

To Accreditation Council
of the Eurasian Center for Accreditation and
Quality Assurance in Higher Education and Health Care
05.04.2022

REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS OF THE
EVALUATION OF THE "HEMATOLOGY (ADULT)"
EDUCATIONAL PROGRAMME
OF THE NATIONAL SCIENTIFIC ONCOLOGY CENTER LLP
FOR COMPLIANCE WITH THE ACCREDITATION STANDARDS OF
POSTGRADUATE EDUCATION PROGRAMMES (SPECIALTY OF
RESIDENCY) IN MEDICAL ORGANIZATIONS OF EDUCATION

external expert evaluation period: 29/03/2022 - 31/03/2022

Nur-Sultan, 2022

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List of symbols and abbreviations

Abbreviation	Designation
JSC	Joint Stock Company
EEC	External expert commission
SCES	State compulsory standard of education
DMS	Doctor of Medical Sciences
ECAQA	Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care
IEP	Individual Educational Plan
Asfendiyarov KazNMU	NJSC "Asfendiyarov Kazakh National Medical University"
CMS	Candidate of Medical Sciences
MoH RoK	Ministry of Health
KRMU	NEI "Kazakhstan-Russian Medical University"
MES RoK	Ministry of Education and Science of the Republic of Kazakhstan
MUA	Medical University of Astana
NJSC	Non-profit joint-stock company
RW	Research work
NSOC	National Scientific Oncology Center
NCIE	National Centre for Independent Accreditation
RCH	Regional Children's Hospital
EP	Educational programme
PMSP	Primary Medical health care
RSE on the REM	Republican State Enterprise on the Right of Economic Management
RoK	Republic of Kazakhstan
LLP	LLP – Limited Liability Partnership

1. Composition of the external expert commission

In accordance with ECAQA Order No. 09 dated March 11, 2022, an External Expert Commission (hereinafter referred to as EEC) was formed to conduct an external evaluation of the residency educational programme in the specialty "Hematology (adult)" in the period of 29/03/2022 – 31/03/2022, as follows:

order №	Status as part of EEC	Full name	Regalia, position, place of work/place of study, course, specialty
1	chairperson	MADYAROV VALENTIN MANARBEKOVICH	doctor of Medical Sciences, Head of the Department of General Surgery with the Course of Anesthesiology and Resuscitation NEI "KRMU" tel.: +7701732 2844, e-mail: valihan-66@mail.ru
2	Foreign Expert	SERGEY ALEXANDROVICH RYZHKIN	Doctor of Medical Sciences, Head of the Department of Radiotherapy and Radiology named after Academician A.S. Pavlov, Head of the Department of Additional Professional Education of the Russian Academy of Continuing Professional Development (Moscow), Scientific Secretary of the Department of Medical and Biological Sciences of the Academy of Sciences of the Republic of Tatarstan, accredited expert of the Federal Service for Supervision of Education and Science (Rosobrnadzor). tel.: +7 9274404976, e-mail: rsa777@inbox.ru
3	National Academic Expert	MUSTAFIN ALIBEK HAMZENOVICH,	doctor of Medical Sciences, Professor, Head of the Department of Anesthesiology and Resuscitation of Internship, NJSC "MUA" tel.: 87019996551, e-mail: alibekmustafin@yandex.kz
	National Academic Expert	UALIKHAN KOSHKARALIEVICH ZhUMASHEV	doctor of Medical Sciences, Professor of the Department of Oncology, Asfendiyarov KazNMU tel.: +7 7017646770, e-mail: ualihan_zhumashev@mail.ru
	National Academic Expert (online)	ESENKULOVA SAULE ASKEROVNA	Doctor of Medical Sciences, Associate Professor of the Department NJSC "Asfendiyarov KazNMU" Member of the Association of Oncologists of the Republic of Kazakhstan Tel.: +77772221145 e-mail: Esenkulova-s@mail.ru
4	National Academic	TRYNKIN ALEXEY VIKTOROVICH	candidate of Medical Sciences, senior lecturer of the Department of Surgical Diseases with

	Expert		the course of anesthesiology and resuscitation of the NEI "KRMU" Tel.: +77073811259 e-mail: a.torotot@mail.ru
	National Academic Expert (online)	SLAVKO ELENA ALEKSEEVNA	candidate of Medical Sciences, Associate Professor of the Department of Infectious Diseases NEI "KRMU", chairperson of the OS "Scientific and Practical Society of Gastroenterologists of Almaty" tel.: +7 777 221 0319, e-mail: slavkelen@yandex.ru
	National Academic Expert (online)	BAZARBAEVA AIGUL ABAEVNA	candidate of Medical Sciences, doctor of the highest category in pediatrics, oncologist and pediatric hematologist, head of Science and Education of JSC "SCPPS". tel.: +7 7017650707, e-mail: bazarbaeva_aigul@mail.ru
	National Academic Expert	Ulanbek ZHANBYRBEK KABLY,	M.D., K.,M.N., Associate Professor, Head of the Department of Urology and Andrology of "MUA" JSC tel.: +7 7071652019, e-mail: Ulanbek.amu@gmail.com
	Expert – employer representative	MADINA ERALYEVNA OSPAANOVA	Head of Cryobiology Department RSE on REM "Scientific and Production Center of Transfusiology" of the Ministry of Health of the Republic of Kazakhstan tel.: +77021930322 , e-mail: sk_ospanova_me@mail.ru
5	Resident Representative	BAIMUKHANOV DAUREN SAMARKHANOVICH	resident of the 4th year of training in the specialty "Neurosurgery, including children's" of JSC "NCN" tel.+ 7 771 559 5609, e-mail: daurendsb@gmail.com

The observer for ECAQA is Umarova Makpal Aldibekovna, Head of Accreditation and Monitoring Department.

The work of the ECAQA was carried out in accordance with the Regulation of EEC (Order of the Director General of ECAQA No. 4 dated February 13, 2017).

The EEC report contains an assessment of the educational programme «Hematology (adult)" for compliance with the Standards of accreditation of postgraduate programmes (specialty residency) of medical organizations of education and conclusions (hereinafter referred to as the Accreditation Standards), recommendations of the ECAQA on further improvement of approaches and conditions for the implementation of the above educational programme and recommendations for the ECAQA Accreditation Council.

2. General part of the final report

2.1 Presentation of the accredited organization and educational programme in the specialty "Hematology (Adult)" of LLP "National Scientific Oncology Center"

Organization name, legal form of ownership, BIN	Limited Liability Partnership "National Scientific Oncology Center"; BIN NSOC 180740003103
Management body	Management Board
Full name of the chief executive officer	Kulkaeva Gulnara Utepergenovna
Created in	By the Decree of the Government of the Republic of Kazakhstan dated May 11, 2018 No.255, the National Scientific Oncology Center LLP (hereinafter referred to as the NSOC) was established with 100% participation of the state, which is a subordinate organization of the Ministry of Health of the Republic of Kazakhstan.
Location and contact details	Republic of Kazakhstan, 010000 "Esil district", Nur-Sultan str. Kerey, Zhanibek Khandar, 3 Tel.: +7 (7172) 70 29 59
State license for educational activities in the residency (date, number)	The license for educational activities was re-issued from the RSCEMC to the NSOTC, No. KZ81LAA00007958 dated December 13, 2016.
Information on branches, subsidiaries (if any)	Not available
Year of implementation of the accredited educational programme (EP)	Training in the residency has been carried out since 2010. In 2010, the RSCEMC was granted a license for postgraduate education. The license for educational activities was re-issued from the RSCEMC to the NSOTC, No. KZ81LAA00007958 dated December 13, 2016. Appendix 7R091 "Health care".
Duration of training	2 years
Total number of graduates since the beginning of EP implementation	20 residents since 2017
Number of residents on EP since the beginning of the current year	The Center trains 6 residents - five residents of the second year of study (1 resident is on academic leave).
Full-time trainers/ Combiners involved in the implementation of EP, incl. % of degree	2 faculty members (Candidate of Medical Sciences) V.M. Kemaykin, T.A. Adylkhanov were involved in the work with residents

Elements of institutional autonomy have been introduced in the Centre. Academic freedom implies the independence of the development and implementation of the EP, within the framework of the standard curricula, of the SCES (21.02.20). Freedom in drawing up the EP is achieved when describing the syllabuses, the catalog of elective disciplines (CED), the individual educational plan (IEP), the work curriculum (WC), the form, structure and procedure for the development of which is determined by the organization independently. The EP is considered at the meetings of the Department of the Educational and Methodological Council and the Academic Council.

The residency programmes are implemented in accordance with the Rules for the organization of the educational process in the residence of the NSOC, approved by order of the Chairperson of the Board of the NSOC dated July 14, 2019 No.19.

Assessment of the educational achievements of residents is carried out by various forms of control, which are determined by the Center independently, including testing, oral questioning, practical skills. Documents reflecting the educational achievements of residents as a portfolio, a journal of academic performance, examination sheets, a "sheet of privileges of a resident" were studied. Control and measuring tools, including control questions, test tasks, a list of practical skills, situational tasks, assessment of the level of mastery of a specific manipulation by a resident doctor, training methods, and monitoring of the achievements of residents, approved at a meeting of the department of the EMC, are subject to further consideration and approval by the SC. Hematology specialty (adult) - new, compiled in accordance with the requirements of the State Committee on Hematology (21.02.2020).

Admission of persons to the residency is carried out on a competitive basis on the basis of the results of the entrance examination. The admission commission is organized from the teaching staff of the NSOC with the participation of the administration. Persons who have scored at least 50 out of 100 on the examination are enrolled in the residency. Persons who scored the highest points on the exam (Order of the Minister of Health of the Republic of Kazakhstan dated December 15, 2020 No. KR DSM-270/2020. Registered in the Ministry of Justice of the Republic of Kazakhstan on December 15, 2020 No. 21802 "On approval of the rules for placing a state order, admission to education and training of medical personnel in the residency").

The center has an EP that meets the requirements of the State Committee on Hematology (21.02.2020), is staffed by 4 people with clinical experience and a scientific degree (50% of teachers have a scientific degree - Candidate of Medical Sciences Kemaykin V.M., Candidate of Medical Sciences Ainabay a.m.) training is carried out only on the basis of the Scientific Center, where there are resources for training resident hematologists (adults). Persons who have completed their residency training and successfully passed the final certification are awarded the qualification of "doctor" in the specialty of the residency Hematology (adult) and a certificate of completion of the residency is issued.

Training of resident angiosurgeons is carried out at the Center with personal participation in the therapeutic and diagnostic process, both in class time and during independent work.

Conditions and means have been created for the personal participation of residents in the provision of medical care at the outpatient and inpatient levels. Practical training is carried out through the daily personal participation of a young specialist in medical activities using methods of diagnosis and treatment based on evidence-based medicine, the acquisition of practical skills provided for in the curriculum, and work to promote a healthy lifestyle.

In the residency of the NSOC, 90% of the training time is allocated for the practical training of resident doctors. Theoretical knowledge is supplemented by such teaching methods as lectures, small group classes, problem-based learning, for which 10% of the study time is allocated. The evaluation forms are presented in the form of such forms as "evaluation" and "list of privileges". Also, the clinical work of a resident doctor in the specialty "Hematology (adult)" is reflected in the portfolio.

Methods of teaching residents include: lectures, seminars, presentations, videoconferences, problem-based learning (PBL); case-based learning (CBL), team-based learning (TBL); simulation-based learning, brainstorming, group discussion method, combined survey. Clinical training (practical skills): maintenance of patients, medical records, duty at the clinic, attendance at medical conferences, consultations, participation in clinical reviews of complex cases and rounds of professors and associate professors, organization and participation in trainings with doctors.

The material and technical equipment of the Center makes it possible to effectively implement active methods of training (analysis of clinical cases, maintenance of medical records, examination of the quality of medical care, patient management, training in a clinic with the participation of a real patient, training in outpatient conditions, attendance at a medical conference, consiliums).

The analysis of teaching methods, the examination of the quality of educational programmes is carried out regularly by the Department of Education, through mutual attendance of classes, participation of teaching staff in master classes, scientific and methodological seminars, conferences.

On clinical bases, in accordance with the discipline profile, students conduct an independent examination of patients, under the control of a clinical mentor/head of the department, independently or under the supervision of teachers perform medical manipulations, maintain medical documentation, draw up plans for examining and managing patients, control and signature is carried out by a clinical mentor/head of the department.

2.2 Information on previous accreditation

In 2019, NSOC LLP underwent institutional accreditation of postgraduate and additional education organizations (continuing professional development), certificate No. IA00021 dated 04.10.2019.

18.10.2019 NSOC is accredited as a subject of scientific and technical activities.

This educational programme is accredited for the first time.

2.3 Conclusion on the results of the review of the report on the self-assessment of the educational programme "Hematology (Adult)" of the National Scientific Oncology Center LLP for compliance with the Standards of accreditation of postgraduate programmes (specialty of residency) of medical organizations of education and conclusions

The report on the self-assessment of the educational programme in the specialty 7R01105 "Hematology (Adult)" of "National Scientific Oncology Center" LLP is presented on 128 pages according to the relevant standards.

The report is characterized by the completeness of responses to all 9 main accreditation standards and criteria, structured taking into account the recommendations of the Guidelines for the self-assessment of the educational programme provided to the organization of education by the accreditation center - ECAQA, as well as the internal unity of information. The report is accompanied by a cover letter signed by the head of the chairperson of the board, Candidate of Medical Sciences, G.U. Kulkaeva, which confirms the reliability of quantitative information and information included in the self-assessment report.

Attached to the report is a list of members of the working group on self-assessment and preparation for accreditation of the programme in the specialty 7R01105 "Hematology (Adult)" with an indication of the responsibility of each member of the internal commission; information about the person responsible for conducting self-assessment for compliance with the accreditation standards of ECAQA educational programmes - Zhukubayeva Almira Assetkyzy, Head of the Education Department, Master.

The self-assessment of the educational programme in THE SPECIALTY 7R01105 "Hematology (adult)" was carried out on the basis of the order dated 09.12.2021 No. 324-OD "On approval of the composition of the working group for self-assessment and preparation for accreditation of the educational programme in the specialty 7R01105" Hematology (adult)".

The report was reviewed by the accreditation expert: Bazarbayeva A.A., and the reviews noted strengths and areas for improvement, as well as recommendations for additions and changes, including the following:

Standards	Reviewer (s) Recommendations
1	Involvement of the main stakeholders (students, employers, public organizations) in the development of the mission, educational programme.
2	There are no references to applications and process documentation. Please find attached the template "Resident Privilege Sheet" (2.1.6), Submit the Statement "On conducting current performance monitoring, interim and final certification of students." There are no reviews of the control and measuring tools used in the training of residents of the accredited specialty. In paragraph 2.1.4 it is written about the participation of residents of the accredited organization in "internships within the country and abroad" there are no references to this information and publications of all residents for the accredited period (except one) are not

	presented. There are no examples of financial, social, personal support for students, although you refer to one of the strengths of 4.3.4. Provide supporting documents for taking into account the views of residents in the formation of educational programmes Provide in the appendix the documents where the control and coordination of the work of the resident is prescribed, where the duties of the clinical mentor or supervisor of the resident, teacher are prescribed.
3	Increase the involvement of residents in the implementation of scientific projects with results in the form of publications and speeches at conferences;
4	Implementation of an electronic system and a registrar's office to digitalize the procedure for assessing knowledge, transparency of methods for assessing students' knowledge, archiving and quickly obtaining the necessary information.
5	Improvement of pedagogical skills through participation in the Academic Mobility Programme.
6	Increasing the motivation of practitioners of the clinical base.

Thus, in the process of feedback from the representative of the educational organization, experts received answers to the questions that arose and the self-assessment report was amended accordingly and additions were made to the recommendations of the reviewers.

All standards contain real practice of "National Scientific Oncology Center" LLP for the training of residents in the specialty "Hematology (Adult)", 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. The description in the self-assessment report is sufficiently complete and up-to-date in terms of the number of residents, teachers, administration, information on selection and admission, learning outcomes, results of the assessment of knowledge and skills, the material and technical base of the center and clinical bases, contractual obligations with partners, financial information.

The report is submitted to ECAQA in a completed form, with correction of the data on the above recommendations, written in a competent language, the wording for each standard is clear and understandable and described in accordance with the criterion of standards, tables and contain references in the text and have end-to-end numbering.

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

3. External expert evaluation assessment

External expert work in the framework of the evaluation of the educational programme Hematology (adult) was organized in accordance with the Guidelines for the external evaluation of educational institutions and educational programmes of ECAQA (approved by the order of the Director General of the "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care" order No. 09 dated March 11, 2022 and in accordance with the programme approved on March 11, 2022 by the Director General of ECAQA Sarsenbayeva S.S. and agreed with the Chairperson of the Board of "National Scientific Oncology Center" LLP. Dates of the visit to the organization: 29.03.2022-31.03.2022

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

The sequence of the visit within 3 days is presented in detail in the Visit Programme (hereinafter referred to as the Programme), which is contained in the documentation of the accreditation center and in Attachment 3 to this report. The programme is evidence of the implementation of all planned activities within the framework of an external expert evaluation.

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

- interview with management and administrative staff – 13 people in total;
- interviews with residents – 5 people;
- study of the website <http://cancercenter.kz>;
- interviewing 45 employees, 32 teachers;
- questionnaires of teachers and residents - 9 and 58, respectively;
- observation of resident training: attendance at 1 practical lesson (Subject: Thrombocytoses. Differential diagnosis, teachers Kemaykin V.M., Adylkhanov T.A. contingent of students: residents, venue: study room.
- review of resources in the context of the implementation of accreditation standards: 2 departments of oncohematology, a department of oncoreanimation, a day hospital of "National Scientific Oncology Center" LLP were visited, where training on the educational programme with the participation of 2 full-time teachers is carried out;
- study of educational and methodological documents in the amount of 19 units both before the visit to the organization and during the visit to the units (the list of studied documents is in Attachment 2).

The staff of the accredited organization ensures the presence of all persons indicated in the visiting programme and according to the lists of interviews and interviews (Table 1).

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

№	Full name	Job Title
1	Kulkaeva Gulnara Utepergenovna	Chairperson of the Board of NNOC LLP
2	Shalekenov Sanzhar Bolatovich	Deputy Chairperson of the Board for Scientific and Educational Activities
3	Zhukubayeva Almira Asetovna	head of Education Department
5	Zhusupbekov Darkhan Dyusembayevich	Chief Specialist of the Library of the Department of Education
6	Beissenova Nursaule Dmitrievna	Chief Specialist of the Library of the Department of Education
7	Jamila Zhumabekovna Saparbay	Physician, surgeon, transplantologist, PhD
8	Adylkhanov Tasbolat Alpysbesovich	Oncology surgeon, Doctor of Medical Sciences
9	Uskenbayev Talgat Aitbayevich	Head of the Center for Multidisciplinary Surgery, doctor-surgeon of the highest qualification category, oncologist, candidate of medical sciences.
10	Bauyrzhan Yersainovich Ibraev	Head of the operating unit, surgeon of the highest qualification category, oncologist, transplantologist.
11	Sagandykov Irina Nigmatzhanovich	Head of the Department of Vascular Surgery, Senior Angiosurgeon, Candidate of Medical Sciences
12	Talgat Amanzholovich Kurmanov	Urologist, Oncurologist, Candidate of Medical Sciences, Master, PhD
13	Kemaykin Vadim Matveevich	Head of the Center for Oncohematology, doctor hematologist of the highest qualification category, candidate of medical sciences, chief freelance hematologist, oncohematologist of the Ministry of Health of the Republic of Kazakhstan.

Thus, when implementing the activities of the programme, namely, based on the results of the interview with the first head of the organization, members of the advisory body – the SC, in interviews

with residents and teachers, compliance with the criteria of **Standard 1** was established. Many participants in the educational process know the mission of the organization, but in interviews with employers it was revealed that they did not participate in the formation of proposals for the formulation of the mission, although the mission was brought to the attention of potential residents through the website and social networks. The strategic plan of the organization for the period of 5 years (2021-2025) was reviewed, including such areas as the development of human resources and research activities, the redistribution of the source of income for the economic development of the NSOC, the allocation of monetary assets to academic potential, information support and digitalization of processes, increasing the satisfaction of employees with their work, employers, students - the conditions and process of training, which confirms the fulfillment of the accreditation standard and demonstrates the goals, objectives and prospects of the organization. From interviews with residents, it was established that before the beginning of classes, teachers inform about the mission, work plans of the organization of education, tell where to get the necessary information about the educational programme, teachers, training bases. This indicates compliance with **Standard 2** in terms of adapting training to the needs of residents.

In the documents of the organization, the EP, syllabuses, individual plans of residents, the portfolio of residents, examination materials, the results of the assessment of residents, work curricula, where the integration of practical and theoretical components, independent work are taken into account. Compliance with the SCES and standard requirements has been established.

Attending a practical lesson on the topic "Thrombocytoses. Differential diagnostics" in the conditions of a study room with a volume of 50 minutes, experts received convincing data that the training is carried out according to the plan, residents fill out checklists, receive feedback from the teacher, have the opportunity to improve the skills of differential diagnostics on the topic "Thrombocytosis. Differential Diagnostics".

The organization ensures compliance with ethical aspects in the implementation of the educational programme, since the experts studied the Code of Business Ethics of the NSOC, which was approved by the decision of the Supervisory Board of the NSOC (31.10.2019) and during the interview the residents replied that they were informed about the content of this document, which serves as the basis for the formation of proper morality in the team, respectful attitude of colleagues among themselves and with patients.

When attending a practical lesson and a seminar on the topic "Thrombocytoses. Differential Diagnostics", with a capacity of 50 minutes, and conversations with residents, experts saw that the organization contributes to the development of practical competencies of residents. At the same time, residents deepen their theoretical knowledge, develop communication skills. Also at the practical lesson, it was demonstrated that the methods of active professional practical training are used, aimed at stimulating cognitive activity and motivation, developing decision-making skills, critical thinking, teamwork in real professional activity, the use of checklists.

A review of the monitoring and measurement tools (tests, situational tasks, written examinations) showed that the organization has implemented an appropriate evaluation policy that allows for a multifaceted assessment of the learning achievements of residents. During the interview, the residents spoke about the forms of assessment, in addition to the traditional cross-sections of knowledge (testing, written exam), for example, during the rounds, discussion of patients, professors ask residents theoretical questions about the patient's disease, regarding the diagnosis of this nosology, and tactical approaches to treatment. Practical skills are assessed according to the Resident Privilege Sheet.

The system of appealing the results of the assessment is reflected in the document (according to the Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 600. Registered with the Ministry of Justice of the Republic of Kazakhstan on October 31, 2018 No. 17650 "On approval of the Standard Rules for admission to study in educational organizations implementing educational programmes of higher and postgraduate education", Rules for admission to residency, approved by the Chairperson of the Board, No. 106-OD dated 05.07.2019) and

during the period of work of the educational organization, there were no appeal precedents. Thus, compliance with **standard 3 has been established**.

During the visit to the organization and during the interview with the Deputy Chairperson of the Board for Scientific and Educational Activities Shalekenov Sanzhar Bulatovich, the commission made sure that there is a documentation system that is transparent and accessible to all teachers and employees, and includes such documents as annual reports, regulations of departments, contracts with teachers and residents and educational and methodological documentation (work programme, work curricula, syllabuses, journals), evaluation tools (checklists, statements). A review of the website showed that its pages contain calendar-themed lesson plans, semiannual assessment schedules, WEC for residents, which are regularly updated. This information was obtained during an interview with residents and with the Deputy Board for Scientific and Educational Activities by Shalekenov S.B.

The conversation with S.B. Shalekenov, Deputy of the Board for Scientific and Educational Activities, included such questions as "How many practical health care doctors are involved as mentors of residents?" "How is the selection of applicants for the residency carried out?" "Are scientific achievements or results of other student activity taken into account in the selection of applicants for admission to the residency?" and allowed experts to learn about the strategy and tactics of recruiting residents, the information security of the educational programme, as well as to identify problems in the management and development of human resources. The NSOC has not approved a plan for improving the qualifications of teaching staff in pedagogy for the next 5 years, but all teachers have certificates for improving the qualifications in pedagogy with a statute of limitations of no more than 5 years.

Interviews with 4 teachers, including 4 full-time teachers, showed that there are both successes and problems in the management of education, depending on the specific base. Almost all residents in the specialty "Adult Hematology" (5 out of 6) are trained on the target grant of the NSOC, all disciplines are held only on the main clinical base, since they are also doctors at a 0.5 rate. It is recommended to conclude contracts with third-party clinical bases, to attract teaching staff from other bases so that residents can undergo outpatient and specialized hematology in the RCH, CDH and PAMC.

Experts received answers about the programme of professional development of teachers, financing of this training, availability at teachers of certification on methods of teaching.

On the same day, experts studied materials on the admission of residents and the selection of teachers and established compliance with **standard 4**.

In order to verify the data of **Standard 5**, external experts received an opinion on personnel policy and approaches to the development of teachers' pedagogical competence, motivation to work with residents, and mentoring. Experts found that there is a sufficient number of teachers to implement the educational programme. The faculty is formed on the basis of the requirements for the effective implementation of educational programmes, as well as on the basis of the total amount of study load. More than 62 per cent of the Centre's teaching staff hold an academic degree. From 2021 to 2022, the PGE Department organized training for 55 faculty members (out of 61) on the topic: "School of clinical mentor. Topical issues of postgraduate education", at different times (6-10.12.21 and 24-28.01.22, 54 hours each).

During the visit to clinical bases, a survey of resources was carried out, their compliance with training programmes, accessibility for teachers and residents, as far as this equipment is modern and meets the needs of students and practical health care. Experts obtained evidence of compliance with **Standard 6**, as well as validation of the information in the self-assessment report.

In order to validate the implementation of the self-assessment report and to obtain evidence on the quality of the programmes, interviews were conducted with residents in the specialty. The experts asked questions about satisfaction with the training, enough time for patient supervision, work with medical documentation, satisfaction with teaching methods and qualifications of teachers, social and moral support for residents in need, participation in "Morning medical conferences with reports", the availability of resources of international databases of professional literature. Material support of

residents by the center is also confirmed by the payment of NSOC 10% of the total amount, when residents purchase housing under a mortgage (on the initiative of the NSOC and an agreement with the "Otbasy" bank). In an interview with residents in the specialty "**Hematology (Adult)**", it was found that training in all disciplines is carried out only in the conditions of the NSOC, which is also reflected in the self-assessment report of this specialty.

In general, residents are satisfied with the training, assessment methods, and purposefully entered this organization, since they believe that the organization of education has good resources, image and international relations, at the same time, residents have a fairly high level of independence in the management of patients.

Residents showed their commitment to the organization of education, interest in more active participation in academic mobility programmes, were active in answering the questions of external experts, demonstrated their judgments on the organization of training, assessment of their skills, consulting support, opportunities to participate in research, however, it should be noted, there are opportunities, but the products of residents in the specialty "Hematology (adults) in the form of publications are very few (submitted only one speech and one publication from one resident). Taking into account the resources of the center, the number of patients with various hematological pathologies, the introduced high-tech methods of treatment such as: allogeneic and autogenous bone marrow transplantation in blastoses, access to retrospective analysis, the possibility of managing patients before and after the transplantation period, it is recommended to increase the production of scientific articles and speeches of residents in the specialty "Hematology (adult). Members of the External Expert Commission (EEC) Experts studied the documents of residents (portfolio, results of assessment of residents - checklists, results of questionnaire of residents).

A very positive aspect is the training of residents for their center, allocating targeted grants to NSOC (currently, out of 6 students, 5 residents are studying under the NSOC Grant), while working as resident doctors for 0.5 hours. But taking into account the potential of the center, material and technical conditions, qualified personnel, it is necessary to increase the number of residents for regional medical organizations in this specialty.

Interviews with 3 employers were conducted online and included such issues as: knowledge of the mission of the NSOC, participation in the development of the mission and proposals in the strategic plan, participation in the work of advisory bodies, satisfaction with the basic knowledge and skills of residents, participation in the training of residents through mentoring. Providing the Center and residents with the necessary resources for practical training and the formation of clinical thinking about the problems of interaction with the teaching staff of the Center. The percentage of employment of graduates in the specialty "Hematology (Adult)" of the educational programme implemented in the NSOC was 100%. In general, during the interview with employers, positive feedback was received about the quality of training of specialists and their competence as doctors of hematology (adults), the ability to conduct practical skills (bone marrow punctures, trepan biopsy, management of patients in the post-transplant period). One of the employers made a proposal to train resident hematologists not only on the basis of NSOC, where specialized and high-tech patient care is mainly carried out, but also on the clinical bases of PAMC, taking into account some peculiarities of patient management in outpatient settings.

A review of the resources of the center showed that in the conditions of the polyclinic of the NSOC there is a hematologist's office, a day hospital department, oncore care, where residents undergo the discipline "Hematology outpatient-polyclinic" - 52 credits. But the practice of working on the clinical bases of RCH or SDH, the exchange of experience contributes to the ability to see other resources, communicate with other clinical mentors and manage other difficult patients, including at the outpatient level.

The material and technical base and resources of the center correspond to the goals and objectives of educational activities, for example, the departments of oncohematology 1 and 2, the department of bone marrow transplantation, the department of a day hospital were visited, and employees of the organization of education provide collegial and ethical relations with medical

personnel, the management of the clinical base to achieve the final results of residents. A sufficient number of thematic patients, modern equipment and demonstrates accessibility to students are provided, and employees who simultaneously perform the roles of teachers and mentors (mentors) provide high-quality training in compliance with ethics and deontology. Before starting the relevant discipline of the educational programme, the resident receives a syllabus from the teacher and knows what skills he must acquire and develop during the training.

The educational programme ensures the compliance of the content of the residency programme with the requirements of the State Standard of the Republic of Kazakhstan, and the training of residents is carried out in accordance with the principles reflected in the State Standard of the Republic of Kazakhstan.

Teaching and learning methods correspond to the ultimate learning objectives. Residents actively participate in the provision of medical care, applying the acquired theoretical knowledge and thereby developing the ability to assume responsibility in various clinical situations. The implementation of the educational programme is carried out using the principles of quality, academic honesty. The organization provides a student-centered approach, and this is confirmed in the report. In the NSOC, the principle of mentoring over residents is implemented, and this activity is regulated in the Rules developed and approved by the Academic Council "Educational process of residency students", which stipulates the duties of a clinical mentor, teacher, head, department head, as well as a senior resident doctor.

The introduction of a competency-based approach to the educational process ensures the development of knowledge, skills and professional attitude corresponding to different roles of the doctor. The educational programme can be adjusted in accordance with the expectations and requests of employers and the wishes of residents, as demonstrated in the report (feedback study). The self-assessment report describes in detail the structure, composition and duration of the educational programme, clearly defining the mandatory component and the component of choice. The component is optionally limited by the number (only 3) and exclusively by the topics of bone marrow transplantation ("HSC transplantation", "HSC intake and transplantation", "Peripheral HSC intake and transplantation").

The training of gastroenterologists is carried out on the basis of an analysis of the needs of the regional health care system. The programme takes into account the final results of training, clearly describes the minimum number of procedures and surgical interventions that a resident doctor must perform in each year of his training. When planning the educational programme, equal representation is ensured and the needs of all stakeholders are taken into account. NSOC LLP has all the accreditation requirements, which provide planned oncological and hematological care, including highly specialized (hematopoietic stem cell transplantation).

On the last day of the visit to the organization, a meeting of EEC members was held on the results of the external evaluation. The final discussion of the results of the external evaluation of the educational programme, the study of documents, the results of the interview, questionnaires was held. EEC members started designing the final EEC report. The results of the external evaluation are summarized. The experts individually completed the "Quality Profile and Criteria for External Evaluation of the Educational Programme: Hematology (Adult) for Compliance with the ECAQA Accreditation Standards". No comments were made by the EEC members. Recommendations for improving the educational programme were discussed, and the chairperson of Magyarov V.N. held a final open vote on the recommendations for the ECAQA Accreditation Council on the accreditation period – 5 years.

For the work of the EEC, comfortable conditions were created, access to all the necessary information and material resources was organized. The Commission notes the high level of corporate culture of the NSOC, the high degree of openness of the team in providing information to the members of the EEC.

At the end of the programme of the visit, the chairperson of the EEC for the management and employees of the organization of education announced recommendations on the results of an external assessment within the framework of specialized accreditation.

4. Results of the survey.

The ECAQA observer conducted an online questionnaire on 29-31.03.2022 at <https://webanketa.com/>.

The resident survey includes 22 questions.

58 people participated in the survey (70 residents in total for the current year), 55% of them are residents of 2 years, 24% - 3 years, 12% - 4 years and 9% - 1 year of study.

The main points of satisfaction of residents, where they agree to 90 percent or more, are that this educational organization allows to acquire the necessary knowledge and skills in the chosen specialty, programme managers and teachers are aware of the problems of residents, are an example for them as a person, a professional doctor, there is a sufficient number of patients and time for supervision, are satisfied with the assessment methods, schedule and the availability of feedback.

From 74 to 88% of residents noted the points of providing the necessary educational literature, access to equipment, that programme managers and teachers involve students in the work of advisory bodies, that residents will recommend to study in this organization of education and are satisfied with the organization of teaching.

The lowest percentages of agreement from 48-57% took the positions of satisfaction with the library fund of the NSOC, employment of scientific work under the guidance of their teacher or mentor and holding seminars with residents for a month as part of the educational programme.

The most important tool of external expert assessment, which allows to draw conclusions about the quality of educational programmes, residents consider interviews with mentors and residents at 57%, interviews with graduates and interviews with faculty members at 50%. From 41-45% - interviews with management, study of documentation, review of the resource base for training of residents and attendance at classes.

The results of the survey in general demonstrate the satisfaction of residents with the educational process.

The survey of teachers included 23 questions of the questionnaire. In total 9 people answered, thus pedagogical experience till 5 years – at 22.2 %, till 10-and years - 44%, more than 10 years - 33%.

One third of the teachers interviewed were core staff, one third were part-time staff and one third were mentors.

All teachers - 100% noted that students have free access to patients on clinical bases and all conditions for improving their practical skills. The highest percentage of agreement – 89% – points of ethics and subordination in relations between colleagues, teachers, management; the opportunity to engage in scientific work and publish the results of research; to realize as a professional in a specialty; satisfaction with the organization of work and workplace in this educational organization and satisfaction with the work of the department of postgraduate education.

According to 78% of the consent, they took the positions of satisfaction with the organization of the educational process, the existence of an opportunity for career growth and the development of the teacher's competencies, the adequacy of equipment and resources for the training of residents, support for the management of participation in conferences (international, republican), the usefulness of this questionnaire to improve the key activities of the organization; the importance of accreditation of EP to ensure the quality of postgraduate education.

Lesser percentages – 67% of the agreement were points about the development of methodological materials for the residency programme, training in advanced training courses.

All interviewees must have educational and methodological materials during classes with residents. Teachers use a variety of teaching methods in teaching residents. Only a third of the respondents know about the implementation of the social support programme for teachers in the

organization. Opinions were divided on satisfaction with wages, only 44 per cent were fully satisfied and 22 per cent were dissatisfied.

Only a third of the respondents satisfy the level of previous training of students (residents) when entering educational programmes in the organization of education. The results of the survey in general demonstrate satisfaction with the educational process, the resources of the clinical base, the competencies of teachers, and also indicate the existence of centralized management of educational programmes. The organization has created conditions for career growth and development of teachers' competencies, provides opportunities for scientific research, participation in scientific events

5. Analysis for compliance with accreditation standards based on the results of an external evaluation of the educational programme in the specialty "Hematology (adult)" of the National Scientific Oncology Center

Standard 1: MISSION AND END OUTCOMES

Evidence of compliance:

1.1 Mission statement and deliverables

The mission of the educational programme is defined and subsequently updated in 2019. Many participants in the educational process know the mission of the organization, but in interviews with employers it was revealed that they did not participate in the formation of proposals for the formulation of the mission, although the mission was brought to the attention of potential residents through the website and social networks. The mission takes into account the needs of practical health care, and the recruitment and training of specialists is carried out on the basis of monitoring the needs of specialists in health care organizations in the Republic of Kazakhstan.

1.2 Professionalism and professional autonomy

Mandatory duties of residents, twice a month in the clinic allow to form professional skills and professional autonomy during independent clinical decisions. The self-report fully reflects the autonomy of the medical organization in the formation of the educational programme, assessment and admission to the residency, selection of personnel for the educational process. Academic freedom of students is reflected in the regulations on residency, on the organization of the educational process, the acquisition of practical skills are noted in the "list of privileges of the resident". The self-assessment report details the final results of training in the residency, details all the skills, abilities and competencies that a graduate of the residency in the Hematology (Adult) educational programme must possess.

1.3 Learning outcomes

The EP pays great attention to the formation of practical skills, the solution of diagnostic and clinical situations in patients with concomitant pathology. The main result of the training is the formation of an independent highly qualified doctor, with the need for continuous improvement of his qualifications and professional skills.

1.4 Participation in the formulation of the mission and final results

All stakeholders involved in the process of forming the mission of the EP, and residents, faculty members, clinical mentors, administrative staff, patients, employers, other support staff and graduates.

Standard 1: Implemented

Recommendations for improvement identified during the external visit:

1) Involve employers more actively in the formation of the mission of the EP;

Standard 2: EDUCATIONAL PROGRAMME

Evidence of compliance:

2.1 Postgraduate programme framework

The report on the self-assessment of the educational programme Hematology (Adult) of the

NSOC defines a model of the educational programme on the basis of the established final learning outcomes of residents and their qualifications, which ensures systematic and transparent learning. The report provides convincing evidence with references to regulatory documents.

2.2 Scientific method

In the process of training, residents master the basics of evidence-based medicine and use scientific data in their practice.

2.3 Content of the residency programme

The organization provides a student-centered approach, and this is confirmed in the report. In the NSOC, the principle of mentoring over residents is implemented, and this activity is regulated in the Rules developed and approved by the Academic Council "Educational process of residency students", which stipulates the duties of a clinical mentor, teacher, head, department head, as well as a senior resident doctor.

2.4 Programme structure, content and duration

The division of disciplines by hours and semesters is carried out by the Department of Education of NSOC. All academic disciplines and disciplines of the specialty are closely interconnected. The formation of the content of disciplines is structured into logically completed methodological blocks. The self-assessment report describes in detail the structure, composition and duration of the educational programme, clearly defining the mandatory component and the component of choice. The optional component is limited to the number (only 3) and exclusively bone marrow transplantation topics. Virtually no choice for residents. On 4 credits "HSC transplantation", "HSC fence and transplantation", "Peripheral HSC fence and transplantation". The training of gastroenterologists is carried out on the basis of an analysis of the needs of the regional health care system. The programme takes into account the final results of training, clearly describes the minimum number of procedures and surgical interventions that a resident doctor must perform in each year of his training. When planning the educational programme, equal representation is ensured and the needs of all stakeholders are taken into account.

2.5 Organization of training

The main clinical base is the oncohematological center in the NSOC with 92 beds, with 2 departments of oncohematology, an oncoreanimation department, a day hospital and an office for receiving a hematologist in a polyclinic of patients with hematological and oncohematological pathology.

2.6 Relationship between postgraduate medical education and health care

On clinical bases, residents are distributed to their mentors – doctors from practical health care, with at least 5 years of experience, who have the highest qualification category. Under the guidance of the mentor, residents acquire practical skills in diagnosis and treatment, from performing simple manipulations to performing punctures and tepanobiopsies of the bone marrow, spinal punctures and intratechnical administration of drugs, feedback between the mentor and the resident is regularly exchanged, since daily interaction in the clinic implies an analysis of clinical thinking, assessment of the resident's communication skills.

Standard 2: Implemented

Recommendations for improvement identified during the external visit:

1) Include residents in the collegial management body in order to actively participate in the development and updating of the educational programme and document such representation or initiate the creation of a resident council.

2) Involve employers, members of professional associations in the review process or feedback on the educational programme and take into account their recommendations when developing, writing and approving the educational programme.

3) Expand the catalogue of elective disciplines, taking into account the proposals of employers and the needs of the health care system, and post on the website of the NSOC.

4) -Include in the educational programme the training of residents in the management of scientific research and medical statistics in the form of a component of choice as a pre-requisite for further admission to the master's and doctoral programmes of PhD

5) Include in the thematic plan the implementation and protection of scientific projects to strengthen the scientific component of resident learning.

Standard 3: ASSESSMENT OF STUDENTS

Evidence of compliance:

3.1 Methods of evaluation

Assessment of knowledge of residents is carried out through current, milestone and final control.

The assessment is based on an oral survey of topics, testing, a written examination and demonstration of practical skills. When conducting the final state certification to assess the educational achievements of residents, the commission includes practitioners of health care, external examiners are involved. The results of students' academic achievements are recorded in the electronic and paper educational journal and form examination sheets. Training logs are filled in accordance with the calendar and thematic plan, in accordance with the schedule and the dates of the current, milestone and final control reflected in the syllabus.

3.2 Relationship between evaluation and training

The methods used to assess the competencies of students at NSOC LLP are defined in syllabuses for disciplines that are discussed and approved by the education department. The evaluation criteria are announced in the first lesson for each discipline, and are also presented in the syllabus. Confirmation of the effectiveness of the education received is based on the results of feedback from the resident – an anonymous questionnaire, very acceptable to the resident, fair, adequate to the skills and corresponds to their future specialty. Evaluation of reports according to the rotation schedule allows to assess the development of the resident's competencies: personal interest, professional competence, communicative, personal qualities, scientific interest.

Standard 3: Implemented

Recommendations for improvement identified during the external visit:

1) Introduce an electronic journal to assess and control attendance, digitalize the procedure for assessing knowledge, transparency of methods for assessing knowledge of residents, archiving and quickly obtaining the necessary information.

2) Ensure systematic external and internal review of instrumentation.

Standard 4: STUDENTS

Evidence of compliance:

4.1 Admission and Selection Policy

Those wishing to enter the residency can submit documents according to the approved schedule. Applicants for admission to the residency can get advice from the education department. Also, during the examination, it was established that the procedure for conducting examinations was worked out, during which an examination commission is formed, which includes the most experienced, qualified teachers of the NSOC who have an academic degree. There is a list of questions for the entrance exam, available on the website. Also, when admitting to the residency, in addition to assessing the level of knowledge, the personal achievements of the applicant, the results of previously performed research work are also taken into account.

4.2 Number of residents

The number of residents admitted within the framework of the state order is regulated by the DPHR of the Ministry of Health and Social Development of the Republic of Kazakhstan and depends on the demand for specialists in the country as a whole. Residents are also trained within the order from local executive bodies, on the basis of the emerging need of specialists. The organization monitors the needs

of specialists in the regions, collects feedback from LEB and the number of selected residents varies from year to year depending on the needs of practical health care.

4.3 Resident support and advice

Each resident has a clinical mentor with whom they have a close business relationship. By joining the team, residents become part of the hematology unit, represented by two departments of oncohematology, a day hospital department, BMT and a clinic office. In case of difficulties or any difficulties in the educational process or work, the information from the resident comes first to the clinical mentor, who can solve the issues at his level or, if necessary, inform and involve the rest of the faculty members and the center management in solving the problem.

Residents have support from the education department of the center in the form of employment assistance. The Education Department monitors the career development of graduates and maintains links with them.

Support to residents in the form of earmarked grants to NSOC.

Residents of the NSOC have the opportunity to work as resident doctors for 0.5 hours.

Material support of residents by the center is also confirmed by the payment of NSOC 10% of the total amount, when residents purchase housing under a mortgage (on the initiative of the NSOC and an agreement with the "Otbasy" bank).

4.4 Representation of residents

The NSOC LLP has introduced surveys, questionnaires, including questions on the schedule, methods of training and assessment, conditions of training in clinics, the availability of methodological and information and communication materials, relations with teachers. The results of the survey showed the need for further improvement of the work of the clinical mentor with residents. The survey participants expressed their desire to attend conferences in their specialties together with the group and the clinical mentor, as well as to provide assistance in writing scientific work.

4.5 Working conditions

The center has all the conditions for comfortable work of residents (there is a wardrobe, a place for eating, residents are provided with personal protective equipment).

Standard 4: Implemented

Recommendations for improvement identified during the external visit:

- 1) Increase the number of scientific publications and speeches by residents in the specialty "Hematology (adult)" (there is 1 publication and speech by only one resident).
- 2) Ensure the implementation of academic exchange of teachers and residents with partner organizations.

Standard 5: FACULTY

Evidence of compliance:

5.1 Recruitment and Selection Policy

Systematic work on the training and retraining of scientific and pedagogical personnel is carried out in the NSOC. The personnel policy of the center is carried out by concluding employment contracts, as well as competitive filling of vacant positions in accordance with the rules of the current legislation. Effective and open criteria for recruitment and appointment of teachers are applied by the management, which guarantees equal employment opportunities. The teaching staff is provided with all the necessary means and resources for the effective implementation of the educational programme. There is free access to computers and the Internet.

5.2 Teachers' obligations and development

The scope of activities of the teaching staff and the criteria for training and evaluation are adjusted in accordance with the latest achievements of medical science, correlate with changes in the Mission of the educational programme for residency.

Pas is provided with equal opportunities for continuous professional training, which are consistent and contribute to the achievement of the mission and final results of the training.

The activities of the teaching staff are planned in accordance with an individual plan, includes educational and methodological, clinical, research work. In accordance with this, appropriate refresher training cycles are organized for teaching staff, confirming certificates of advanced training of teaching staff are filed in the personal files of employees.

Standard 5: Implemented

Recommendations for improvement identified during the external visit:

1) Improvement of pedagogical skills through participation in the academic exchange of teachers with partner organizations.

Standard 6: EDUCATIONAL RESOURCES

Evidence of compliance:

6.1 Logistics and equipment

NSOC LLP has a fairly extensive material and technical support, during the expert assessment a sufficient number of lecture halls, study rooms, a simulation classroom, a library was demonstrated. The existing material and technical base make it possible to effectively implement the educational programme.

6.2 Clinical Bases

The NSOC has a sufficient bed fund for hematological patients (92 beds), there are departments of oncohematology 1 and 2, a department of bone marrow transplantation, a day hospital, a hematologist's office in a polyclinic, where specialized and highly specialized care is provided at the modern level. Residents are rotated in these offices. Residents attend a simulation class to practice their skills. At the suggestion of employers who note gaps in resident knowledge in the management of patients with outpatient hematological pathology (anemia, coagulopathy and other hemostatic disorders, CML, CLL), it is recommended to conduct training not only at their own base, but also at clinical bases of primary health care.

6.3 Information technology

A unified information space has been built in NSOC LLP, the therapeutic process is carried out using an electronic system. Modern information and telecommunication technologies have been introduced, and thanks to this, the teaching staff has access to relevant electronic educational resources.

6.4 Clinical Teams

Residents from the first days join the teams of NSOC, where they acquire skills to work in a team and learn to effectively interact with other health care professionals. Also, in addition to medical work, residents together with the staff of clinical departments participate in scientific and practical conferences, and work in multidisciplinary teams. Working in multidisciplinary teams when choosing the tactics of managing the most complex patients increases the responsibility of residents when they see that performance depends on the correct organization of teamwork. In such situations, the resident performs all work within his competence.

6.5 Medical Research and Advances

Residents carry out research work within the framework of independent work of residents under the guidance of a mentor-teacher, and this helps to consolidate the acquired theoretical knowledge, practical skills and use them in their daily routine practice. In the course of the expert assessment, the members of the commission were shown the publications of the employees, the faculty. But for the last five years and nowadays 6 students of the resident specialty "Hematology (adult)" has only one publication and 1 speech on the same topic.

6.7 Training in other institutions

The NSOC has all the conditions and resources to ensure the academic mobility of residents and their training in other organizations of Kazakhstan and countries near and far abroad. No documents confirming outgoing academic mobility were provided, justified by the severe epidemics in the world and quarantine restrictions. Though before the quarantine academic

We believe that the organization of the rotation of residents, the exchange of experience in other institutions, clinical bases, will contribute to the acquisition of more extensive knowledge and practical skills that will be necessary in the future work.

Standard 6: Implemented

Recommendations for improvement identified during the external visit:

1) To provide for the development and implementation of research projects together with foreign scientific centers, with the release of relevant products (publications, publication of textbooks, STP).

Standard 7: PROGRAMME EVALUATION

Evidence of compliance:

7.1 Monitoring and evaluation mechanisms

During the expert assessment, the management of NSOC LLP demonstrated the measures and supporting documents of these measures aimed at continuous monitoring of the educational programme. Evaluation tools and results of evaluation during interim and final certification are provided.

7.2 Feedback from teachers and residents

Opportunities have been created for teachers and residents to participate in the evaluation and subsequent improvement of the educational programme on a regular basis.

Also, on a systematic basis, feedback from consumers of medical services provided at the NSOC, where resident doctors are participants and executors of the treatment process, is assessed and the questionnaire of patients clearly demonstrates the competence of residents and the development of their communication skills.

To assess the feedback from teachers and residents, the blog of the First Head is also used, where it is possible to directly receive answers from the Chairperson of the Board of the NSOC.

In general, the use of feedback contributes to a better understanding of the current needs of students and teachers and is systematic when making changes to the educational programme.

7.3 Results of Residents and Graduates

In the process of external expert evaluation of the activities of the NSOC, it was established that 100% of residents received a specialist certificate and were employed in medical institutions of the Republic of Kazakhstan in a specialty. Also, during the conversation with employers, positive feedback was received about the graduates of the "Hematology (adult)" studied in the walls of the NSOC.

7.4 Stakeholder Engagement

During the evaluation of the implementation of the EP in the NSOC, the education department demonstrated evidence of the involvement of all stakeholders in improving the educational programme.

7.5 Procedure for Approval of Educational Programmes

The procedure for approval of the educational programme is structured as follows. The supervising department of education carries out an assessment for compliance with the SCES. Further, the catalog of elective disciplines is approved, taking into account pre- and post-requisites. Also, the teaching staff of NSOC demonstrated the systematic study and comprehensive assessment of EP in order to improve it.

Standard 7: Implemented

Recommendations for improvement identified during the external visit:

1) To improve the educational programme, continue to collect feedback from stakeholders, employers; focusing on world trends, include new technologies for the treatment of hematological diseases in the educational programme.

Standard 8: GOVERNANCE AND ADMINISTRATION

Evidence of compliance:

8.1 Control

8.2 Academic Leadership

The following documents were provided during the expert review of the EEC:

1. Tripartite agreements for residents, who have received grants at the expense of the LEB - PSE on REM "Pavlodar Regional Hospital named after G. Sultanov" DHC of Pavlodar region (1 resident), "National Scientific Oncology Center" LLP (5 residents).

2. "Rules for admission to the residency of NSOC LLP", which determine the procedure for admission of citizens to the residency. Procedures for admission and selection of residents.

3. The developed and approved main internal document "NSOC", which defines the scope of duties and powers of the Center in relation to the EP residency.

4. The results of the assessment of residents and the achievements of the final results of training under the residency programme.

6 Annual orders of the chairperson of the board on the conduct of the FSA and the composition of the attestation commission.

The implementation of EP by residency is carried out in accordance with the regulations approved by the Ministry of Health of the Republic of Kazakhstan and the Government of the Republic of Kazakhstan, as well as the internal rules for the organization of the educational process in the residency.

8.3 Training budget and resource allocation

The management of the NSOC clearly demonstrates the distribution of funds allocated to support the educational process. From the self-assessment report and the documentation provided, it was noted that the center did not finance academic mobility for the period from 2017 to 2021. No supporting documentation was provided on the availability of mentor rates in the staff list of the NSOC.

8.4 Administration and Management

The NSOC has an appropriate administrative and academic staff according to the staffing table, whose functional duties include the support and implementation of the educational programme. The Education Department also demonstrated a developed quality management assurance programme, including regular internal and external reviews and audits.

8.5 Requirements and regulations

The NSOC LLP follows the definition of the national authorized bodies of the number and recognized medical specialties and other functions of medical experts, for the training of which postgraduate training programmes are developed.

In the NSOC, the educational programme of the residency is implemented, in the specialty "Hematology (adult)". Clinical protocols for the diagnosis and treatment of diseases were also demonstrated: "Indolent B-cell lymphomas in adults", "Mantle cell lymphoma in adults", "T-cell lymphomas in adults", "Hodgkin's lymphoma", in the preparation of which the PPS LLP NSOC participated. Also, in the center, the teaching staff conducts training seminars for practicing hematologists, one of the teaching staff is the main freelance specialist of the Ministry of Health of the Republic of Kazakhstan.

At the same time, the expert noted that it is necessary to increase the number of residents trained for regional medical organizations in the specialty "Hematology (adult)", since mainly residents in this specialty are trained in the target grant of the NSOC.

Standard 8: Implemented

Recommendations for improvement identified during the external visit:

1) Improve the funding mechanism for academic mobility and exchange of residents and teachers.

2) Develop a mechanism to materially encourage and finance the participation of teachers and residents in international conferences.

Standard 9: CONTINUOUS RENEWAL

Evidence of compliance:

To assess the quality of education and monitor the educational process, the "360 Analysis" tool is used, which allows you to assess the participants in the educational process (residents, faculty members, doctors, clinical mentors, patients), thanks to which the NSOC identifies the most problematic topics and areas for improvement.

The developed personnel policy of the NSOC, which reflects the priorities for the formation of human resources and criteria for the selection of personnel, including scientific, pedagogical and clinical merits of candidates.

Cycles of advanced training of teaching staff not only in the specialty, but also in the acquisition and possession of pedagogical competencies.

Закуп и оснащение центра современным медицинским оборудованием. Application of simulation technologies in the educational process.

New medical and diagnostic building (commissioning date is planned for Q42022) will consist of a research center, scientific and clinical laboratories. The structure will establish a nuclear medicine center, in which radionuclide pharmaceuticals will be used for diagnosis and treatment.

The NSOC provides procedures for regular review and updating of the process, organizational structure, as well as strengthening of the educational process with the improvement of the material and technical base, final results, assessment methods and educational environment of the residence, taking into account the changes in the needs of health care of the Republic of Kazakhstan and the development of new modern technologies, new regulatory documentation, and changes in society.

The expert noted that it is necessary to increase funding for the programmes of academic mobility of residents and teachers, the participation of the center's staff in conducting multicenter clinical studies.

It is necessary to improve the processes of digitalization, the active introduction of paperless document management and office management.

Standard 9: Implemented

Recommendations for improvement identified during the external visit:

- 1) Planning to attract foreign specialists as mentors.

6. Recommendations for improving the educational programme of the residency in the specialty "Hematology (adult)":

1. More active involvement of employers in the formation of the mission of the educational programme (**standard 1**).

2. Include residents in the collegial management body in order to actively participate in the development and updating of the educational programme and document such representation or initiate the creation of a resident councils (Standards 2.4).

3. Involve employers, members of professional associations in the review process or feedback on the educational programme and take into account their recommendations when developing, writing and approving the educational programme.

4. Expand the catalogue of elective disciplines, taking into account the proposals of employers and the needs of the health care system, and post on the website of the NSOC (**standard 2**).

5. Include in the educational programme the training of residents in the management of scientific research and medical statistics in the form of a component of choice as a pre-requisite for further admission to the master's and doctoral programmes of PhD (**standard 2**).

6. Include in the thematic plan the implementation and protection of scientific projects to strengthen the scientific component of resident learning (**Standard 2**).

7. Introduce an electronic journal to assess and control attendance, digitalize the procedure for assessing knowledge, transparency of methods for assessing knowledge of residents, archiving and quickly obtaining the necessary information (**standard 3**).

8. Ensure systematic external and internal review of instrumentation (**Standard 3**).

9. Increase the number of scientific publications and speeches of residents in the specialty "Hematology (adult)" (**standard 4**).

10. Ensure the implementation of academic exchange of teachers and residents with partner organizations (**standards 4, 5**).

11. Improvement of pedagogical skills through participation in the academic exchange of teachers with partner organizations (**Standard 5**).

12. To provide for the development and implementation of research projects together with foreign scientific centers, with the release of relevant products (**publications, publication of textbooks, STP**).

13. Continue to collect feedback from stakeholders, employers; based on world trends, include new technologies for the treatment of hematological diseases in the educational programme (**standard 7**).

14) Improve the funding mechanism for academic mobility and exchange of residents and teachers (**standard 8**).

15) Develop a mechanism to materially encourage and finance the participation of teachers and residents in international conferences (**standard 8**).

16. Planning to attract foreign specialists as mentors (**standard 9**).

7.Recommendation to the Accreditation Council of ECAQA

Members of the EEC established the compliance of the educational programme "Hematology (adult)" with the Accreditation Standards and came to a unanimous opinion to recommend to the ECAQA Accreditation Council to accredit this programme for a period of 5 years.

Chairperson of the External Expert Commission

Magyarov Valentin Manarbekovich

Foreign Expert

Ryzhkin Sergey Alexandrovich

National Academic Expert

Mustafin Alibek Khamzenovich

National Academic Expert

Zhumashev Ualikhan Koshkaralievich

National Academic Expert

Yesenkulova Saule Askerovna

National Academic Expert

Trynkin Alexey Viktorovich

National Academic Expert

Slavko Elena Alekseevna

National Academic Expert

Bazarbayeva Aigul Abayevna

National Academic Expert

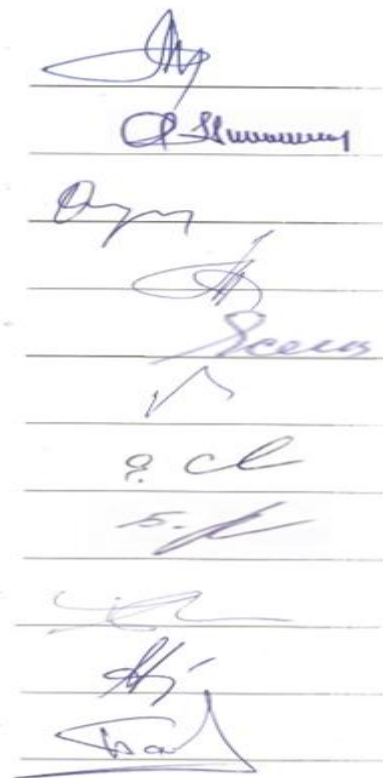
Ulanbek Zhanbyrbekuly

Expert - Representative of Employers

Ospanovamadinaeralyevna

Expert - Resident Representative

Baymukhanov Dauren Samarkhanovich



The image shows a vertical list of ten handwritten signatures in blue ink, each written on a horizontal line. The signatures are: 1. A stylized signature starting with a large 'M'. 2. A signature that appears to be 'S. Ryzhkin'. 3. A signature that appears to be 'A. Mustafin'. 4. A signature that appears to be 'U. Zhumashev'. 5. A signature that appears to be 'S. Yesenkulova'. 6. A signature that appears to be 'A. Trynkin'. 7. A signature that appears to be 'E. Slavko'. 8. A signature that appears to be 'A. Bazarbayeva'. 9. A signature that appears to be 'U. Ulanbek'. 10. A signature that appears to be 'D. Baymukhanov'.

List of documents studied as part of the external expert evaluation

№	Names of documents	Quantity	Date of approval
1.	Rules for admission to the NSOC LL residency	1	05.07.2019
2.	Rules for the organization of the educational process in the residency.	1	No.106-09 dated 05.07.2019
3.	Educational process of residency students	1	30.12.2019
4.	Syllabuses	2	No date
5.	Catalog of elective disciplines	1	No date
6.	Individual Educational Plan	1	01.09.2021
7.	Residency Work Curriculum	1	No date
8.	Resident Physician Privilege Sheet	1	01.09.2021
9.	Educational programme	1	No date
10.	Working educational plan	1	28.08.2019
11.	List of scientific publications and speeches at resident conferences on the specialty "Hematology (adult)	1	
12.	List of publications of the faculty in the specialty "Hematology (adult)"	1	
13.	Questionnaire Analysis Document	1	
14.	Certificate of institutional accreditation of organizations of postgraduate and additional education	1	04.10.2019
15.	Certificate of accreditation as a subject of scientific and technical activity	1	18.10.2019
16.	Code of Business Ethics of NSOC	1	31.10.2019
17.	Annual orders of the chairperson of the board on the conduct of the FSA and the composition of the attestation commission.		
18.	Educational process of residency students	1	30.12.2019
19.	Order on approval of faculty	2	14.01.2022

THE PROGRAMME
of visits to the External Expert Commission (EEC)
"Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care" (ECAQA) of LLP "National Scientific Oncology Center" (NSOC)
within the framework of specialized (residency programme) accreditation

external evaluation dates: 29 March-31 March 2022

Time (s)	ACTIVITY	REMARK:
29.03.22	Arrival of EEC members	
Day 1 – 29.03.2022 (Tuesday)		
8:45 AM	Gathering of EEC members at the NSOC (Nur-Sultan, Kerey, Zhanibek Khandar, 3 Venue -1 floor, small conference room	Transport, meeting and escort
9:00-9:20 (20')	Meeting of the EEC members: discussion of the goals, objectives of the external examination, the programme and schedule of the visit to the NSOC. Distribution of responsibilities among the members of the EEC.	Venue: 4th floor
9:20-9:45 (25')	Meeting of the Chairperson and members of the EEC with the leadership of the NSOC. Chairperson of the Board of NSOC Kulkaeva G.U. <u>Content of the meeting:</u> introduction of EEC members, familiarization with the objectives of the visit, interview with the management on the strategy for the development of postgraduate education (residency) https://us02web.zoom.us/j/9469145873?pwd=SF1vUlcxUW4xZW5mMzU5T2hzbTJhUT09	<i>Standards</i> 1,8,9 5th floor
9:50-10:20 (30')	Organization of training of residents. Department of Education. <i>Zhukubaeva A.A. Beissenova n.d.</i> <u>Meeting content:</u> Functions of the department (position), planning (plan and report), monitoring of implementation (indicators). Number of cases. Formation of a state order by specialty, reception of residents (presentation for 5 minutes). Resident Assessment Policy (Academic Policy). Resource endowment. Competencies of residents, assessment of residents, employment of graduates.	<i>Standards</i> 2,4,7,8 4th floor
10:20-10:50 (30')	Scientific work of NSOC and integration of research in residency programmes. Responsible person: Head of the Department of Science <i>Saparbay D.Zh.</i> <u>The content of the meeting:</u> scientific directions, the system of motivation and participation of teachers in research, the effectiveness of research, ensuring the implementation of research by residents, the choice of research topics, the procedure for approving topics. https://us02web.zoom.us/j/9469145873?pwd=SF1vUlcxUW4xZW5mMzU5T2hzbTJhUT09	<i>Standards</i> 2,6 1st Floor
10:50-11:05 (15')	EEC meeting: discussion of evaluation results, exchange of views	Venue: 4th floor
11:05-11:50 (45')	Organization of training of residents. Video broadcast from the operating unit. Practical skills training and assessment of residents in the simulation room in the specialties of educational programmes.	<i>Standards</i> 2,3,6 5th floor

	Responsible persons: <i>Mukazhanov A.K., Ibraev B.E., Sagandykov I.N., Uskenbaev T.A., Kurmanov T.A., Zhusupbekov D.</i> https://us02web.zoom.us/j/9469145873?pwd=SF1vUlcxUW4xZW5mMzU5T2hzbTJhUT09	
11:50-12:40 (50')	Attendance at a seminar in the specialties: Hematology (adult), Oncology (adult). Responsible persons: <i>Kemaykin V.M., Adylkhanov T.A.</i> https://us02web.zoom.us/j/9469145873?pwd=SF1vUlcxUW4xZW5mMzU5T2hzbTJhUT09	<i>Standards 2,3,6,7</i> 1st Floor, 5th Floor
12:40-13:00 (20')	Interview with Resident Trainers/Mentors <u>The content of the meeting:</u> the mission and values of the organization, the contribution of teachers and mentors, the provision of resources for clinical practice and the work of residents, mentoring in the residency (Regulations, lists), the representation of residents in advisory bodies. Responsible persons: <i>Zhukubaeva A.A., Beissenova n.d.</i>	<i>Standard 1,5,7</i> 4th floor
13:00-14:00	Lunch break	
14:00-14:40 (40')	Interviews with residents. Venue: 5th floor, conference hall. Responsible persons: <i>Beissenova n.d.</i>	<i>Standards 1,3,4,7</i> 5th floor
14:40-15:00 (20')	Interview with residency graduates (online). Responsible persons: <i>Beissenova n.d., Bakenova T.</i> https://us02web.zoom.us/j/9469145873?pwd=SF1vUlcxUW4xZW5mMzU5T2hzbTJhUT09	<i>Standards 1,7</i>
15:00-15:25 (25')	Availability of teachers and mentors <u>The content of the meeting:</u> personnel policy regarding the recruitment of teachers for residency programmes, the programme of motivation and development of teachers, training of mentors, evaluation of teachers. Responsible persons: <i>Adylkhanov T.A., Zhukubaeva A.A., Beissenova N.D.</i>	<i>Standard 5.9</i> 4th floor
15:25-16:35 (70)	Visit to the training base of residents of the programmes Angiosurgery (20 min.), General Surgery (20 min.), Urology (20). Responsible persons: <i>Sagandykov I.N., Uskenbaev T.A., Kurmanov T.A.</i> Visit to the library (10 min)- <i>Tazhmakina K.T.</i> https://us02web.zoom.us/j/9469145873?pwd=SF1vUlcxUW4xZW5mMzU5T2hzbTJhUT09	<i>STANDARD 6.</i> 4th floor, 2nd floor
16:35-16:50 (15')	EEC meeting: discussion of evaluation results, exchange of views	4th floor
16:50-17:10 (20)	Study of documentation on the residency programme: EP, syllabuses, individual plans of residents, resident portfolios, examination materials, results of resident assessment (protocols, statements, etc.)	<i>Standards 1-3</i> 4th floor
17:10-17:30 (20)	Discussion. EEC shutdown. Summing up the first day of the visit.	4th floor
Day 2 – 30.03.2022 (Wednesday)		
8.45	Gathering of EEC members at the NSOC (Nur-Sultan, Kerey, Zhanibek Khandar, 3	
9:00-9:15 (15')	Meeting of EEC members. Discussion of the 2nd day of the visit.	4th floor

9:15-10:00 (45')	Scientific work of doctors-residents of NSOC Responsible person: Head of the Department of Science <i>Saparbay D.Zh.</i>	<i>Standards</i> 2,4,6 1st Floor
10:00-10:30 (30')	Attending a seminar on Angiosurgery, General Surgery, Urology. Responsible persons: <i>Sagandykov I.N., Uskenbaev T.A., Kurmanov T.A.</i> https://us02web.zoom.us/j/9469145873?pwd=SFlvUlcxUW4xZW5mMzU5T2hzbTJhUT09	<i>Standards</i> 2,3,6,7 1st Floor 4th floor, 2nd floor
10:30-11:00 (30')	Attendance at a seminar on specialties: Radiation diagnostics. Anesthesiology and resuscitation, adult. Responsible persons: <i>Dzhakipov M.A., Umbetzhanov E.U.</i>	<i>Standards</i> 2,3,6,7 1st Floor 4th floor
11:00-11:20 (20')	EEC meeting: discussion of evaluation results, exchange of views	4th floor
11:20-12:00 (40')	Interviews with employers of residency graduates (online). Responsible persons: <i>Beissenova n.d., Bakenova T.</i> https://us02web.zoom.us/j/9469145873?pwd=SFlvUlcxUW4xZW5mMzU5T2hzbTJhUT09	STANDARD 7.
12:00-12:30 (30')	Meeting with heads and employees of auxiliary (supporting) units <u>The content of the meeting:</u> funding of residency programmes, provision of programmes with appropriate resources (equipment, textbooks), grants for mentors, motivation to perform research, etc. Responsible persons: <i>Mukazhanov A.K., Shalekenov S.B.</i>	<i>Standards</i> 6.8 4th floor
12:30-13:00 (30')	EEC meeting: discussion of evaluation results, exchange of views	4th floor
13:00-14:00	Lunch break	
14:00-15:00 (60)	Visit to the training base of residents of the programmes Hematology (20 min.), Radiology(20 min.), Oncology (20). Anesthesiology and Resuscitation (20 min), Gastroenterology (20 min)- Responsible persons: <i>Kemaykin V.M., Dzhakipov M.A., Adylkhanov T.A., Umbetzhanov E.U., Kaliaskarova K.S.</i> https://us02web.zoom.us/j/9469145873?pwd=SFlvUlcxUW4xZW5mMzU5T2hzbTJhUT09	STANDARD 6. of the department
15.00-15.40 (40)	Visit to the oncology center under construction. Satybaev K.S., Shalekenov S.B., Raisov S.D.	New housing
15:40-16:00 (20')	Questionnaires of residents and teachers. Responsible persons: <i>Beissenova N.D., Bakenova T.</i>	<i>Standards</i> 3,4,5,7 5th floor
16:00-16:20 (20')	Study of the residency programme documentation. Examination of documentation at the request of the members of the EEC. Responsible: Zhukubaeva A.A., Beisenova N.D., Bakenova T.	<i>Standards</i> 4-5.7 4th floor
16:20-16:30 (10')	Additional interviews of EEC members with representatives of NSOC on compliance with accreditation standards. Responsible persons: <i>Shalekenov S.B., Zhukubaeva A.A.</i>	4th floor
16:30-16:50 (20')	Overview of educational and practical resources for residency programmes (Oncology, Radiology, Anesthesiology and Resuscitation, Adult). Responsible persons: <i>Zhukubaeva A.A., Beissenova N.D.</i>	4th floor
16:50-	EEC meeting. Summing up the results of the second day of the visit.	4th floor

17:30		
Day 3 - 31.03.2022 (Thursday)		
8.45	Gathering of EEC members at the NSOC (Nur-Sultan, Kerey, Zhanibek Khandar, 3	
9:00-10:30 (90')	Design of EEC reports, development of recommendations for improving the implementation of residency programmes.	4th floor
10:30-12:00 (90')	Final discussion of the results of the external specialized assessment of educational programmes of the NSOC residence for compliance with accreditation standards. Completion of the Quality Profile and assessment criteria for compliance with the ECAQA accreditation standards by each member individually. Discussion of recommendations for improvement and final vote on recommendations for NSOC Final vote on the recommendations for the ECAQA Accreditation Council.	<i>ECAQA observer zoom link 4th floor</i>
12:00-12:30	Familiarization of the management of the NSOC with the results of the work of the EEC, recommendations for improving the educational programmes of the residence	Venue 5th floor meeting room
12:30-13:00	Completion of the work of the external expert commission of ECAQA. Signing of documents.	
13:00	Departure of EEC members	