

To Accreditation Council  
Of The Eurasian Center for Accreditation  
And Quality Assurance  
In Higher Education and Health Care

**REPORT  
OF THE EXTERNAL EXPERT COMMISSION  
ON THE RESULTS OF THE ASSESSMENT OF THE EDUCATIONAL  
MASTER'S DEGREE PROGRAMME 7M10108 "PUBLIC HEALTH CARE"  
OF NON-PROFIT JOINT STOCK COMPANY "Semey Medical University" ON  
THE COMPLIANCE WITH ACCREDITATION STANDARDS FOR  
MASTER'S EDUCATIONAL PROGRAMMES (PRIMARY  
ACCREDITATION) IN HEALTH CARE OF THE EURASIAN CENTER FOR  
ACCREDITATION AND QUALITY ASSURANCE IN HIGHER EDUCATION  
AND HEALTH CARE (ECAQA)**

**period of external expert commission: May 18 - 20, 2021**

**Almaty, 2021  
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#### LIST OF SYMBOLS AND ABBREVIATIONS

AMP	Administrative and management personnel
BD (O)	Basic disciplines (training)

GP	General Practitioner
University	Higher educational institution
EKR	East Kazakhstan region
SAC	State Attestation Commission
SCES	State compulsory education standard
GPA	Weighted average assessment of the level of educational achievements of a student in the chosen specialty
DAD	Department of Academic Development
DSHR	Department of Science and Human Resources
DOPs	Direct observation
ECTS	European Credit Transfer and Accumulation System
ECAQA	Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care
FSA	Final state attestation
IC	Individual curriculum (resident)
ILS	information library system
CVI	Coronavirus infection
COC	Component of choice
CEP	Committee of educational programmes
QED	Catalog of elective disciplines
LMS	learning management system KEYPS
MoH RK	Ministry of Health of the Republic of Kazakhstan
Mini-CEX	Mini Clinical Exam
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
MEO	Medical education organization
MA	Methodical advice
NJSC "SMU"	Non-profit Joint Stock Company "Semey Medical University"
R&D	Research work of a resident
IQAA	Independent Agency for Quality Assurance in Higher Education
SSC	Scientific student circle
STP	Scientific and technical programme
NCIE	National Center for Independent Examination
EP	Educational programme
IA	Intermediate attestation
PBL	Problem- based learning
MD	Major disciplines (training)
PHC	Primary health care
PPP	Faculty
RSE on REM	Republican state enterprise on the right of economic management
WC	Working curricula
CBL	Case-based-learning
NKR	North-Kazakhstan region
QMS	Quality Management System
SOP	Standard operating procedures

IWS	Independent work of students
IWR	Independent work of a resident
SC	Simulation center
IWRT	Independent work of a resident under the supervision of a teacher
TBL	Team-based-learning (training in a team)
TC	Typical curricula
ERWR	Educational and research work of residents
AC	Academic Council
CNM&O	Center for Nuclear Medicine and Oncology
GCC	Graduate Career Center

## **1. Composition of the External Expert Commission**

In accordance with ECAQA order on the creation of an external expert commission No. 18 dated April 26, 2021 an External Expert Commission was formed to conduct an external assessment within the framework of specialized accreditation Non-profit joint stock company "Semey Medical University" in the period May 18-20, 2021.



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

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### **Foreign expert**

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of Health of the Russian Federation,  
Member of the Board of the Russian Society  
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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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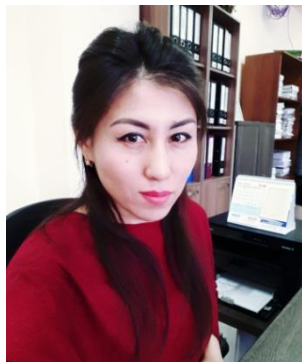




**Expert - employers' representative**  
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**Expert - representative of undergraduates**  
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The work of the EEC was carried out in accordance with the Regulations on the EEC (Order of the ECAQA Director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

The EEC report contains an assessment of the Master's degree programme 7M10108 "Public Health Care" of the SMU for compliance with the Accreditation Standards educational programmes of the ECAQA magistracy, recommendations of the EEC on the further improvement of the educational activities of the university in the field of postgraduate education.

2. The general part of the final report of the EEC magistracy 7M10108 "Public Health Care"

### **2.1 Presentation SMU and educational programme of magistracy 7M10108 "Public Health Care"**

The university traces its history back to 1952 from the moment of the opening of the Semipalatinsk Medical Institute.

By the Decree of the Government of the Republic of Kazakhstan dated February 19, 2009 No. for №199 the Republican state enterprise "Semipalatinsk state medical academy" was transformed into the Republican state enterprise on the right of economic management "State medical university of the city of Semey". With the definition of the main subject of activity of this enterprise as the implementation of production and economic activities in the field of health care and medical education (Certificate of state re-registration of a legal entity No. 2064 -1917-27-ГП dated 05/27/2009 Series B No. 0311105) February 5, 2019. the university was reorganized into the Semey Medical University, a non-profit joint stock company.

With the transition of the university to the status of the Non-profit Joint Stock Company "Semey Medical University", the organizational structure of the organization was reorganized. University website <https://semeymedicaluniversity.kz/o-nas/struktura/> The mission of the Non-Commercial Joint Stock Company "Semey Medical University" is: "Assistance in improving the health of the population of Kazakhstan through high-quality training of competitive specialists, by integrating the world practice of education, science and clinics."

The vision of the university is to become one of the "600 Top Universities in the World" and "Top 200 Asian Universities" by 2020.

In 2014 Semey Medical University became the 3rd among medical universities in Kazakhstan according to the European Scientific and Industrial Chamber, which published the Academic Ranking of World Universities-European Standard ARES-2014.

**2018-** being one of the 3 best medical universities in Kazakhstan according to the version of the Independent Agency for Accreditation and Rating.

**2018-** Included in the top 20 best universities in Kazakhstan in 2018 according to the version of the Independent Agency for Accreditation and Rating.

**2018-** II place according to the results of the ranking of the Independent Agency for Quality Assurance in Higher Education.

**2018-** 1st place in the nomination "Leader in Student Learning Outcomes" based on the results of an independent agency for quality Assurance in Higher Education.

The State Medical University of Semey, in accordance with the Law of the Republic of Kazakhstan "On Mass Media" and the Charter of the State Medical University of Semey, publishes a quarterly scientific and practical medical journal "Science and Health", founded in 1999, as well as the newspaper "Medicine for All".

For information technology support of the main life processes of the university (educational, scientific, managerial, etc.), the university is constantly improving and updating the information and computer park. Access to the Internet is carried out through a local network organized by means of a high-speed DSL-channel from KazakhTelecom JSC. The Internet portal ([www.ssmu.kz](http://www.ssmu.kz)), currently the site of NJSC "SMU" (<https://semeymedicaluniversity.kz>) The University Library is one of the largest libraries in Semey. The university entered the "Republican interuniversity electronic library" - <http://lib.kazrena.kz>. An agreement was concluded with JSC NCSTI on the creation of a unified electronic library with a full-text resource of the Springer Link databases and the Web of Knowledge database (Thomson Reuters).

## **2.2 Information on previous accreditation**

In May 2019, the university passed the institutional accreditation procedure at the National Agency for Accreditation and Rating. The accreditation of educational programmes of magistracy in the specialty "Public Health Care" is carried out for the first time.

## **2.3 Analysis of the self-assessment report of the master's degree programme in the specialty "Public Health Care"**

Self-assessment report of the master's degree programme (primary accreditation) of NJSC "Semey Medical University" in the specialty 7M10108–Public Health Care is 98 pages long and contains annexes to relevant standards. Attached to the self-assessment report list members of working group on self-assessment and preparation for accreditation of master's degree with an indication of the responsibility of each member of the internal commission; information about the person responsible for the self-assessment for compliance with Accreditation Standards educational programmes ECAQA.

Self-assessment of the educational programme in the specialty 7M10108 "Public Health Care" of the Non-profit Joint Stock Company "Semey Medical University" was carried out on the basis of order No. 32 dated 01/18/2021. "On the creation of the composition of the Working Group on the writing of the" Self-assessment Report "of specialized and primary accreditation for 18 educational programmes of the NJSC" Semey Medical University".

Composition of the internal commission for self-assessment according to the criteria of specialized accreditation, indicating the responsibility of each member of the internal commission.

The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards and includes a description of the strengths, areas for improvement for each standard. The report is characterized by the completeness of answers to all 8 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 educational programme. Attached to the report statement confirming the reliability of the self-assessment report of the educational programme, signed by the head of the educational organization - Chairperson of the Board - Rector Zhunusov Ersin Tursynkhanovich.

The report contains information about the representative of the SMU responsible for the self-assessment of educational programmes in this specialty - Zhunusova Aigul Bitimbaevna. Director of DAR, Ph.D.

Self-assessment of SMU educational programmes carried out on the basis of an order «On the creation of the composition of the Working group for writing a" Self-assessment report "of specialized and primary accreditation for 18 educational programmes of the NJSC" Semey Medical University", on the additional inclusion of representatives from practical health care and students in the working group from 01.18.2021 # 32

The working group on the preparation of the self-assessment report did a certain amount of work: the content of the accredited educational programme, the conditions for its implementation, staffing, educational resources were analyzed, the necessary information was collected in accordance with the Standards for accreditation of programmes of higher and postgraduate education 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 and includes a description of the strengths, areas for improvement for each of the 8 standards.

It should be noted that, in general, the report was written at a sufficiently high methodological level, based on the results of the analysis of the report, areas for improvement were formulated. For some standards, weaknesses and threats were not described, in the SWOT analysis of standard 5, the weak

side was reflected - staff turnover, the reasons and what measures were taken were not analyzed. It was necessary to imagine how the process of updating the expected final learning outcomes is carried out, how often, on the basis of what indicators and who implements and controls this process. Give specific examples of the participation of undergraduates in various kinds of scientific events initiated by the scientific supervisor. Reflect what mechanisms of support for students' publications exist in the university. Indicate, how is the process of receiving and analyzing feedback from potential employers for the implementation of the modification of the educational programme. How is the quality control of the EP and others carried out? During the work of the EEC, during the direct visit to the university and during the interview, these and other questions were answered exhaustively.

### 3. Description of external expert commission

External expert work on the assessment of the Master's degree programme in the specialty "Public Health Care" of the SMU was organized in accordance with the Guidelines for the external assessment of educational organizations and educational programmes of ECAQA (approved by order of the Director General of the "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care" No. 5 of 17.02.2017) and according to the programme and schedule approved on 06.05.2021 by the Director general of ECAQA Sarsenbayeva S.S. and agreed with the chairperson of the board-rector E.T. Zhunusov.

To obtain objective information on the expert assessment of the accredited educational programme, the members of the EEC used the following methods: interviews with management and administrative staff, interviews with students, observation, study of the website, interviewing employees of various structural units, teachers, questioning teachers and students, review of resources in the context of the implementation of accreditation standards, study 60 educational and methodological documents both before the visit to the university and during the visit. Access to more than 100 documents is provided through Google disk and other information channels (<https://semeymedicaluniversity.kz/o-nas/>; Educational programmes, WC (working curricula), catalog of elective disciplines, class schedule, etc. University website <https://semeymedicaluniversity.kz/o-nas/>; the university has developed and operates the Regulation "On Academic Honesty" <https://semeymedicaluniversity.kz/obuchenie/akademicheskij-komitet-ak/>, licensed access to the programme "Antiplagiat" to check the written work of students (<http://ssmu-kz.antiplagiat.ru/>; Information and didactic block for teachers is available on the university website, in the section "For teachers". <https://semeymedicaluniversity.kz/prepodavatelyam/>; information on all educational programmes implemented in NJSC "SMU" is presented on the university website [www.smu@NJSC-SMU.kz](http://www.smu@NJSC-SMU.kz); <https://semeymedicaluniversity.kz/obuchenie/obrazovatelnyeprogrammy/magistratura/>; ...<https://semeymedicaluniversity.kz/o-nas/>; work in departments. The SMU staff ensured the presence of all persons indicated in the visit programme and according to the lists of interview sites.

The sequence of the visit within 3 days is detailed in the Visit Programme and the lists of interview participants, which are located in the documentation of the Eurasian Accreditation Center and OKOiZ and in the annexes to this report.

**The first day of the visit is 05/18/2021.** An interview with the management - the rector and key employees of the SMU made it possible to determine the fulfillment of most of the criteria for accreditation standards 1, 2, 5, 7, 8, 9, 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 higher and postgraduate education in university strategies (plan), mechanisms in determining the appropriate specialty, clinical bases and qualified teachers, guaranteeing the sufficiency of educational resources through planning public procurements and concluding agreements with country and international partners.

Conversations with **employees of departments** allowed to clarify information about the dynamics of the contingent of students, to find out approaches to admission and selection. This

interview made it possible for experts to learn about approaches to attracting employees of clinical bases for teaching students, doctoral students and undergraduates, information security of the educational process, as well as to identify problems in the management and development of human resources.

**Interview with employees of departments responsible for organizing the educational process** made it possible to determine that the management of the programmes is carried out at a quality level, the employees are aware of all the problems and successes of the students, maintains regular communication with them, especially in the context of distance learning during the pandemic, 100% of master's students defend their dissertations. Vice-rector and staff of the department of Public Health Care questions were asked regarding the relationship with employers, university graduates and employment of graduates.

The meetings with the heads of departments in accordance with the programme of the EEC visit contributed to the verification of the data of the self-assessment report of the educational programme, since the heads of the relevant departments gave specific and clear explanations to the experts' questions.

The survey of the SMU resources - a visit to the Department of Public Health Care (PHC), the library of the department, the laboratory - was aimed at verifying the data of the educational resources of the self-assessment report. The library has a large collection of literature in three languages. Undergraduates are provided with a sufficient amount of educational literature, there is access to databases of professional and scientific literature. Since 2009, in order to improve the quality of service to readers, the library has been working in the automated system "IRBIS-64". The electronic catalog contains 82065 bibliographic descriptions.

A unified electronic catalog for remote access (Web-gateway) is open for users, providing real-time work, the availability of an electronic catalog for the reader around the clock from any workstation connected to the Internet.

An installation for the use of radio frequency identification (RFID) technologies, a system for controlling the movement of documents in the library, has been introduced in the library of the university.

In 2015-16, the library had licensed access to the Cochrane Library, Paragraph Database. Currently, the library has access to the national subscription of the Ministry of Education and Science of the Republic of Kazakhstan to the Scopus and Science direct databases of the Elsevier publishing house. Users successfully work with the open platform Web of Sciens.

In 2018, test access to electronic resources of the publishing houses Book-Up, Epigraph, Aknur-press, University Electronic Library were provided. For the 2019-2020 academic year, the university acquired two International electronic resources: the Up-to-Date clinical database and the Cochrane.org evidence-based medicine database.

The monthly monitoring of the use of electronic resources and the capabilities of foreign databases is carried out. There is a room for students to discuss, and the interior is being renovated.

The interview with the chairperson of the CEP included questions about the mechanisms for reviewing and approving educational programmes (the first stage at the department level), approving teaching aids, about the responsibility of the CEP for the quality of programmes, monitoring the educational process - carried out in conjunction with working groups. During the interview, it was found that the CEP includes employers who are involved in discussing the compliance of the EP with the labor market requirements.

The experts studied the documentation, working curricula, syllables, control and measuring instruments, examination sheets.

The experts found that the university strictly adheres to the requirements of regulatory legal acts and SES 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 foundation of good governance is the SMU's Quality Assurance Policy.

At the SMU, the educational programme for the preparation of a master's student in terms of research activities is implemented in accordance with the strategic plan for the development of the SMU, taking into account the priority areas of modern science. In the EP, developed within the framework of the State Educational Standard (Order No. 647, revised in 2020), the main final results of the master's student's training are taken into account. The requirements for the level of preparation of the master's student are determined on the basis of the Dublin descriptors and reflect the acquired competencies, expressed in the achieved learning outcomes. The areas of professional competence have been developed for the Master's degree programme taking into account the requirements of employers and society's social demands. Research practice is carried out at the place of the dissertation according to the academic calendar.

### **The second day of the visit 05/19/2021**

This day was dedicated to visiting the bases of training of undergraduates, interviews with teachers of the magistracy and teachers.

At clinical sites, experts surveyed the resources of the accredited educational programme, their compliance with disciplines and level of education, accessibility for teachers and students, how modern this equipment is and meets the needs of students and practical health care.

Dissertation research work of undergraduates, in which people, animals and biomaterials participate, are subject to ethical examination by LEC. All conditions have been created for carrying out research (laboratory).

For the implementation of EPM in the specialty 7M10108 "Public Health Care" in the NJSC "SMU", there are all the necessary resources for the professional training of undergraduates. All departments of the university are equipped with sufficient material and technical means. At the university, at the departments, mini-libraries were opened, equipped with educational and methodological materials, as well as computer support with Internet access, which are actively used by undergraduates. The University constantly monitors the availability of resources for the successful implementation of the educational programme. To replenish and update educational and information resources, applications are annually submitted to the commission to provide educational literature, dummies and dummies to improve practical skills.

All annual applications and proposals from the AMP and the department are considered 2 times a year by a commission and all equipment and materials necessary for the university are purchased according to the decision of the commission. The university budget is formed from budgetary and non-budgetary funds. According to the financial policy of the university, the procedure for purchasing the necessary resources is built on the principles of transparency and collegial decision-making.

To provide students with operational access to modern literature on the initiative of the Rector, mini-libraries were created at the departments, equipped with educational and methodological materials, Internet resources, with access to UpToDate, Cohranlibrary.

For students there is a Handbook - a guide, which contains information on all structural divisions, their addresses, contacts.

Information and didactic block for teachers is available on the university website, in the section "For teachers".

By their personal login and password, the trainees have access to the KEYPS platform, where a thematic plan, blueprints, files for preparing for classes are placed for each discipline. The plan of educational - methodical literature (EML) is drawn up in accordance with the monitoring of the fund. Interviews with undergraduates included issues of interaction with supervisors, the choice of a scientific supervisor, the complexity of recruiting material for research work, internships, academic mobility, and the features of the distance learning format.

The interview with (on-line) included the following questions: material and moral incentives.

The experts received answers about the teacher training programme, the financing of this training, the availability of certification in teaching methods for teachers.

In interviews with employers (online), experts asked the following questions: participation in the development of the mission of the educational programme, what proposals were made to improve educational programmes, participation in the work of advisory bodies, satisfaction with the basic knowledge and skills of SMU students and graduates, participation in teaching through mentoring, about problems interaction with departments and universities in general, employment of graduates, etc.

Interviews with graduate students (on-line) included questions: difficulties in distance learning; feedback channels with the university; availability of curators, dean's office, administration. Organization of academic mobility and scientific training. Help of the university in the organization of scientific publications. Employment of graduates, etc.

### **The third day of the visit 05/20/2021**

The experts examined the documentation on an accredited educational programme, both in electronic form using the links provided, and at the request of experts during a visit to the SMU, which confirmed the conformity of standards accreditation (nomenclature of affairs of the department, plan for 5 years, annual plan for 2019-2020 academic year and report for 2019, progress journal, EMCD, feedback questionnaires with students, teachers, reports on the results of questionnaires and measures taken, code ethics, etc., control and measuring means), including documentation for the EP magistracy - upon request (protocol of the CEP; information on quality policy, reviews of employers; information about the degree of teaching staff, healthy universities project, teaching methods, work plan of the department, strategic plan. Analysis of DOT feedback, quality assurance strategy, etc.).

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

A meeting of the EEC members was held. EEC members made generalizations of the results of the external evaluation. Experts have individually completed the "Quality Profile and External Evaluation Criteria for the Master's Degree Programme for Compliance with the ECAQA Accreditation Standards". Recommendations for improving the accredited educational programme were discussed. A draft report with recommendations was prepared.

Chairperson of the EEC prof. Kuzgibekova Almagul Bolatovna held a final open vote on recommendations for the SMU and a final vote on recommendations for the ECAQA Accreditation Council. 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 in the framework of the accreditation of the Master's degree programme in the specialty "Public Health Care".

**Results of the survey.** An observer from ECAQA on May 18-20, 2021 conducted an online survey of SMU students and teachers on the resource [https://webanketa.com/...](https://webanketa.com/)  
In total received answers - 15 undergraduates; teachers - 67.

The results of the survey are presented in the Attachment and, in general, demonstrate satisfactory management of educational programmes, the positive aspects of the organization of training, at the same time, almost all respondents show a level of complete satisfaction of 88.5% in key areas related to educational programmes: organization of the educational process, schedule, methods assessments, fairness of assessment of students, equipment of classrooms, availability of resources of clinical bases, library fund, communication with teachers and university management. The results of the questionnaire made it possible to identify areas for improvement (programmes of material and social support for teachers, the availability of leadership and administration for teachers and students, clinical work).



The analysis of the conducted questionnaire survey of students of the Master's Degree Programme showed a high commitment of students to this university and, in general, general satisfaction with the quality and organization of the educational process, such as the answers "YES": I like studying in this educational organization -90.5%; this educational organization allows you to acquire the necessary knowledge and skills in your chosen specialty-97.5%; Satisfied with the organization of teaching - 94.5%; Involved leaders and / or teachers in activities to prepare for institutional or specialized (programme) accreditation-88.5; There are printed works published during training in this educational organization (articles, abstracts, reviews, at least one publication -55.5%; Are you currently engaged in research work-74.5%; Availability of the leadership of the organization of education for students - 99%; Have you personally experienced a negative attitude of teachers (answers "NO") - 91.5%; After the end of classes, does the teacher give you feedback (listens to your opinion, conducts a mini-questionnaire, work on mistakes) -92%; Teachers in the classroom use active and interactive teaching methods-88.5%; The content of the educational programme (list of disciplines) in the chosen specialty meets my expectations - 92.5%; I am satisfied with the schedule of studies in the disciplines of the educational programme - 93.5%; In the organization of education, a system of self-study of students, residents, undergraduates, doctoral students and listeners has been established - 93.5%; In the organization of education, there are social programmes to support students - 94.5%; Satisfaction with the activities of mentors, curators, scientific leaders - 91.5%; Access to electronic educational resources - 97%; The organization of education has access to the participation of students in research work - 93%; I am satisfied (satisfied) with the conditions and equipment of classrooms, auditoriums of this educational organization - 88.5%; Programme managers and teachers involve students in the work of advisory bodies (methodological council, academic council, committees of educational programmes) -86.5%; I will recommend to study in this educational organization to my acquaintances, friends, relatives -86%; etc. I am satisfied (satisfied) with the conditions and equipment of classrooms, auditoriums of this educational organization - 88.5%; Programme managers and teachers involve students in the work of advisory bodies (methodological council, academic council, committees of educational programmes) -86.5%; I will recommend to study in this educational organization to my acquaintances, friends, relatives -86%; etc. I am satisfied (satisfied) with the conditions and equipment of classrooms, auditoriums of this educational organization - 88.5%; Programme managers and teachers involve students in the work of advisory bodies (methodological council, academic council, committees of educational programmes) -86.5%; I will recommend to study in this educational organization to my acquaintances, friends, relatives -86%; etc.

The results of the survey as a whole demonstrate a satisfactory attitude to the organization of management of educational programmes, the positive aspects of the organization of training, research and development; material and technical resources; availability of support services for students and scientific leaders. At the same time, the results of the survey made it possible to identify areas for improvement (publication of articles, research results in foreign journals, etc.).

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

Members of the EEC have carefully studied and assessed 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 SMU visit programme was analyzed. All the information received was compared with the data of the self-assessment report, which made it possible to verify the accuracy of the information provided by the SMU and supporting documents for compliance with the ECAQA Accreditation Standards.

Despite the fact that in the self-assessment report of the EP, the university described its best practice in adhering to accreditation standards, during the external expert commission, the EEC members studied the main documents (mission, strategic plan until 2023, teaching materials of disciplines, syllabuses, control and measuring instruments, check -lists, an automated information



platform (Capes with his tools for providing students with the necessary UM block, test tasks (validity and reliability are assessed by the Capes system), formative and integrated assessment, etc.), publications of teachers, rules for admission to the magistracy, personnel policy, programme internal quality assurance system.

Resources for training were reviewed directly at the clinical bases of departments (classrooms, mini-libraries, laboratories, etc.), which made it possible to identify compliance EP requirements, accessibility for teachers and students, to what extent this equipment is modern and meets the needs of students and practical health care.

Through interviews with teachers, their direct participation in the development and implementation of the EP, the mechanisms for its improvement through regular monitoring, and the study of feedback was determined.

In order to validate the performance of the data of the self-assessment report and to obtain evidence of the quality of the programmes, interviews were conducted with the students. 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.

During the interview process and based on the results of the questionnaire, the trainees 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.

EP are primarily accredited and do not have a graduate of students, nevertheless, experts assessed the educational, methodological, personnel and resource base for compliance with accreditation standards.

A survey and analysis of materials shows a high percentage of employment (> 90%) of EP graduates and their demand by medical organizations in all regions of Kazakhstan.

It is important to note the mechanisms of quality assurance in the conditions of distance learning: SCORM - lectures, Capes, additional consultations, video lectures for teaching staff, creation of their own video and sound recording studio.

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 master's programme in full, in accordance with the Regulation on the External Expert Commission, Guidelines for the external assessment of a medical organization ECAQA education.

Recommendations for improving activities in the implementation of the master's degree programme in the specialty "Public Health Care" for compliance with the Accreditation Standards, developed by the EEC based on the results of the expert commission, were presented at a meeting with the management on May 20, 2021.

The programme of the 3-day visit of the external expert evaluation of the EEC has been fully completed. On the part of the SMU 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 educational programme in full in accordance with the Regulation on the External Expert Commission, the Guidelines for the external assessment of a medical organization ECAQA education.

For the work of the EEC, comfortable conditions were created, access to all necessary information and material resources of the accredited educational programme was organized. Experts note the high level of corporate culture and discipline of those responsible for the postgraduate education of the SMU staff, department, staff of clinical bases, a high degree of openness of the team in providing information to members of the EEC. We can note the prompt response to all requests; provision of all necessary documentation; a high degree of involvement of both teaching staff and students during interviews. A positive impression was made by the staff, teaching staff and a high degree of interest in the final learning outcomes, as well as scientific consultants and undergraduates.

As a result of the visit, positive aspects and areas for improvement were noted:

**4. Analysis for compliance with accreditation standards based on the results of an external assessment of the educational programme of the Master's programme 7M10108 "Public Health Care" and an overview of the strengths for each standard.**

***Standard 1: "MISSION AND OUTCOMES"***

**Strengths:**

1. The mission of the educational programme is defined in the university.
2. The expected end results of training of graduates of the master's programme have been determined.
3. Mission and end results discussed with stakeholders.

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

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

No

***Standard 1: completed***

**Standard 2: "EDUCATIONAL PROCESS"**

**Strengths:**

1. The academic interconnection of disciplines, consistency in training, and, accordingly, continuity in the training of specialists is ensured.
2. To achieve the competencies of students in NJSC "SMU", active methods of teaching and assessment have been introduced within the framework of a pedagogical strategy.
3. **For the 2019-2020 academic year, the university acquired two International electronic resources: the Up-to-Date clinical database and the Cochrane.org evidence-based medicine database.**
4. Analysis of feedback is carried out by means of questionnaires.
- five. The university has a material and technical base and modern infrastructure that provides effective support for the educational process (KEYPS PLUS software, Orion, etc.).
6. Book availability at a sufficient level, at the department for the preparation of undergraduates there is a mini-library (more than 100 printed copies).
7. Systematic work is carried out to ensure the quality of EP by monitoring estimates. The Quality Assurance Strategy of the EP NJSC "SMU" was developed and approved.

***Conclusions of the EEC on the criteria.*** Out of 8 standards conform: completely - 8, significantly - 0, partially -0, do not correspond - 0.

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

1. In order to improve the educational programmes of the magistracy in order to ensure the quality of education, include students and employers in the Committee of educational programmes for the magistracy (Order of the rector No. 216 of 04/16/2021).
2. In order to improve the quality of the EP, carry out a systematic analysis of feedback from employers with the subsequent implementation of corrective measures.

***Standard 3: "ASSESSMENT OF STUDENT LEARNING "***

**Strengths:**

1. NJSC "SMU" provides external experts, the examination committee and other responsible persons with approved sources of documentation to assess the educational process.

2. A proctoring system has been introduced in NJSC "SMU".

*Conclusions of the EEC on the criteria.* Conform out of 2 standards: completely - 2, significantly - 0, partially - 0, do not correspond - 0.

*Standard 3: completed*

*Recommendations for improvement identified during the external visit:*

No

#### **Standard 4: " STUDENTS "**

##### **Strengths:**

1. The university employs a full-time psychologist. Students have the opportunity to turn to a psychologist for help, attend the necessary psychological training.
2. On the university website there are blogs for the Chairperson of the Board - Rector, Deputy Chairperson of the Board.
3. Academic mobility of students is being implemented.
4. International cooperation is carried out in the framework of joint scientific research with the involvement of students.

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

*Standard 4: completed*

*Recommendations for improvement identified during the external visit:*

To improve the educational programmes of the magistracy in order to ensure the quality of education, including students in the Committee of educational programmes for the magistracy (Order of the rector No. 216 of 04/16/2021).

#### **STANDARD 5: STAFFING**

##### **Strengths:**

1. Given the heavy workload in calculating the hours of the department, by the Decision of the Academic Council, the head teacher of the department, directors of the Committee and course coordinators reduced the teaching load by 100 hours in the 2019-2020 academic year.
2. A systematic monitoring of professional achievements in the teaching, methodological, research and educational work of the teaching staff has been introduced.
3. Educational programmes are provided by highly qualified teaching staff.
4. Effective mechanisms of motivation and development of teaching staff have been developed (KPI system, personnel reserve "Nadezhda", School of a young teacher).
5. The academic mobility of the teaching staff is being implemented.
6. International cooperation is carried out in the framework of joint scientific research with the involvement of the teaching staff.

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

*Standard 5: completed*

*Recommendations for improvement identified during the external visit:*

#### **Standard 6: "EDUCATIONAL RESOURCES, SETTINGS AND SCHOLARSHIP"**

##### **Strengths:**

1. The university has a material and technical base and modern infrastructure that provides effective support for the educational process (KEYPS PLUS software, Orion, etc.).
2. The availability of books is at a sufficient level, at the department for the preparation of undergraduates there is a mini-library (more than 100 copies of printed publications).
3. Mini-libraries at the departments, equipped with teaching materials, Internet resources, with access to UpToDate, Cohranelibrary. Internet resources are constantly being updated, the speed of the Internet is improving, there is Wi-Fi in all classrooms.
4. Undergraduates of the university have access to network or other electronic media, which include the following information resources of the library

**Conclusions of the EEC on the criteria...** Out of 6 standards conform: completely -6, significantly - 0, partially - 0, do not correspond - 0

**Standard 6: completed**

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

### **STANDARD 7: "MONITORING AND EVALUATION OF THE EDUCATIONAL PROCESS"**

#### **Strengths:**

1. The organization of education monitors and the results of monitoring and evaluation affect the improvement of the educational programme.
2. The university regularly evaluates and revises programmes with the participation of undergraduates, staff and other stakeholders based on the systematic collection, analysis and management of information, as a result of which the programmes are adapted to ensure their relevance.
3. At the end of the annual exam, students are surveyed for satisfaction with the organization of preschool education, feedback from undergraduates is collected with an assessment of the quality of training, identification of positive and negative aspects for subsequent decision-making regarding the improvement of the education system.
4. Systematic work is carried out to ensure the quality of EP by monitoring themand estimates. The Quality Assurance Strategy of the EP NJSC "SMU" was developed and approved.

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

**Standard 7: completed**

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

1. To improve the educational programmes of the magistracy in order to ensure the quality of education, include students and employers in the Committee of educational programmes for magistracy (Order of the rector No. 216 of 04.16.2021).
2. In order to improve the quality of the EP, carry out a systematic analysis of feedback from employers with the subsequent implementation of corrective measures.

### **STANDARD 8: "GOVERNANCE AND ADMINISTRATION"**

#### **Strengths:**

1. The main governing body of the PHC is the Academic Committee. The Academic Committee (AC) is the supreme governing body of educational and methodological activities of Semey Medical University. The activities of the AC are managed by the Vice-Rector for Academic Affairs, who is also the chairperson of this council.

2. The Committee of Educational Programmes (hereinafter CEP) is a collegial body of Semey Medical University, coordinating educational and methodological work
3. The university has adopted the practice of live broadcasts on the social network on corporate Facebook pages of meetings of collegial bodies when making managerial decisions and on all issues related to the master's programme.
4. NJSC "SMU" has no overdue receivables and payables, including wages.

*Conclusions of the EEC on the criteria.* Out of 5 standards conform: fully - 5, significantly - 0, partially - 0, do not correspond - 0

*Standard 5: completed*

*Recommendations for improvement identified during the external visit:*

No

**5. Recommendations for improving the educational programme of the magistracy in the specialty "Public Health Care" of the SMU:**

1. To improve the educational programmes of the magistracy in order to ensure the quality of education, include students and employers in the Committee of educational programmes for magistracy (Order of the rector No. 216 dated 04.16.2021).
2. In order to improve the quality of the EP, conduct a systematic analysis of feedback from employers, followed by corrective measures.

## 6. Recommendation to the ECAQA Accreditation Council

The EEC members came to a unanimous opinion to recommend the Accreditation Council to accredit Master's degree programme in the specialty "Public Health Care" for a period of 5 years.

<b>Chairperson</b>		KUZGIBEKOVA ALMA BOLATOVNA
<b>Foreign expert</b>		RIPP EVGENY GERMANOVICH
<b>Academic expert</b>		ALMAGUL AMANGELDINOVNA KAUYSHEVA
<b>Academic expert</b>	Ha 	SHUKIRBEKOVA ALMA BORANBEKOVNA,
<b>Academic expert</b>		ISENOVA SAULE SHAIKENOVNA,
<b>Academic expert</b>		ESENKULOVA SAULE ASKEROVNA,
<b>Academic expert</b>		KUDABAEVA KHATIMIA ILYASOVNA
<b>Academic expert</b>		KENZHEGULOVA RAUSHAN BAZARGALIEVNA
<b>Academic expert</b>		RINAT MUZAFAROV,
<b>Academic expert</b>		SADIEVA ZHANAR ZAMANKHANOVNA
<b>Academic expert</b>		RAKHMANOV ELTAI UTEMURATOVICH, PhD
<b>Academic expert</b>		RAMAZANOVA MANSHUK ANEROVNA
<b>Expert - employers' representative</b>		SARSENBINA LYAZZAT KYRYKBAEVNA
<b>Representative of undergraduates</b>		MAZANBEKOVA MERUERT YERZHANOVNA
<b>ECAQA Observer</b>		UMAROVA MAKPAL ALDIBEKOVNA

**Quality profile and criteria for external assessment according to the accreditation standards of the Master's degree programme in the specialty "Public Health Care"**

standard	Criteria for evaluation	Total Standards	Grade			
			Totally coincides	Significantly corresponds	Partially compliant	Does not match
1	MISSION AND OUTCOMES	4	4	0	0	0
2	EDUCATIONAL PROCESS	8	8	0	0	0
3	ASSESSMENT OF STUDENT LEARNING	2	2	0	0	0
4	STUDENTS	4	4	0	0	0
5	STAFFING	2	2	0	0	0
6	EDUCATIONAL RESOURCES, SETTINGS AND SCHOLARSHIP	6	6	0	0	0
7	MONITORING AND EVALUATION OF EDUCATIONAL PROCESS	4	4	0	0	0
8	GOVERNANCE AND ADMINISTRATION	5	5	0	0	0
	<b>TOTAL</b>	<b>35</b>	<b>35</b>			

**List of documents requested by EEC members within the framework of accreditation**

<b>No.</b>	<b>Names of documents</b>	<b>Quantity</b>	<b>Date approved</b>
1.	Information (google drive)	1	-
2.	mission, strategic plan until 2023, teaching materials of disciplines, syllabuses, control and measuring instruments, checklists, automated information platform (Capes with its tools for providing students with the necessary EM Block, test tasks (validity and reliability are assessed by the Capes system), formative and integrated assessment, etc.), publications of teachers, rules for admission to the magistracy, personnel policy, the programme of the internal quality assurance system.	over 100 different documents	-