

To Accreditation Council  
Of the Eurasian Centre for Accreditation  
and quality assurance in Higher education  
and Health care

**REPORT  
OF THE EXTERNAL EXPERT COMMISSION  
ON THE RESULTS OF THE ASSESSMENT OF THE EDUCATIONAL  
PROGRAMME 7R01131"NEONATOLOGY» OF ASFENDIYAROV KAZNMU  
FOR ACCREDITATION STANDARDS FOR POSTGRADUATE EDUCATION  
PROGRAMMES (RESIDENTURE SPECIALTIES) IN MEDICAL  
EDUCATION ORGANIZATIONS**

**period of external expert evaluation: 26.05. - 28.05.2021 year**

**Almaty, 2021**

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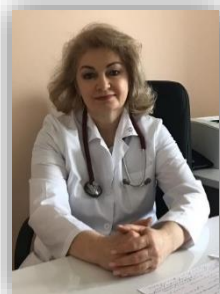
### LIST OF SYMBOLS AND ABBREVIATIONS:

GPA	Weighted average assessment level of educational achievements of a student in the chosen specialty
ECTS	European Credit Transfer and Accumulation System
PBL	Problem-based learning
TBL	Team-Oriented Learning
AIS - NJSC "KazNMU"	Automated information system of KazNMU
AC KazNMU	Academic Council of KazNMU
JSC RIC&IM	Joint Stock Company "Research Institute of Cardiology and Internal Medicine"
AMP	Administrative and management personnel
BD (O)	Basic disciplines (training)
GD	General doctor
University	Higher educational institution
SAC	State Attestation Commission
Civil Defense and Emergencies	Civil defense and emergencies
SCES	State compulsory education standard
DAD	Department of Academic Development
DS&HR	Department of Science and Human Resources
DET	Distance educational technologies
DEMW	Department of educational and methodical work
ECAQA	Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health care
FSA	Final state certification
IPE	Institute of Postgraduate Education
IEW	Individual educational work (resident)
KRIOR	Kazakh Research Institute of Oncology and Radiology
CVI	Coronavirus infection
COC	Component of choice
CEP	Committee for educational programmes
QED	Catalog of elective disciplines
CEL	Clinical and experimental laboratory
MoH RK	Ministry of Health of the Republic of Kazakhstan
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
MEO	Medical education organization
MJ RK	Ministry of Justice of the Republic of Kazakhstan
IAAR	Independent Agency for Accreditation and Rating
NJSC "KazNMU"	Non-profit joint-stock company "Asfendiyarov Kazakh National Medical University"
Research Institute FAM	Research Institute of Fundamental and Applied Medicine named after B. Atchabarov
RWR	Research work of a resident

IQAA	Independent Kazakh Agency for Quality Assurance in Higher Education
SSC	Scientific student circle
STP	Scientific and technical programme
NCIE	National Centre for Independent Examination
SC	Science Centre
SCS	Scientific Centre of Surgery
SCOGP	Scientific Centre for Obstetrics, Gynecology and Perinatology
SCP&PS	Scientific Centre for Pediatrics and Pediatric Surgery
PO	Public organization
EP	Educational programme
DP&CEP	Department of planning and control of the educational process
OSCE	Objective structured clinical examination
IC	Intermediate certification
MG	Major disciplines (training)
PHC	Primary health care
NCDMP	Noncommunicable Disease Management Programme
RSE on REM	Republican state enterprise on the right of economic management
WC	Working curricula
QMS	Quality Management System
SOP	Standard operating procedures
IWR	Independent work of residents
SC	Simulation centre
IWRST	Independent work of a resident under the supervision of a teacher
TC	Typical curriculum
ERWR	Educational and research work of residents
EMA	Educational-methodical association
UC	University clinic
AC	Academic Council
CCU	Centre of collective usage
GCV	Graduate Career Centre
STE	School of teaching excellence

## 1. Composition of the External Expert Commission

In accordance with ECAQA Order No. 19 dated April 26, 2021, an External Expert Commission was formed to conduct institutional accreditation and accreditation of educational programmes for specialties of KazNMU residency during May 26-28, 2021, in the following composition:



### **Chairperson of the External Expert Commission**

**MORENKO MARINA ALEKSEEVNA**,  
Doctor of Medical Sciences, Professor, Head of the Department of Children's Diseases with courses of allergology, immunology, hematology and endocrinology  
NJSC "Astana Medical University"

Vice President of the Association of Allergists and Clinical Immunologists of the Republic of Kazakhstan, Member of the Union of Pediatricians of Russia

### **Foreign expert (online)**

**NASYROV RUSLAN ABDULLAEVICH**,  
Doctor of Medical Sciences Professor,  
Vice-rector for scientific work,  
Head of the Department of Pathological Anatomy with the course of forensic medicine  
St. Petersburg State Pediatric Medical University of the Ministry of Health of the Russian Federation, Member of the New York Academy of Sciences



### **Foreign expert**

**RYZHKIN SERGEY ALEXANDROVICH**  
Doctor of Medical Sciences, Deputy Director of the Russian Medical Academy of Continuous Development (Moscow), Associate Professor of the Department of Radiation Diagnostics, Head of the Department of Additional Professional Education of the Kazan State Medical Academy, accredited expert of the Federal Service for Supervision in Education and Science (Rosobrnadzor).



### **National academic expert**

**DZHANDAIEV SERIK ZHAKENOVICH**,  
Doctor of Medical Sciences,  
Professor Department of Otorhinolaryngology  
NJSC "Astana Medical University"  
Academician of the "International Academy of Head and Neck Surgery"





**National academic expert**  
LIGAY ZOYA NIKOLAEVNA,  
Doctor of Medical Sciences,  
head of the department of general medical  
practice with a course of medical care  
NJSC "Kazakh-Russian Medical University"



**National academic expert**  
MADYAROV VALENTIN  
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"Kazakh-Russian Medical University"



**National academic expert**  
ZHANALINA BAHYT SEKERBEKOVNA,  
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NJSC "West Kazakhstan Medical University  
named after Marat Ospanov"  
Excellence in Health care of the Republic of  
Kazakhstan



**National academic expert**  
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Doctor of Medical Sciences, Professor, Head of  
the Department of Pediatric Diseases with  
Neonatology, NJSC "West Kazakhstan State  
Medical University named after Marat Ospanov  
"



**National academic expert**  
KUDABAEVA KHATIMIA ILYASOVNA,  
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**National academic expert**

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**National academic expert**

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**National academic expert**

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**National academic expert**

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**National academic expert**

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**National academic expert**

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**National academic expert**

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NJSC "Semey Medical University"



**Expert -employers' representative**

SERGEEVA ELENA NIKOLAEVNA,  
Master in Public Health,  
cardiologist of the highest category,  
Head of the Department of the City Cardiological  
Centre in Almaty.



**Expert - resident representative**

ABBASOVA DIANA,  
resident of the first year of study in the specialty  
"Radiation diagnostics"  
NJSC "Kazakh-Russian Medical University"



**Expert -resident representative (online)**

ILYASOV ELDAR RASHITOVICH,  
resident of the first year of study in the specialty  
"Oncology" of the Pavlodar branch of the NJSC  
"Semey Medical University".





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

The EEC report contains an assessment of the educational programme of residency in the specialty 7R01131- "Neonatology» of Asfendiyarov KazNMU for compliance with the Standards of accreditation of programmes of postgraduate education (specialty residency) of medical educational institutions of ECAQA, recommendations of the EEC on further improving the educational activities of the university in the field of postgraduate education.

## 2. General part of the final report of the EEC

### **2.1 Presentation of Asfendiyarov KazNMU and the educational residency programme in the specialty 7R01131- "Neonatology".**

In 2020, KazNMU turns 90 years old and in 2018 the university was reorganized into a non-profit joint-stock company (hereinafter - NJSC) by the Resolution of the Government of the Republic of Kazakhstan dated April 5, 2018 No. 166 and received the status of a research university (resolution of the Ministry of Health of the Republic of Kazakhstan dated November 12, 2018) ...

In accordance with the Strategy of KazNMU for 2019-2023, the basis of KazNMU's activities is the trinity - the integration of academic, scientific and clinical activities in order to provide high-quality and modern medical care to the population and training of professional personnel. In this regard, by 2018, the university included 5 republican state enterprises, including: JSC Scientific Centre for Obstetrics, Gynecology and Perinatology, JSC Scientific Centre for Pediatrics and Pediatric Surgery, JSC Scientific Research Institute of Cardiology and Internal Diseases , JSC Kazakh Research Institute of Oncology and Radiology, JSC Scientific Centre for Surgery named after A.N. Syzganov ".

KazNMU is one of the founders of the Academic Demanding League, which aims to improve the quality of education by implementing and promoting the principles of academic honesty. The international information and analytical platform Web of Science in November 2019 awarded KazNMU an independent award "Leader in publication activity in the Web of Science Core Collection over the past 5 years among medical universities of the Republic of Kazakhstan."

KazNMU cooperates with 102 universities, medical and scientific organizations of the near and far abroad, including with TOP-500 universities, implementing joint scientific, research and educational projects.

KazNMU is a full member of international associations: the International Association for Medical Education in Europe (AMEE), the European Association for Dental Education (ADEE), the World Federation of Dentists (FDI), the European Federation of Dentists (EROFDI), the European Association of Universities (EUA), the International Association of Universities ( IUA), the Association of Higher Schools of Management (GSM Barcelona), the World Federation of Pharmacists, the Association for Distance Education "Siberian Open University", the Association of Schools of Public Health in Europe (ASPHER). In 2015, KazNMU became a member of the

Association of European Medical Schools (AMSE) and the Organization of PhD Education in Biomedicine and Health Sciences in the European System (ORPHEUS).

Residency was introduced in accordance with the Education Law. The first admission to residency was held in 2008. The first issue of residents was carried out in 2010.

For 2020, residency is being implemented in 44 specialties, including 19 educational programmes being accredited for the first time. 605 residents studied at KazNMU from 2017 to 2020. The University conducts training for residents on the basis of 104 clinics, polyclinics, research institutes, scientific centres. University clinics are: clinic "Aksai", clinic of internal diseases of KazNMU, professorial clinic of KazNMU, dental clinic.

Thus, KazNMU is an innovation-oriented and socially responsible university, a leader in the Republic of Kazakhstan and Central Asia in multi-level training of competitive health care and pharmacy specialists through the implementation of a competence-based model of medical and pharmaceutical education with the wide involvement of domestic and foreign scientists and a constant increase in scientific research. potential.

The main educational, scientific and clinical structural unit of the University, which coordinates training at the second stage of medical education in one or more related specialties, is the Dean's Office of Internship and Residency, renamed from August 3, 2020 to the Faculty of Postgraduate Education. The dean's office unites all the departments related to the specialties included in the internship and residency, as well as those general scientific and fundamental departments that, in terms of the content of their work, are closest to the profile of the second level of higher medical education.

The total number of students in residency in 2019-2020 is 146 residents, including in the specialty 7R01131 - "Neonatology". 18 people. In 2019 and 2020, 158 and 146 residents graduated, respectively, in the specialty 7R01131- "Neonatology". 12 and 18 respectively.

The total number of teachers involved in the educational process of residency in the above specialty is 4 people, of which Doctor of Medical Sciences - 1, Ph.D. - 3, without a degree (presence of a medical category) - having the highest qualification categories in their specialty.

## **2.2 Information on previous accreditation**

Accreditation of the educational programme of residency in the specialty 7R01131- "Neonatology" has not yet been carried out.

## **2.3 Analysis of the self-assessment report of the study programme of residency in the specialty 7R01131- "Neonatology".**

Preparation for specialized accreditation of KazNMU was carried out on the basis of order No. 91 dated February 26, 2021 "On approval of the composition of the working group for preparation for self-assessment of educational programmes of KazNMU residency"

Self-assessment report educational programme in the specialty 7R01131- "Neonatology" is presented on 138 pages and contains 3 appendices, presented by tables and diagrams according to the corresponding standards of copies or electronic versions of documents on the organization of education, located at the link <https://kaznm.kz/rus/postupajushhim/postdiplomno-obrazovanie/rezidentura/> on google drive.

The report is characterized by the completeness of answers to all 9 accreditation standards, structuredness, taking into account the recommendations of the ECAQA Self-Assessment Guidelines, as well as the internal unity of the information provided by the accredited Non-profit joint-stock company Asfendiyarov Kazakh National Medical University. A cover letter signed by the rector Prof. T.S. Nurgozhin is attached to the report. confirming the accuracy of the information and data contained in the report.

The report contains information about the representative of KazNMU, who is responsible for the self-assessment of educational programmes, A.N.Baimakhanov. Dean of the Faculty of Postgraduate Education.

Self-Assessment Report Working Group by specialty 7R01131- "Neonatology» of KazNMU has done a certain amount of work: the content of the accredited educational programme, the conditions for its implementation, staffs, educational resources were analyzed, the necessary information was collected in accordance with the Standards of accreditation of postgraduate education programmes (residency specialties) of medical educational organizations (hereinafter referred to as standards accreditation); a thorough analysis, updating and addition of methodological and educational materials was carried out, their content is reflected in the report. The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards.

All standards show actual practice KazNMU for training residents in the specialty 7R01131- "Neonatology" taking into account the beginning of the admission of students in 2018, 2019. The report contains reasoned data, examples of the implementation of the tasks of the educational programme, national and international events, methodological support, confirming compliance with the requirements of accreditation standards. Self-assessment report description is fairly completed and updated in terms of the number of residents, teachers, administration, information on the selection and admission, the results of training, the results of the assessment of knowledge and skills, the material and technical base of the university and clinical bases, contractual obligations with partners (universities, associations, bases), financial information, development plans and improvement, etc. and includes a description of strengths, areas for improvement for each of the 9 standards. There are links to regulations, model rules, regulations, teaching documents, website pages <https://kaznm.kz/rus/postupajushhim/postdiplomnoe-obrazovanie/rezidentura/>

The database, appendices on 3 pages, are presented in full, sequentially and there are links to them in the text of the report. The report is written in a competent language, the wording for each standard is clear and understandable, the tables contain references in the text and are consecutively numbered.

Based on the analysis of the self-assessment report educational residency programme in the specialty 7R01131- "Neonatology" external experts found that the content of the self-assessment report is structured in accordance with the ECAQA accreditation standards and the recommendations of the Self-Assessment Guidelines, at the same time, based on the results of the expert evaluation, recommendations for adjustments were made, which were taken into account by the working group.

Conclusion on each of the 9 accreditation standards includes a description of the strengths and areas for improvement identified in the course of introspection and development prospects for the specialty.

Thus, the self-assessment report of the accredited educational residency programme in the specialty 7R01131- "Neonatology» of KazNMU contains objective, detailed, structured information on all types of activities in accordance with the ECAQA accreditation standards, and the university made the appropriate corrections in the report at the stage of expert evaluation.

### **3. Description of external expert evaluation**

External expert work on the assessment of the educational residency programme 7R01131- "Neonatology" of KazNMU was organized in accordance with the Guidelines for conducting an external assessment of educational organizations and educational programmes of ECAQA (approved by order of the Director General of the NU "Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health care" No. 5 dated February 17, 2017) and according to the programme and the schedule approved on 17.05.2021 by the Director general of ECAQA Sarsenbayeva S.S. and agreed with the rector T.S.Nurgozhin...

To obtain objective information on the expert assessment of the accredited educational programme in the specialty 7R01131- "Neonatology" of KazNMU, members of the EEC used the following methods: interviews with management and administrative staff, interviews with residents, observation, study of the website, interviewing employees of various structural units, teachers, questioning teachers and residents, reviewing resources in the context of the implementation of accreditation standards , study 25 educational and methodological documents both before the visit to the university and during the visit.

The sequence of the visit within 3 days is detailed in the Visit Programme, which is in the documentation of the accreditation centre and in the Attachment to this report.

**The first day of the visit is 05/26/2021.** To obtain objective information about the quality of educational programmes and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings were held: Vice-Rector for Academic Affairs - Bayldinova Clara Zhenisovna, Dean of the Faculty of Postgraduate Education - Baimakhanov Abylai Niyatovich, Head of the Department for Academic Work - Tusupbekova Sandugash Kairatovna, rHead of Human Development Department resources - Bayan Serikkanovna Nagasbekova, head of the Graduates Career Centre - Samal Sanatovna Kulzhakhanova, rHead of the Department for Clinical Work - Tulepbaeva Gulzhan Sovetovna, director of the university clinic - Tuleyev Bakhyt Izidinovich, bHead of the Atchabarov SRIFM - Timur Muidinovich Saliev, deputy CFO - Syzdykova Aigul Temirbulatovna, library manager - Modovov Nurbol Alimbaevich, deputy. head of the library - Zhanbolatova Gulnara Abzhanovna, head of the simulation centre - Talkimbaeva Naylya Anuarovna, Committee of Educational Programmes - Nurmakhanova Zhanat Makhmutovna, Ensegenova Zoya Zharbulatovna, Head of the Graduates Career Centre Samal Sanatovna Kulzhakhanova ...

Vice-rector for academic activities Bayldinova K. Zh. presented EEC and provided information on the purpose of the visit. This interview made it possible to determine to obtain evidence that the mission of the residency programme and the mission of the university are fully consistent with each other. The vice-rector announced a strategy for the development of postgraduate education, including residency programmes, which indicates a clear vision of the university and an interest in improving residency programmes, taking into account the needs of practical health care.

**Meeting with the** Dean of the Faculty of Postgraduate Education Baimakhanov A.N. and Director of the Department for Academic Work Tusupbekova S.K. allowed experts to find out how the internal quality assurance policy in postgraduate education in the context of ESG. To search for evidence of compliance with standard 4, experts asked questions about the current status of a resident in accordance with the Health Code of the Republic of Kazakhstan. The following tasks of the dean's office were also analyzed - the formation of state orders for specialties, the admission of residents, the provision of resources, the assessment of educational programmes of residency. It was found that the dean's office closely cooperates with the departments teaching residents. From the conversation with the dean, it was determined that the residents work in the clinics in a safe environment.

An interview with the management and key employees of KazNMU made it possible to determine the fulfillment of most of the criteria for accreditation standards 1, 2, 5, 7, 8, 9, namely, to identify approaches in developing the mission of the educational programme and its compliance with the strategic goals of the university, the role and place of postgraduate education in clinical direction in the strategy of the university (plan), mechanisms for determining the appropriate specialty of residency of clinical sites and qualified teachers, guaranteeing the adequacy of educational resources through planning public procurements and concluding agreements with country and international partners (more than 100 contracts).

The experts found that the university strictly adheres to the requirements of regulatory legal acts and SCES in the implementation of educational programmes, and the management systematically monitors this process during internal audits (QMS, mutual control, control of the vice-rector for academic work, reporting, etc.).

The basis for effective management is the Quality Assurance Policy of KazNMU and the "Policies of the Chairs" developed at the departments of residency, as well as adherence to the Quality Guidelines when documenting the educational process (QMS has been constantly supported and certified since 2012).

The accredited residency programme is relatively new, since the first enrollment of the student took place in 2018-2019, the experts studied in detail the documentation, including the progress and attendance journals (paper and AIS-KazNMU), working curricula, syllables, control and measuring instruments, examination statements.

Conversation with the Dean of the Faculty of Postgraduate Education Baimakhanov Abylai N. allowed the experts to learn about approaches to attracting employees of clinical bases for teaching residents, about the strategy and tactics of recruiting residents for different specialties, information security of postgraduate education, as well as identify problems in the management and development of human resources, since most of the practicing doctors do not know the teaching method.

Interview with 2 employers according to the educational programme of residency declared for accreditation by specialty 7R01131- "Neonatology» of KazNMU was conducted online and included such issues as: knowledge of the mission of the university, participation in the development of the mission and proposals in the strategic plan, participation in the deliberative bodies of KazNMU, satisfaction with the basic knowledge and skills of residents, participation in training of residents through mentoring, provision of 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, the employment of residency graduates, etc.

**When interviewing the head of the Graduate Career Center** Kulzhakhanov S.S. experts assessed approaches to implementation of monitoring the employment of residents. In general, the employment rate is very high and amounts to 100%, at the same time it is necessary to conduct monitoring over several years. The experts studied the results of the survey of graduates and employers at equal to the satisfaction of employers and other stakeholders with the quality of training of residents.

Interview with the head of the human development department **resources** Nagasbekova B.S. and the head of the personnel management department Sapakova M.M. included obtaining information on providing the staff of the department of residency, compliance with the qualification requirements for teaching staff. The policy of recruiting mentors, the system of motivation of teaching staff and mentors used in the university and its results have been analyzed.

**Supervisor** Department of Clinical Work Tulepbaeva G.S. reported to the experts on provision of resources for clinical practice and work of residents, on cooperation with clinical bases. Gulzhan Sovetovna gave a description of mentoring in residency, representation of residents in the consultative and advisory bodies (CAB) of Kaz NMU.

Interview with chairperson of educational programmes committees Nurmakhanova Zh.M. and Ensegenova Z.Zh

Residents were interviewed to validate the performance of the self-assessment report data and to obtain evidence of the quality of the programmes. Attended by 3 residents of the 1st and 2nd years of the specialty 7R01131- "Neonatology". The interview took place online.

The experts asked questions about satisfaction with studying at the university, sufficient time for practical training, supervision of patients and work with medical records, as well as satisfaction with teaching methods and qualifications of teachers. In general, residents are satisfied with the training, assessment methods, and purposefully entered this university, since they believe that KazNMU has excellent clinical bases and experience in teaching residents, at the same time, residents would like more independent work with patients, especially prompt assistance and more modern literature and interactive teaching methods when dealing with complex cases. Residents believe that they will receive a good education and will be able to work independently after graduating from the university.

Residents showed their commitment to the organization of education, were active in answering questions from external experts, demonstrated their judgments on the organization of training, assessment of their skills, advisory support, opportunities to participate in research and development, funding, etc.).

**Interview with the head of the library** N.A. Modovov allowed us to estimate provision of the residency programme with educational, methodological and scientific literature, including electronic forms.

**Interview with the manager of SRIFM** Timur Muydinovich and deputy Balmukhanova Aigul Vladimirovna allowed the experts to learn about the scientific directions of the university, the system of motivation and participation in R&D of teachers of the departments of residency and residents, about

the organization of R&D by residents on practice bases, the possibility of publishing R&D results of residents and teachers in journals, including university journals. ...

One of the important tools for accreditation expertise is the conduct and **interviews with employers - representatives of practical health care**, which are not affiliated with KazNMU. During the interview, it was possible to suppose that they know the mission of the university, participate in the development of the mission and proposals for the strategic plan, participate in the advisory bodies of KazNMU, are satisfied with the basic knowledge and skills of residents, participate in training residents through mentoring, provide the department and residents with the necessary resources for practical training and the formation of clinical thinking, know on the problems of interaction with departments and universities in general, 100% are involved in the employment of graduates of residency.

Thus, during the first day of the visit, the expert validated the data of the self-assessment report of the educational programme according to standards 1,4,7,8 and partially 6.

**The second day of the visit is 05/27/2021.**

This day was devoted to visiting clinical bases for the implementation of residency programmes, including scientific centres and research institutes affiliated with KazNMU (Research Institute of Internal Diseases, Scientific Centre of Obstetrics, Gynecology and Perinatology, Scientific Centre of Oncology). At clinical sites, experts conducted a survey of the resources of the accredited educational programme in the specialty 7R01131- "Neonatology", their relevance to training courses in residency, accessibility for teachers and residents, to what extent this equipment is modern and meets the needs of students and practical health care.

Experts obtained evidence of compliance with accreditation standards 2 and 6, as well as validation of the information in the self-assessment report of the educational programme in the specialty 7R01131- "Neonatology".

The commission in the amount of 4 people visited the clinical bases. Teaching in the specialty 7R01131 - "Neonatology". is carried out on the basis of large and advanced multidisciplinary clinics, research centres, which allows residents to get a holistic vision of newborns with various pathologies. This contributes to the acquisition of good clinical practice by residents, the ability to think independently and after graduation to be able to work independently at a high professional level.

Training of residents in the specialties "Neonatology" is carried out in the largest multidisciplinary medical centres of the city of Almaty: The Scientific Centre for Pediatrics and Pediatric Surgery (SCP&PS), SPE on REM, CP and DCH, CCH No. 1, No. 3, the birth house of the PC.

All clinics have a wide profile of departments of somatic, endocrinological, neonatological, hematological, urological, surgical profiles and departments of intensive and emergency conditions, which allows residents to see and supervise a sufficient number of patients with a variety of pathologies corresponding to the cycle of disciplines. The clinics where residents practice have ISO (International Organization for Standardization) and JCI (Joint Commission International) certificates and form a patient-centered work style aimed at ensuring the safety of patients, their correct identification, effective communication, improving the safety of examination and treatment, reducing infant mortality and adherence to successive treatment. **Scientific Centre for Pediatrics and Pediatric Surgery** - a multidisciplinary clinic that provides high-tech medical care to children of various ages, including newborns (newborn nursing department), implementing unified internationally recognized minutes of the meetings for the treatment of neonatal diseases into practice.

Boranbaeva Riza Zulkarnaevna, MD - Head of the Department of Children's Diseases with a course of neonatology

Nurgalieva Zhanar Zhenisovna, MD, professor

Bozhanbaeva Nishangul Seytbekovna Doctor of Medical Sciences, Professor - responsible for the course Neonatology

Baygaziya Gulzhan Zholdaskhanovna - candidate of medical sciences, associate professor - responsible for the course Neonatology

Altynbaeva Gulmira Beknazarovna Associate Professor, PhD 0.5 Associate Professor Responsible Associate Professor for the residency of the

specialty "Neonatology" , Slobodenyuk Ekaterina Borisovna Assistant 0.25, Responsible Assistant for Residency of the specialty "Neonatology"

Integration- 50/50%, 1-professor, 2-associate professors, 1-assistant

Neonatology and neonatal surgery for 20 beds, there were 2 residents of 2 years of study - Shalten E, Aitmagambet S, who demonstrated practical skills in filling out history, documentation, newborn management, interpretation skills of laboratory and instrumental diagnostics, they were interviewed to assess readiness for practical exercises, their attitude to testing and oral questioning. (strengths and weaknesses)

On the same day, experts studied materials on the admission of residents and the selection of teachers.

The experts studied the documents of residents (portfolio, results of assessment of residents-checklists, results of a questionnaire survey of residents).

A review of resources showed that the clinical base of the Department of Neonatology corresponds to the goals and objectives of the accredited educational programme according to the profile of beds, the number of thematic patients, modern equipment and its availability to all students, and the department staff provide collegial and ethical relations with the medical staff, the leadership of the clinical base to achieve final results educational programme. The clinical base has 4 training rooms, despite the fact that residents spend most of their time at the patient's bedside and in diagnostic departments. Before the start of the corresponding discipline of the educational programme, the resident receives a syllabus from the teacher and knows what skills he must acquire and develop during training.

On the same day, interviews with teachers took place. It is necessary to take into account the fact that there was no graduation from an accredited educational programme, therefore it was not possible to interview graduates, however, the experience and authority of KazNMU in teaching residents (since 2007) shows a high percentage of employment (> 90%) of graduates of other programmes residencies and their demand by medical organizations in all regions of Kazakhstan.

Interview with faculty as providers of the specialty residency programme 7R01131-"Neonatology" of KazNMU, showed that there are both successes and problems in the management of the educational programme, depending on the specific clinical base (admission of residents to the equipment, a sufficient number of thematic patients, time for maintaining medical records, independent work of residents), 2 teachers were present. The experts received answers about the teacher training programme, the financing of this training, the availability of certification in teaching methods for teachers.

In order to verify the data of Standard 5, external experts obtained information about personnel policy and approaches to the development of pedagogical competence of teachers, motivation for working with residents, and mentoring. Experts studied documentation of the Department of Pediatric Diseases with Neonatology, which confirmed the compliance with accreditation standards (nomenclature of the department's affairs, plan for 5 years, annual plan for 2019-2020 academic year and report for 2019, journal of residents' progress, EMCD, feedback questionnaires with residents, teachers, reports on the results of the questionnaire and the measures taken, the code of ethics, etc., control and measuring instruments), including documentation (\_29\_) at the request of the EEC members. Further, a meeting of the EEC members was held on the results of the external assessment, and the experts came to the conclusion that during the second day of the visit it was possible to find evidence of compliance with standards 2,3,6,7.

### **The third day of the visit is May 28, 2021.**

An online meeting was held with the head of the youth policy department, Askarov Elnur, and questions were asked about the participation of residents of the accredited programme in the volunteer movement, helping patients with COVID-19, and image work. Further, a final discussion of the results

of the external assessment, study of documents, results of interviews, interviews, questionnaires was held. Generalizations of the results of the external assessment are made. The members of the EEC began to design the final report of the EEC. The expert individually completed the "Quality profile and criteria for external evaluation of the educational programme of residency in the specialty 7R01131- "Neonatology» of KazNMU compliance with the ECAQA Accreditation Standards".

There were no comments from the EEC members. Recommendations for improving the postgraduate education sector in general and the department implementing the educational programme were discussed. A draft report with recommendations was prepared.

Chairperson of the EEC prof. Morenko M.A. a final open vote was held on recommendations for improving the educational programme of residency 7R01131- "Neonatology" and the final vote on the recommendations for the ECAQA Accreditation Council - to accredit this programme for a period of 5 years. Then the chairperson of the EEC for the management and employees of the educational organization announced recommendations based on the results of an external assessment as part of the accreditation of educational programmes for residency specialties.

**Questioning.** On May 26, 2021, an observer from ECAQA conducted an online survey of residents of the Asfendiyarov Kazakh National Medical University (KazNMU) as part of the accreditation of educational programmes for residency specialties. The survey included 24 questions, allowing to draw conclusions about the respondents' attitude to the organization of the educational process and identify the existing problems.

**Residents survey results:**

The total number of responding residents - 200... Of these, 46.5% are residents of the 1st year of study, 33% are residents of the 2nd year of study, 15.5% are residents of the 3rd year of study and 5% are graduates of the KazNMU residency programme.

According to the results of the survey, 83% of respondents fully agree that they would recommend studying in this educational organization to their acquaintances, friends, relatives, partially agree - 15.5%, and completely disagree with this statement 1.5% (3 people). Fully agree with the statement that programme managers and teachers are aware of the problems of residents related to training, 83.5% of residents, 14% partially agree, 1% strongly disagree (2 people), 1.5% doubt the answer (3 people).

According to the survey results, 86.5% of respondents believe that programme managers and teachers constantly involve students in the work of advisory bodies (methodological council, academic council, committees of educational programmes), 4% answered that no, they do not involve, while 3.5 % do not know about it, 3% doubt the answer, and 3% expressed the opinion that they are sometimes involved in this work.

78% of residents are fully satisfied with the conditions and equipment of classrooms, classrooms of this educational organization, partially - 14.5%, completely dissatisfied - 3.5%, partially dissatisfied - 3%.

81.5% of residents answered that they personally have access to equipment (educational and real) in order to master practical skills in their specialty, partially agree - 7%, 6.5% - partially disagree, while 2.5 % doubt the answer and the same number of respondents completely disagree with this statement.

82.5% of residents are fully provided with the necessary educational literature, 13% answered that it is partially, while 2.5% believe that they were not provided with the necessary literature. 86% of respondents fully agree that teachers provided them with methodological and didactic materials, additional literature to prepare for classes, 10.5% - partially agree, 2% - completely disagree, 1.5% doubt the answer.

71.5% of residents confirmed that they are currently engaged in scientific work under the guidance of their teacher or mentor, 13.5% have started planning the implementation of scientific research, 11% have not yet decided on the topic of scientific research, 2.5% have no desire to engage in scientific research, 1.5% doubt the answer.

73.5% of residents are completely and 20.5% are partially satisfied with the library fund of Kaz NMU, while 2.5% did not give an answer, 2% are partially dissatisfied, 1.5% are completely



dissatisfied. According to the results of the survey, 83.5% of the respondents are completely satisfied with the organization of teaching, 14.5% - in part, 1.5% - are not satisfied.

87% of residents believe that there is sufficient time for practical training, 8% - partially agree with this statement, 2% - completely disagree, 1.5% - partially agree, and the same number of people doubt the answer. The schedule of training sessions is fully satisfied with 85% of the respondents, 14% - partially. 91.5% of residents are completely satisfied with the methods of assessing knowledge and skills, and 7.5% - partially.

Of all the respondents, 84% answered that teachers regularly use active and interactive teaching methods in the classroom, 12% expressed the opinion that such teaching methods are used only occasionally, and 1.5% believe that they are rarely, and the remaining 2.5% answered, that they doubt or do not know what it is.

According to the survey results, 88% answered that after the end of the class, the teacher constantly conducts feedback with them, 8.5% believe that sometimes, 1.5% answered that it is rare, and the remaining 1.5% have never encountered this.

When asked about the number of seminars held during the month within the EP residency, 71.5% answered that the seminars are held once a week, 18.5% answered that two or three times a week, 5.5% - held daily, 2.5% believe that it is very rare.

94% of residents are sure that this educational organization allows them to acquire the necessary knowledge and skills in their specialty, 3% are not sure about this, and 2% cannot yet answer this question. Of all the respondents, 76.5% give an excellent assessment of the organization of clinical training, 17.5% have a good impression, 3% cannot rate it yet, and 2% are not satisfied.

We completely agree that the teacher (mentor, curator) of this educational organization is an example for them as a professional doctor, a person, 91% of residents, 7.5% answered that not all teachers of this educational organization are an example, while 1% is completely do not agree.

89% of respondents are completely satisfied with the number of patients for supervision or assistance during operations, 8% - in part, 1.5% - completely dissatisfied.

The majority (86%) of respondents believe that the accreditation of an educational institution and educational programmes is an important and necessary mechanism for ensuring the quality of education in residency, 6% doubt the answer, 5.5% do not know what it is.

50% of residents believe that an interview with the university management is the most important tool for external expert evaluation, 46.5% chose the option "interview with teachers", 39.5% consider interviews with residents as such, 38% answered that interviews with mentors of residents, 29% - interviews with university graduates, 28.5% - an overview of the resource base for training residents, 25.5% - attending practical classes and seminars.

**Conclusions:** By their responses, residents generally expressed satisfaction with the organization of education in general, as well as with the conditions of training, access to equipment, time for practical training, the number of patients for supervision, and the organization of teaching.

### **Results of the questionnaire survey of teachers of the NJSC "Asfendiyarov Kazakh National Medical University" (KazNMU)**

The ECAQA observer, as part of the external assessment programme, conducted an online survey on May 26, which included 23 questions, allowing to draw conclusions about the attitude of teachers to the organization of the educational process and identify existing problems.

The total number of teachers on the list is 64, including those with up to 5 years of experience - 7.81%, up to 10 years - 20.31%, over 10 years - 71.88%.

Of all the respondents, they teach in the educational programme of the therapeutic profile - 48.44%, the surgical profile - 29.69%, the pediatric direction (including pediatric infections and neonatology) - 4.69%, the diagnostic direction (functional diagnostics, radiation diagnostics) - 4.69%, oncology, radiology, radiation therapy - 6.25%, dental profile - 6.25%.

Of all the respondents, 84.38% are full-time teachers, 6.25% are part-time teachers, 6.25% are not involved in teaching residents, 1.56% are mentors, 1.56% are not related to residency programmes.

84.38% are completely satisfied with the organization of the educational process, 15.63% in part. According to the survey, 84.38% of teachers fully agree that ethics and subordination are observed at KazNMU, the remaining 15.63% believe that in part. 75% of respondents are completely satisfied with the organization of work and workplace, 23.44% are partially, and 1.56% (1 person) are not completely satisfied. The organization has an opportunity for career growth and competence development for teachers: 75% fully agree, 25% partially.

70.31% of respondents fully agree that in this educational organization, teachers have the opportunity to engage in scientific work and publish the results of research, 28.13% - partially agree, and the remaining 1.56% (1 person) - completely disagree. According to the survey results, 46.88% of respondents are completely satisfied with the salary, 17.19% - More NO than YES, 15.63% - more YES than NO, 12.5% did not give an answer, 7.81% - completely dissatisfied.

70.31% confirmed that they personally participate in the development of methodological materials for the residency programme, 17.19% participate partially, 6.25% answered that they are provided with ready-made methodological developments, 4.69% doubt the answer.

64.06% of respondents studied at professional development courses from 1 to 5 years ago, 35.94% - during this year.

More than half of the respondents (51.56%) conduct seminars with residents once a week, 15.63% - 2-3 times a week, 12.5% - daily, 7.81% - 1-2 times a month.

According to the survey results, 84.38% of teachers completely agree that they can be realized as professionals in their specialty in this educational organization, and 10.94% agree partially, 3.13% partially disagree.

76.56% of respondents fully agree that the organization has enough equipment and resources to conduct training for residents on accredited programmes, 20.31% - partially agree.

75% of respondents are fully satisfied with the work of the postgraduate education department, 20.31% are partially, the rest are not satisfied or have doubts about the answer. Regarding participation in conferences (international, republican), 29.69% did not contact the management on this matter, 26.56% did not give an answer, 18.75% answered that the organization supported their participation by paying for travel, travel expenses, registration fees, 7.81% answered that they no expenses are paid, 7.81% found sponsors, 6.25% are supported only by travel.

The majority of respondents (93.75%) fully agree that residents have free access to patients at clinical sites and all conditions for improving their practical skills, 6.25% - partially agree. The teachers answered that during the classes, they have a syllabus and a CDM (87.5%), control and measuring instruments (78.13%), cases (65.63%), an educational journal (54.69%), monographs (35.94%), a registration journal mining (20.31%).

The level of previous training of residents upon admission to training programmes is fully satisfied by 40.63% of respondents, partially - 51.56%, at the same time, 1.56% completely disagree with this, 6.25% did not give an answer.

57.81% know about the implementation of social programmes to support teachers, 29.69% do not know about it, 7.81% doubt the answer, 3.13% have already used it. Of all the respondents, 67.19% note that the organization's management systematically listens to the opinion of teachers in relation to issues on the educational process, research and development, clinical work, 26.56% believe that sometimes 4.69% did not give an answer.

In the process of training residents, a variety of training methods are used, but more often the analysis of situational tasks (78.13%), the preparation and solution of cases (64.06%), work in small groups (64.06%), problem-oriented training (60.94%), interactive training (60.94%), oral questioning of students (54.69%), oral analysis of the topic (50%), solution of tests (43.75%), practical training in clinical skills in a clinical training centre (42.19%).

70.31% of the respondents fully agree that this survey is useful for developing recommendations for improving the key areas of activity of this organization, 15.63% partially agree with this, 12.5% found it difficult to answer. Of all respondents, 67.19% believe that accreditation of educational

programmes is an important and effective mechanism for ensuring the quality of postgraduate education, 28.13% did not understand what accreditation is, 23.44% expressed the opinion that it is, but in combination with other mechanisms (certification, audits, independent assessment of students' knowledge).

**conclusions:** The survey showed that the majority of the interviewed teachers are satisfied with the organization of the educational process, observance of ethics and subordination, the organization of labor and workplace, the opportunity for career growth, the opportunity to engage in scientific work and publish the results of research.

**Conclusion on the basis of the external evaluation:**

Members of the EEC have carefully studied and evaluated the main indicators of the accredited educational programme. The information received by external experts during the study of the self-assessment report, preparation of a written review with recommendations for improvement, implementation of the activities of the KazNMU visit programme was analyzed. All information received is compared with the data of the self-assessment report by specialty 7R01131- "Neonatology» of KazNMU, which made it possible to make sure of the accuracy of the information provided to KazNMU and supporting documents for compliance with the ECAQA Accreditation Standards.

Despite the fact that in the self-assessment report of the educational programme by specialty 7R01131- "Neonatology» of KazNMU described its best practice in adhering to accreditation standards, during an external expert evaluation, members of the EEC studied the main documents (mission, strategic plan until 2023, teaching materials of disciplines, syllabi, control and measuring instruments, checklists, portfolio of residents, individual plans of residents for 2019-2020 academic year, publications of teachers, rules for admission to residency, personnel policy, the programme of the internal quality assurance system, resources for training were viewed directly at the clinical bases of departments (classrooms, office equipment available for residents to work with literature, patient documentation, educational and methodological literature), which made it possible to identify the compliance of the educational organization with the basic accreditation standards.

When conducting an external examination, the Rules for the training of medical personnel in residency were taken into account (order of the Minister of Health of the Republic of Kazakhstan dated September 18, 2018 No. levels of medical care (from primary health care to highly specialized). For an accredited educational programme by specialty 7R01131- "Neonatology" there are 6 clinical sites, due to quarantine at the time of accreditation, experts could not visit all sites. The volume of the study load and treatment and prophylactic work by sections of specialties is determined by the individual work plan of the student of the residency (clause 14) for one year and is monitored by monthly reports of the resident in an arbitrary form. The accounting of completed tasks is drawn up in the form of a portfolio according to the recommendations in the syllabus.

In connection with the new edition of Order No. 647 On Approval of State Compulsory Standards and Model Professional Training Programmes in Medical and Pharmaceutical Specialties dated July 31, 2015 (as amended by order of the Ministry of Health of the Republic of Kazakhstan dated February 21, 2020 No. ҚР DSM-12/2020 Chapter 2. Requirements to the content of the educational programmes of residency with a focus on learning outcomes), there have been changes and additions in the educational programme in relation to the development of the research competence of residents, which should participate in the work of the research team.

In this regard, the experts assessed the involvement of residents in research and development. There is no general provision or requirements for the implementation of scientific work at the university, at the same time, the departments conduct proactive research in which residents participate through writing reviews, collecting patient data, analyzing the literature and patient examination results, preparing reports and presentations at conferences). Also, in accordance with Article 222 of the Residency of Clause 4 of the Code of the Republic of Kazakhstan on People's Health and the Health care System No. 360-VI ZRK dated July 7, 2020, external experts studied the activities and conducted

conversations with mentors of residents, and it was established that each resident was provided with a mentor.

The experts took into account the fact that the accredited educational programme by specialty 7R01131- "Neonatology" according to the current state educational standard, it is being implemented within 2 academic years, therefore, at this time there is no graduation of students, nevertheless, the entire educational, methodological, personnel and resource base has been assessed for compliance with accreditation standards. Through interviews with teachers and interviews with students, it was possible to determine their direct participation in the development (CEPs, meetings of departments), the assessment of educational programmes (CEP), decision-making on a number of key issues in the choice of clinical sites, topics of electives, participation in the appeal commissions for admission and assessment of residents, development of the content of individual plans of residents and selection of mentors.

At the same time, this substantiated the need for inclusion in post-accreditation monitoring, along with the implementation of the EEC recommendations, an analysis of the implementation of the criteria of Standard 9, an annual report on the contingent of students.

Recommendations for improvement of activities in the field of implementation of the educational residency programme in the specialty 7R01131- "Neonatology" for compliance with the Accreditation Standards, developed by the EEC based on the results of an expert assessment, were presented at a meeting with the management on May 28, 2021.

The programme of the 3-day visit of the external expert evaluation of the EEC has been completed in full. On the part of the KazNMU team, the participation of all persons indicated in the programme is ensured.

Thus, the external assessment and the visit of the EEC members made it possible to verify and validate the data of the self-assessment report of the residency programme by specialty 7R01131- "Neonatology" in full in accordance with the Regulation on the External Expert Commission, the Guidelines for external evaluation of the medical education organization of ECAQA.

For the work of the EEC, comfortable conditions were created, access to all necessary information and material resources of the accredited educational programme was organized. Experts note the high level of corporate culture and discipline of those responsible for the postgraduate education of KazNMU employees, departments, employees of clinical bases, a high degree of openness of the team in providing information to members of the EEC.

#### **4. Analysis for compliance with accreditation standards based on the results of an external assessment of the educational residency programme in the specialty 7R01131- "Neonatology» of KazNMU and an overview of the strengths for each standard.**

##### **Standard 1: MISSION AND END OUTCOMES**

The presented materials adequately reflect the criteria of this standard.

Mission of the NJSC Kazakh National Medical University is aimed at serving society through the training of competitive specialists in the treatment, preservation and strengthening of people's health, improving health care through the integration of advanced educational, scientific and medical technologies". Mission of the educational programme (EP) in the specialty "Neonatology" is aimed at realizing the mission of the University by training a qualified doctor, a specialist in neonatology, with a system of universal knowledge and professional competencies, capable and ready for independent professional activity in the treatment of therapeutic diseases.

The educational programme was developed collegially (minutes of the meeting of the Department of Childhood Diseases with the course of neonatology No. 13 of 02.28.20) and approved at the meeting of the CEP of postgraduate and additional education (protocol No. 4 of 03.03.2020), the Academic Council (minutes No. 3 of 20.04 .20) and the Academic Council (Senate) of the University (protocol No. 6 of 04.24.20).

The mission of the EP was brought to the attention of all employees of departments, residents by posting on the university website ([www.kaznmu.kz](http://www.kaznmu.kz), website "Residency"). Responsible for the residency programme, Department of Pediatric Diseases with Neonatology, NJSC KazNMU named after D. Asfendiyarov "applies a variety of innovations in the learning process, allowing the development of basic and special competencies of residents, namely, work at the patient's bedside, clinical analyzes, solving situational problems, protecting case histories, training in laboratories. The university has developed a Student Ethics Code with which residents are familiarized and work on the development and improvement of communication skills is carried out systematically and integrated into the work programme. At the same time, the participation of practical health care in the development of the mission and goals of the educational programme is not sufficiently reflected, the expert evaluation is formalized and feedback from practical health care is not collected when forming the components of choice.

#### **Strengths:**

It should be noted that the strengths: Orientation of educational programmes of residency in the specialty 7R01131- "Neonatology" to the expectations of the employer and the needs of the labor market; the focus of the educational process on the formation of professional responsibility, clinical skills, knowledge and skills to protect the patient's health, the desire for continuous self-improvement, continuous professional development and lifelong learning, carries out strategic partnerships with international partners (universities, associations).

**Conclusions of the EEC on the criteria.** Out of 17 standards conform: completely -8 standards basic standard (BS), improvement standard (SI) - 2, significantly - basic standard (BS) -5, improvement standard (SI) - 2, partially - 0 , do not match - 0.

**Standard 1: completed**

#### **Standard 2: EDUCATIONAL PROGRAMME**

Accredited residency programme in specialty 7R01131- "Neonatology" is implemented in accordance with the State Compulsory Standards and Model Professional Curricula for Medical and Pharmaceutical Specialties dated July 31, 2015 (as amended by the order of the Ministry of Health of the Republic of Kazakhstan dated February 21, 2020 No. ҚР DSM-12/2020 The University has developed a Resident Competence Model, spelled out in the EP, approved at a meeting of the University Council (Minutes No. 10 of June 19, 2019). In accordance with the classifier, the specialty is legitimate and the graduate, upon completion of the educational programme, is graduated a certificate of completion of residency with the assignment of the qualification "Neonatologist", an Attachment to the certificate (transcript) indicating the list of disciplines studied with grades, the amount of academic hours. EP in the specialty "Neonatology" is designed for 2 years of study (140 credits). which meets the requirements of the State Educational Standard of the Republic of Kazakhstan. The programme is included in the register of the Ministry of Education and Science (MES RK), has passed an external independent examination.

The educational programme is compiled in accordance with professional scientific requirements for special professional competencies, it is periodically reviewed, contributes to the formation of universal and professional competencies of the resident. Requirements for the level of training of graduates of residency in the specialty "Neonatology" were formulated in accordance with the State Compulsory Standard of Residency in Medical Specialties (hereinafter - the State Educational Standard of the Republic of Kazakhstan 2015) and the standard professional curriculum for medical specialties of residency, order of the Ministry of Health and Social Development of the Republic of Kazakhstan No. 647 dated July 31, 2015, as amended Order of the Minister of Health of the Republic of Kazakhstan dated February 21, 2020 No. ҚР DSM-12/202 and taking into account the wishes of employers (in the system of elective disciplines). To conduct field practice, a medical organization sends a request to the rector for a specific resident, for a particular clinical base. The specialized department sends to the dean's office a memorandum on the direction of this resident to the region for a specified period,

thereby confirming its consent to the departure of the resident. Then, an Order is graduated on the departure of the resident to the specified organization. A model of residents' competencies has been introduced in accordance with the qualification requirements for the specialty. The structure, content and duration of the programme are clearly defined. The mechanism for the development and approval of the residency programme is determined and regulated by the CEP. The staff of the departments has the necessary competencies for training, at the same time, the mentors represented by the staff of the clinical bases, despite their professional level, do not fully possess pedagogical techniques, which limits the implementation of a high-quality transfer of professional knowledge and skills. The teachers of the departments use a variety of methods of active (business games, brainstorming, clinical analyzes, case studies, etc.) and traditional (oral analyzes, mini-lectures) training, according to which staff members are periodically trained within the university. All learning conditions are provided with consistency, continuity of their content, consistent development of all competencies, taking into account their continuity. The model of the educational programme based on the established final learning outcomes of residents and the qualifications they receive is also ensured by the transparency of training. The dean's office is trying to monitor this process and, through the School of Pedagogical Skills, train newly hired teachers. Due to the availability of clinical bases for residents, they spend most of their study time in close contact with patients, medical records, including automated health care systems. Residents are taught by mentors to work with the latter. When conducting interviews with residents, experts were convinced that the organization of training and work is patient-oriented, at the same time there is not always a sufficient number of thematic patients, time for theoretical analysis of complex topics and study of literature in modern databases. Clinical training is carried out in the conditions of accredited multidisciplinary clinics and highly specialized scientific centres in Almaty and the region, "Neonatology" mentors in clinics, who carry out their activities in accordance with the Regulation on mentors. No precedents of inequality, lack of ethics or other violations of a gender, cultural or religious nature have been established in the process of external evaluation.

During the examination of the educational programme, it was found that the scientific foundations and methodology of medical research, evidence-based medicine are applied, at the same time, residents are not fully involved in the scientific work of the departments, they do not have clearly defined research topics, performance criteria, including clinical trials.

Thus, the educational residency programme in the specialty 7R01131- "Neonatology" demonstrates the integration between education and health care.

#### **Strengths:**

Strengths of the university according to standard 2 "Educational programme": educational programme in the specialty 7R01131- "Neonatology" of KazNMU is developed in accordance with the regulatory requirements and the needs of practical health care; in the preparation of residency students, a credit-modular system and an integrated training approach in the preparation of residents are used. Patient orientation and safety of the learning environment. Using innovative teaching methods to build clinical skills, including a simulation room and WETLAB. The educational programme provides training in various clinical settings - research institutes, in highly specialized hospitals, in municipal hospitals, clinics, family medicine organizations, simulation centres are used to improve skills.

**Conclusions of the EEC on the criteria.** Out of 30 standards conform: completely -15 basic standard (BS), improvement standard (SI) - 7, significantly - basic standard (BS) -5, improvement standard (SI) - 3, partially - 0, do not match - 0.

*Standard 2: completed*

#### **Standard 3: ASSESSMENT OF STUDENTS**

Policy and procedure for assessing learning outcomes within the EP in the specialty 7R01131- "Neonatology" of KazNMU is carried out using criteria developed in accordance with the goals and objectives for the implementation of EP and awarded qualifications within the framework of the current score-rating system for assessing knowledge and monitoring the educational process in accordance

with directive, regulatory and internal documents. Resident assessment policies and methods are reviewed and approved at a meeting of the Internship and Residency Education Programmes Committee (CEP)... The general policy, principles, methods of assessing residents in KazNMU are reflected in the following internal documents: Academic policy of the University No. 195 of 28.08.2019; The regulation on current monitoring of progress, intermediate and final certification of students of NJSC KazNMU is spelled out in the Academic Policy for the 2019-2020 academic year and approved by the Board. Minutes No. 5 dated 28.08.2019. The results of the students' achievement are displayed in the electronic journals of the AIS "Sirius" system. KazNMU provides for an official procedure for considering applications / appeals by residents. A resident who has completed the course programme in full, but has not received the minimum transfer score, in order to increase the average grade, is given the opportunity to re-study certain disciplines in the summer semester on a paid basis and re-pass exams on them. A resident's portfolio consists of a resident's report; assessment and checklists with the assessment of practical activities, seminars, shifts, etc. .; characteristics of the curator; information about achievements during the period of study in residency, if any (awards, certificates, conference programmes, abstracts of publications, videos, letters of thanks, patient reviews, etc.).

**Strengths:**

Strengths according to the standard 3 "Assessment of residents "are: formation and assessment of all key competencies of the graduate of the residency of the Republic of Kazakhstan; a transparent procedure for assessing educational achievements at all stages of training a student of residency; active participation in research work, which must necessarily end with the publication of a scientific article or a report at scientific and practical conferences with instilling in students the skills of research work; monitoring the development of learning outcomes by residency students through feedback.

**Conclusions of the EEC on the criteria.** Out of 11 standards conform: completely -4 basic standard (BS), improvement standard (SI) - 3, significantly - basic standard (BS) -2, improvement standard (SI) - 2, partially - 0, do not match - 0.

**Standard3:** completed

**Recommendations for improvement identified during the external visit:**

Regularly analyze and evaluate the quality of the methods used and the assessment format for the validity and reliability of the final learning outcomes.

**Standard 4: STUDENTS**

In KazNMU in the specialty 7R01131 - "Neonatology» of KazNMU is carrying out systematic career guidance work aimed at training and selection of students who deliberately chose educational programmes. At the department, specialty 7R01131- "Neonatology» of KazNMU, there are conditions that ensure the stability of the recruitment of residency students for training in educational programmes. KazNMU, specialty 7R01131- "Neonatology» of KazNMU, analyzes and evaluates the main indicators of educational results and constantly monitors the employment and career growth of graduates, as well as interaction with employers in the field of improving the quality of training. In order to facilitate the employment of University graduates, the alumni career centre annually conducts personal distribution of graduates with the participation of representatives of health departments, pharmaceutical companies and departments for public health protection of the Republic of Kazakhstan. The duration of the development of the educational residency programme in the specialty depends on the previous level of education or work experience and is 2 or 3 years, depending on the specialty. On the specialty 7R01131 - "Neonatology" of KazNMU, the duration of training is 2 years.

But in view of the KVI pandemic, changes have been made in the admission rules that the university can make on its own on the basis of autonomy: the acceptance of documents in the specialty 7R01131- "Neonatology" of KazNMU was carried out online and the entrance exams were changed in a format where instead of the traditional interview, all personal achievements of the student with an online interview.

**Strengths:**

Standard 4 "Residents" the university has identified the following strengths: ensuring high qualifications of the teaching staff of the departments involved in the implementation of the educational programme; the presence of a comprehensive, unified policy of admission and support of residents throughout the entire period of study, provided with sufficient resources (regulatory and legal framework, personnel, material, technical and financial support); training residents in the specialty 7R01131- "Neonatology" of KazNMU is carried out in the leading clinical centres of the city of Almaty, where innovative results of scientific activity have been introduced. The University has a variety of ways to implement the personal growth of residents.

**Conclusions of the EEC on the criteria.** Out of 30 standards conform: completely -11 basic standard (BS), improvement standard (SI) - 7, significantly - basic standard (BS) -7, improvement standard (SI) - 3, partially -2, do not match - 0.

**Standard 4: completed**

**Recommendations for improvement identified during the external visit:**

1. Expand the representation of residents in the process of developing a policy for the admission and selection of residents (4.1.8).
2. Expand opportunities for residents to participate in the youth policy department and other advisory bodies (4.3.8).

**Standard 5: ACADEMIC STAFF / FACULTY**

Personnel policy, being one of the strategic priorities for the development of the university, is aimed at ensuring qualification requirements for the implementation of educational programmes, maintaining the professional potential of the teaching staff, creating conditions for increasing professional motivation and career growth of teachers, creating a favorable moral and psychological climate in the team. The teaching staff of the university meets the qualification requirements for licensing educational activities and the profile of educational programmes; All activities of the teaching staff in the specialty 7R01131- "Neonatology" of KazNMU correspond to the mission, goals and objectives of the university. The teaching staff in the specialty 7R01131- "Neonatology" of KazNMU is formed based on the needs for the effective implementation of educational programmes, as well as on the basis of the total volume of the teaching load. When drawing up the staffing table for the new academic year, in order to conduct classes for residents, a mandatory requirement for teachers is the availability of basic education, compliance with the code of the specialty of the academic degree, academic title (for example, obstetrics and gynecology, nephrology, pediatrics) and work experience. Since the training of personnel in residency is carried out in a clinical specialty, the level of qualifications of the teaching staff plays an important role, the requirements should include the availability of the first or the highest medical qualification category for employees, the availability of a doctoral degree and a candidate of medical sciences. and also based on the total amount of workload. When drawing up the staffing table for the new academic year, in order to conduct classes for residents, a mandatory requirement for teachers is the availability of basic education, compliance with the code of the specialty of the academic degree, academic title (for example, obstetrics and gynecology, nephrology, pediatrics) and work experience. Since the training of personnel in residency is carried out in a clinical specialty, the level of qualifications of the teaching staff plays an important role, the requirements should include the availability of the first or the highest



medical qualification category for employees, the availability of a doctoral degree and a candidate of medical sciences. To conduct classes with residents, a mandatory requirement for teachers is the availability of basic education, compliance with the code of the specialty of the academic degree, academic title (for example, obstetrics and gynecology, nephrology, pediatrics) and work experience. Since the training of personnel in residency is carried out in a clinical specialty, the level of qualifications of the teaching staff plays an important role, the requirements should include the availability of the first or the highest medical qualification category for employees, the availability of a doctoral degree and a candidate of medical sciences. To conduct classes with residents, a mandatory requirement for teachers is the availability of basic education, compliance with the code of the specialty of the academic degree, academic title (for example, obstetrics and gynecology, nephrology, pediatrics) and work experience. Since the training of personnel in residency is carried out in a clinical specialty, the level of qualifications of the teaching staff plays an important role, the requirements should include the availability of the first or the highest medical qualification category for employees, the availability of a doctoral degree and a candidate of medical sciences.

**Strengths:**

1. Asfendiyarov KazNMUa is the bearer of the best traditions of the national medical school; has a national status, is a leader in the system of higher education in universities of the Republic of Kazakhstan, postgraduate and continuing medical education in the Republic of Kazakhstan, in the general rating and rating of educational programmes

2. Teaching staff of the department in the specialty 7R09140 7R01131 - "Neonatology» of KazNMU - strengthen the culture of excellence; preserve and develop unique traditions; honor the history of the University and its legendary personalities, introduce the principles of pedagogical management, actively cooperate with Kazakhstani and foreign universities.

3. KazNMU has a certificate of ISO 9001: 2015 accreditation "Educational activities in the field of higher and post-graduate education; medical services, basic and applied scientific research in the field of medicine", valid until 06/18/2023.

4. PPP the department consists of highly qualified employees with scientific achievements, high medical qualifications, who are experts in health care and medical education.

**Conclusions of the EEC on the criteria.** Out of 7 standards conform: completely -4 basic standard (BS), improvement standard (SI) - 2, significantly - basic standard (BS) -1, improvement standard (SI) - 0, partially - 0, do not match - 0.

**Standard 5: completed**

**Standard 6: EDUCATIONAL RESOURCES**

The material and technical base of the university includes: lecture halls, study rooms, educational and research laboratories, a library, information technology facilities, premises for the cultural and social sphere, university clinics, clinical bases - leading medical clinics in Almaty. KazNMU has a unified system of library and information services. Taking into account the needs of the departments and the analysis carried out, OUMR forms university-wide applications for the purchase and publication of textbooks, teaching aids for the new academic year. The scientific library of KazNMU signed agreements with international companies for access. Constant work is underway to improve the IT technologies and infrastructure of the university. The uninterrupted operation of the Internet has been ensured, a local computer system has been created, system of video broadcasting of lectures in classrooms, a unique computer product AIS KazNMU has been developed and implemented. To connect clinical departments located in remote areas to the Internet, it is planned to introduce mobile Internet and purchase 3JETUSB modems for them.

Clinical Experimental Laboratory (CEL) is a scientific-methodical and educational support unit of the RIFAM Atchabarov, was established on the basis of the decision of the Academic Council No. 35 dated September 30, 2012 in order to ensure the educational process for the development of practical

skills by residents, as well as to improve the level and quality of scientific research in terms of clinical and experimental substantiation, approbation of treatment methods and preclinical trials of new drugs.

**Strengths:**

According to the university, in the specialty 7R01131- "Neonatology" of KazNMU, the strengths of standard 6 "Educational resources" are: There is a sufficient material and technical base for the preparation of residents (educational buildings, ambulance teams, clinics, a scientific library with a book fund and electronic reading rooms, access to international electronic databases literature, computer classes, Simulation centre, AIS "Sirius"). For the training of residents, there are qualified personnel - the teaching staff of the department (with an academic degree, medical category). There is a scientific direction of the department (3 scientific and technical projects). An educational programme for the training of resident neonatologists is being developed jointly with LUNZ. Participation in the international project Erasmus + ChildCA.

**Conclusions of the EEC on the criteria.** Out of 21 standards conform: fully -7 basic standard (BS), improvement standard (SI) - 6, significantly - basic standard (BS) -3, improvement standard (SI) -5, partially - 0, do not match - 0.

*Standard 6: completed*

**Recommendations for improvement identified during the external visit**

1. In the educational programme of residency include the elective discipline "Management of scientific research" (6.5.1.)
2. Expand opportunities for clinical training at all levels of care (6.7.1).

**Standard 7: PROGRAMME EVALUATION**

Allows to monitor the process of educational performance and progress of students. The process of improving the EP is implemented through the specialized CEP, which includes groups of experts on various issues of the educational process (monitoring the educational process, developing educational programmes, developing CIS, interactive teaching methods, a group on language competence, publishing), based on the results of a survey of residents, teaching staff, employers. The EP improvement process is implemented through a specialized CEP, which includes groups of experts on various issues of the educational process (monitoring of the educational process, development of educational programmes, development of CIS, interactive teaching methods, a group on language competence, publishing), based on the results of a survey of residents, teaching staff, employers. The report of the chairperson of the FSA on the results of certification of residents is annually heard at the Council of the dean's office, AK KazNMU. Based on the results, an action plan is developed, aimed at improving and eliminating the identified problems and shortcomings in the educational programme.

**Strengths:**

Involvement in the evaluation of educational programmes of residents, teachers, employers;

External and internal assessment of the educational programme is carried out by leading specialists of the Republic of Kazakhstan in the field of neonatology. Final certification of graduates takes place with the participation of independent examiners.

... Conclusions of the EEC on the criteria. Conforms out of 15 standards: completely -2 basic standard (BS), improvement standard (CS) - 1, significantly - basic standard (BS) -8, improvement standard (CS) - 4, partially - 0, do not match - 0.

*Standard 7: completed*

**Standard 8: GOVERNANCE AND ADMINISTRATION**

KazNMU has developed and approved the main internal document defining the scope of duties and powers of the University in relation to EP residency, including the obligation to provide the educational process in full with all the necessary information sources and access to network educational resources, including "Academic policy "(decision of the Board, minutes No. 5 of 28.08.2019). This document is guided by the dean's office and departments in the management of the educational

residency programme. Coordination of the implementation, control and monitoring of the implementation of residency programmes in all licensed specialties is carried out by the dean's office of the faculty of internship and residency under the supervision of the Vice-Rector for Academic Activities (Rector's Order No. 577 dated July 20, 2018) for the educational process and the provost for clinical activities. The transparency of EP management is carried out: by the functioning of the quality management system (QMS); through the discussion of educational and methodological documentation on the residency programme at meetings of departments / modules, CEP, AC of KazNMU and after receiving their positive opinion, is approved by the vice-rector for academic activities; the presence of internal regulations (academic policy) governing the implementation of the residency programme; the functioning of the system for collecting feedback from stakeholders, the functioning of collegial advisory management bodies, which include university staff and students. To ensure effective planning of the implementation of the educational programme in the specialty 7R01131- "Neonatology» of KazNMU, by the beginning of the academic year, the staffing table is formed (the number of teaching hours, the number of teachers), the schedule of classes, etc. A system of independent internal audit has been created and is functioning in KazNMU (Standard 8.4. "Administration and management", clause 8.4.1). the functioning of the system for collecting feedback from stakeholders, the functioning of collegial advisory management bodies, which include university staff and students. To ensure effective planning of the implementation of the educational programme in the specialty 7R01131- "Neonatology» of KazNMU, by the beginning of the academic year, a staffing table is formed (number of teaching hours, number of teachers), class schedule, etc. A system of independent internal audit has been created and is functioning in KazNMU (Standard 8.4. "Administration and management", clause 8.4.1). To ensure effective planning of the implementation of the educational programme in the specialty 7R01131- "Neonatology» of KazNMU, by the beginning of the academic year, a staffing table is formed (number of teaching hours, number of teachers), class schedule, etc. A system of independent internal audit has been created and is functioning in KazNMU (Standard 8.4. "Administration and management", clause 8.4.1). To ensure effective planning of the implementation of the educational programme in the specialty 7R01131- "Neonatology» of KazNMU, by the beginning of the academic year, a staffing table is formed (number of teaching hours, number of teachers), class schedule, etc. A system of independent internal audit has been created and is functioning in KazNMU (Standard 8.4. "Administration and management", clause 8.4.1). To ensure effective planning of the implementation of the educational programme in the specialty 7R01131- "Neonatology» of KazNMU, by the beginning of the academic year, the staffing table is formed (the number of teaching hours, the number of teachers), the schedule of classes, etc. A system of independent internal audit has been created and is functioning in KazNMU (Standard 8.4. "Administration and management", clause 8.4.1).

**Strengths:**

1. According to standard 8 "Management and Administration" strengths: Continuous organizational, coordination and administrative work aimed at achieving the mission and goals; transparency of the management system and decisions made; the responsibility of the academic leadership in relation to the development and management of the educational programme is determined; high academic assessment of achievements and end results of education, stable financial condition of the university; extensive collaboration with partners in the health sector.

Areas for improvement are according to standard 8 "Management and Administration": optimization of the management system by further introducing the principles of corporate governance; effective use of information and communication technologies in the management system (electronic document flow); improvement of funding mechanisms for all levels of education (academic mobility of students, participation of residency students in international events).

**Conclusions of the EEC on the criteria.** Out of 15 standards conform: completely -7 basic standard (BS), improvement standard (SI) -3, significantly - basic standard (BS) -1, improvement standard (SI) - 4, partially - 0, do not match - 0.

**Standard 8: completed**

**Recommendations for improvement identified during the external visit:**

Improve the mechanisms of motivating teaching staff in the implementation of the EP residency.

**Standard 9: CONTINUOUS RENEWAL**

An important condition for the continuous improvement of the postgraduate educational process is the assessment of the quality of learning outcomes / competencies, assessment of knowledge and skills, the learning environment of the programme. The CEP has experts assessing the quality of training sessions with residents, a group of testologists, and the contingent of a group of experts and testologists is renewed annually by attracting specially trained young employees. In KazNMU, the implementation of the teaching staff training programme has begun, according to the approved Model of the competencies of the teacher of KazNMU: advanced training courses for the teaching staff of the departments of KazNMU have been carried out according to the Competence Model, which made it possible to introduce innovative methods of teaching residents. A convincing example of the process of continuous improvement of approaches to the implementation of EP residency is the active participation of stakeholders (primarily,

The work carried out allows for continuous improvement in various areas of the university's activities. Based on the results of the analysis by the management, decisions are made on improving and improving educational management, justifying the need to make changes to the EP quality management system, including updating educational documentation.

**Strengths:**

Standard 9 To implement the model of medical education and to ensure the quality of the educational process, a new structure has been created - the department of academic work, there are committees of educational programmes in the areas of training; system of professional development and continuous professional growth of teaching staff and employees; the presence of partnerships and agreements on cooperation with foreign universities.

1) **Conclusions of the EEC on the criteria.** Out of 4 standards conform: completely - 1 basic standard (BS), improvement standard (CS) - 3, significantly - basic standard (BS) -0, improvement standard (CS) - 0, partially - 0, do not match - 0.

**Standard 9: completed**

**Recommendations for improvement identified during the external visit:**

1. Improve mechanisms of relationships with key stakeholders (9.4).

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

## **5. Recommendations for improving the educational programme of residency in the specialty 7R01131- "Neonatology» of KazNMU:**

**Standard 3**

1. Regularly analyze and assess the quality of the methods used and the format of the assessment for the validity and reliability of the final learning outcomes.

**Standard 4:**

1. Expand the representation of residents in the process of developing a policy for the admission and selection of residents (4.1.8).

2. Expand opportunities for residents to participate in the youth policy department and other advisory bodies (4.3.8).

***Standard 6:***

1. In the educational programme of residency include the elective discipline "Management of scientific research" (6.5.1.)

2. Expand opportunities for clinical training at all levels of care (6.7.1).

***Standard 8:***

1. Improve the mechanisms of motivating teaching staff in the implementation of the EP residency.

***Standard 9:***

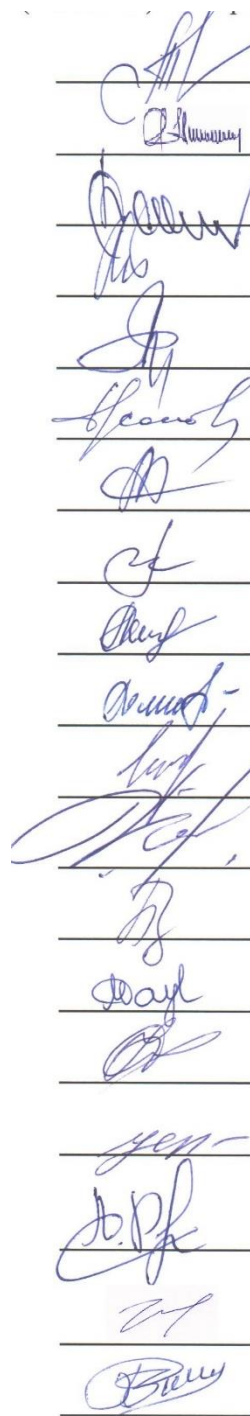
1. Improve mechanisms of relationships with key stakeholders (9.4).

## 6. Recommendation to the ECAQA Accreditation Council

The members of the EEC came to a unanimous opinion to recommend to the Accreditation Council to accredit the educational residency program in the specialty **7R01131- "Neonatology"** of NJSC "Asfendiyarov KazNMU" for the period of 5 years.

### Chairman of the EEC

Morenko Marina Alekseevna  
Foreign expert  
Ryzhkin Sergey Alexandrovich  
Academic expert  
Serik Zhakenovich Dzhandayev  
Academic expert  
Ligai Zoya Nikolaevna  
Academic expert  
Magyarov Valentin Manarbekovich  
Academic expert  
Zhanalina Bakhyt Sekerbekovna  
Academic expert  
Zhurnalina Akmaral Kanashevna  
Academic expert  
Kudabaeva Khatimya Ilyasovna  
Academic expert  
Abdullina Venera Ravilevna  
Academic expert  
Igimbayeva Gauhar Tleubekkyzy  
Academic expert  
Kabildina Nailya Amirbekovna  
Academic expert  
Kusainova Faridat Azymovna  
Academic expert  
Bacheva Irina Viktorovna  
Academic expert  
Maukaeva Saule Boranbaevna  
Academic expert  
Ospanova Nargul Narimanovna  
Expert - representative of employers  
Sergeeva Elena Nikolaevna  
Expert - representative of residents  
Diana Abbasova  
Expert - representative of residents  
Ilyasov Eldar Rashitovich  
ECAQA Observer  
Sarsenbayeva Dariyabanu Bulatovna



The image shows a vertical column of 20 handwritten signatures in blue ink, each written on a horizontal line. The signatures are of varying styles and sizes, corresponding to the names listed on the left. The names are: Marina Alekseevna, Sergey Alexandrovich, Serik Zhakenovich, Zoya Nikolaevna, Valentin Manarbekovich, Bakhyt Sekerbekovna, Akmaral Kanashevna, Khatimya Ilyasovna, Venera Ravilevna, Gauhar Tleubekkyzy, Nailya Amirbekovna, Faridat Azymovna, Irina Viktorovna, Saule Boranbaevna, Nargul Narimanovna, Elena Nikolaevna, Diana Abbasova, Eldar Rashitovich, and Dariyabanu Bulatovna.

**Quality profile and external evaluation criteria (summary)  
Of educational programme in the specialty of residency in the specialty  
7R01131- "Neonatology" of KazNMU**

Standard	Criteria for evaluation  Number of standards = BS * / SI	Grade			
		Totally coincides	Significantly corresponds	Partially compliant	Does not match
1.	MISSION AND END OUTCOMES 17 = 10/7	8 \ 5	2/2	0	0
2.	EDUCATIONAL PROGRAMME 30 = 22/8	15/5	7/3	0	0
3.	ASSESSMENT OF STUDENTS 11 = 7/4	4/2	3/2	0	0
4.	STUDENTS 30 = 18/12	11/7	7 \ 3	0	0
5.	ACADEMIC STAFF / FCAULTY 7 = 5/2	4/2	1 \ 0	0	0
6.	EDUCATIONAL RESOURCES 21 = 10/11	7/6	3/5	0	0
7.	PROGRAMME EVALUATION 15 = 10/5	2/1	8/4	0	0
8	GOVERNANCE AND ADMINISTRATION 15 = 8/7	7/3	1/4	0	0
9.	CONTINUOUS RENEWAL 4 = 1/3	1/3	0	0	0
	<b>Total: 150 = 91/59</b>	<b>59/34</b>	<b>32/23</b>	<b>0</b>	<b>0</b>
		<b>150</b>			

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