinical protocols for nosologies related to pediatric dentistry, as well as to the development as part of a working group in the preparation of the Professional Standard for the Dental Service in 2018-2020.

Conclusions of the EEC by the criteria. Compliant with 15 standards: fully -15.

Standard 8: implemented.

Recommendations for improvement identified during the external visit: none.

STANDARD 9: CONTINUOUS RENEWAL

Evidence of Compliance:

The University, in order to continuously improve the postgraduate educational process in accordance with the best practice of world educational management, taking into account the needs of practical healthcare in the Republic of Kazakhstan, which is under reform, regularly initiates a review and update of processes. Based on the analysis of the documented review at all levels, resources are allocated and an action plan is determined to update the postgraduate educational process, improve management, update the goal of the strategic plan in terms of educational activities, structure and content, taking into account the needs of practical healthcare, ensure improved learning outcomes / competencies, programme learning environment. Non-profit JSC KazNMU named after S.D. Asfendiyarov has a system of internal quality assurance. Since 2019, the department of academic quality has been functioning as part of the Department of Academic Work, the main function of the department is to create and ensure the functioning of the internal quality assurance system of the University. Standards for the system of internal quality assurance of Non-profit JSC KazNMU named after S.D. Asfendiyarov were developed and approved; they describe the system of internal quality assurance of the university, in accordance with the criteria of ESG standards. The standards establish an agreed and accepted quality assurance policy at the University, demonstrate management mechanisms for the improvement and effective use of the SIQA.

From the 2020-21 academic year, Quality Assurance Commissions have been functioning at the Schools / Faculties of the University. The "Regulations on Commissions for Quality Assurance" were developed and approved. Work is underway to automate business processes that contribute to the implementation of the management of the SIQA.

The policy of selecting residents, methods of selecting and admitting residents is adapted annually to changing expectations and circumstances, needs for human resources, changes in basic medical education, and curriculum requirements. Every year, the teaching staff carries out the work to identify and eliminate risks when entering residency, passing midterm and end-of-course assessment. "The Regulations on Mentoring" are updated annually in accordance with the changing needs in postgraduate education. To the question of the questionnaire "Do you think that this survey is useful for developing recommendations for improving the key areas of activity of your organization?" 78.57% of teachers agree and 14.29% partially agree. To the question "In your opinion, is the accreditation of educational programmes an important and effective mechanism for ensuring the quality of postgraduate education?" 78.57% of teachers answered yes, 21.43% yes in combination with other mechanisms.

Conclusions of the EEC by the criteria. Compliant with 4 standards: fully - 4.

Standard 9: implemented

Recommendations for improvement identified during the external visit: none.

CONCLUSION:

When conducting an external evaluation of the educational programme **7R01143 - "Therapeutic Dentistry"**, it was found that out of **150 standards** (including basic standards - 91 and improvement standards - 59), **149 accreditation standards** demonstrate full compliance. 1 baseline standard met partially and improvement standards-0. No non-compliance with standards has been established. The implementation of improvement standards indicates the compliance of the educational organization with international consensus in areas such as education, science and clinic.





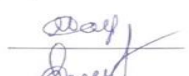



Thus, all 9 accreditation standards are met, no discrepancies in the fulfillment of the criteria for each of the basic accreditation standards were found in the process of analyzing the self-assessment report and conducting an examination as part of the implementation the tasks of the external expert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

5. Recommendations for improving the educational programme 7R01143 - "Therapeutic dentistry":

- 1) Expand the representation of stakeholders in advisory and collegiate bodies. (7.4.2).

6. RECOMMENDATION TO THE ECAQA ACCREDITATION COUNCIL

EEC members established the compliance of the educational programme in the specialty 7R01143 - "Therapeutic Dentistry" with the Accreditation Standards and came to a unanimous opinion to recommend that the ECAQA Accreditation Council accredit this programme for a period of 5 years.

	ФИО	Подпись
Председатель	Кабилдина Найля Амирбековна,	
Зарубежный эксперт	Катрова Лидия Георгиевна	
Академический эксперт	Алдабергенова Тауржан Калибековна	
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Представитель работодателей	Вовк Виктор Евгеньевич	
Представитель резидентов	Абылгазиева Айдана Бакытжановна	

Attachment 1.

Quality profile and criteria for external evaluation of the educational programme (generalization)

Standard	Evaluation criteria	of Number standards	Evaluation			
			Fully compliant	Significantly compliant	Partially compliant	Not compliant
1.	MISSION AND OUTCOMES	17	17	-	-	-
2.	EDUCATIONAL PROGRAMME	30	30	-	-	-
3.	ASSESSMENT OF RESIDENTS	11	11	-	-	-
4.	RESIDENTS	30	30	-	-	-
5.	TEACHERS	7	7	-	-	-
6.	EDUCATIONAL RESOURCES	21	21	-	-	-
7.	EVALUATION OF THE EDUCATIONAL PROGRAMME	15	14	-	1	-
8.	MANAGEMENT AND ADMINISTRATION	15	15	-	-	-
9.	CONTINUOUS RENEWAL	4	4	-	-	-
	Total:	150	149	-	1	-

Attachment2.

List of documents reviewed by EEC members as part of the specialized accreditation of EP 7R01143 - "Therapeutic Dentistry"

No.	Name of documents	Quantity	Date of Approval
1.	Extract from Minutes No. 3 of the meeting of the Academic Committee.	1	20.04.2020
2.	Extract from the minutes of the meeting of the Senate of KazNMU No. 8.3/4	1	28.05.2020
3.	Minutes of the meeting of the CEP "Dentistry" No. 8	1	24.03. 2020
4.	Minutes of the meeting of the Department of Therapeutic Dentistry No. 7	1	23. 01.2020
5.	Educational residency programme in the specialty "Therapeutic dentistry"	1	24.08.2020
6.			