

To the Accreditation Council
Eurasian Centre for Accreditation
and Quality Assurance in Education
and Healthcare October 2, 2023

**REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS OF THE
EVALUATION OF NJSC "NATIONAL CENTER FOR CHILDREN'S
REHABILITATION"
FOR COMPLIANCE WITH INSTITUTIONAL ACCREDITATION
STANDARDS OF ADDITIONAL AND NON-FORMAL EDUCATION
ORGANIZATIONS (CONTINUOUS PROFESSIONAL DEVELOPMENT)**

period of external expert evaluation: 12.09.2023 - 14.09.2023

Astana, 2023

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LIST OF SYMBOLS AND ABBREVIATIONS

Abbreviation	Definition
PS	point system
JD	job description
DLT	distant learning technology
Committee for Quality Assurance in the Field of Education and Science of the MS&HE RK	Committee for Quality Assurance in the Field of Education and Science of the Ministry of Science and Higher Education of the Republic of Kazakhstan
MOH RK	Ministry of Health of the Republic of Kazakhstan
MS&HE RK	Ministry of Science and Higher Education of the Republic of Kazakhstan
MO	medical organization
MTE	material and technical equipment
MDT	multidisciplinary team
NFL	non-formal learning;
LSI	Laws and Statutory Instruments
CPD	Continuing Professional Development
NJSC	Non-profit joint stock company
NCCR	National Centre for Children's Rehabilitation
EE	educational events
SEN	special educational needs
EP	educational programs
MPAP	major professional academic program
ATS	academic teaching staff
SOP	Standards of operating procedures
RSCI	Registration Science Citation Index
RCCR	Republican Centre for Children's Rehabilitation
RK	The Republic of Kazakhstan
SIW	student's independent work
IAS	Internal Audit Service
EMC	educational and methodological council
DSE	Department of Science and Education
CDP	professional development cycles
CNS	central nervous system

1. Composition of the External Expert Commission

In accordance with ECAQA Order No. 19 dated August 28, 2022, an External Expert Commission (hereinafter referred to as the EEC) was formed to conduct an external institutional evaluation of the NJSC “National Centre for Children's Rehabilitation” (hereinafter referred to as the NCCR) during the period September 12-14, 2023, with the following composition:

№	Status as part of the EEC	Full name	Academic degree/title, position, place of work/place of study, course, specialty
1	Chairman	Tukbekova Bibigul Toleubaevna	Doctor of Medical Sciences, Professor, Head of the Department of Pediatrics and Neonatology, NJSC “KMU”
2	Foreign expert	Yordanka Uzunova	Associate Professor, MD, PhD Member of the Bulgarian Pediatric Association, International Liver Transplant Society, European Society for Organ Transplantation. Head of the Pediatric Clinic, Lozenets University Hospital, Deputy Dean of the Faculty of Medicine, University “St. Kliment Ohridski”, Sofia, Bulgaria.
3	Academic expert	Bozhanbaeva Nishankul Seitbekovna	Doctor of Medical Sciences, Professor, Head of the Department of Neonatology of the Kazakh National Medical University named after S.D. Asfendiyarov"
9	Employers' representative	Zhakasheva Alina Sagintaevna	Head of the Department of Neurology and Rehabilitation Center, neurologist of the highest category, Multidisciplinary City Children's Hospital No. 1, Astana.
10	Students' representative	Narmakhanova Gulzira Aimakhanovna	Teacher of the Children's Home in Astana.

Observer from ECAQA is Umarova Makpal Aldibekovna, head of the accreditation and monitoring department.

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

The EEC report contains an evaluation of the NCCR for compliance with the Standards of Institutional Accreditation of Organizations of Additional and Non-Formal Education (Continuing Professional Development) (hereinafter referred to as the Accreditation Standards), recommendations of the EEC for further improvement and recommendations for the ECAQA Accreditation Council.

2. General part of the final report

2.1 Presentation of the NJSC "National Centre for Children's Rehabilitation"

Name of organization, legal form of ownership, BIN	NJSC "National Centre for Children's Rehabilitation"
Management body	Ministry of Health of the Republic of Kazakhstan
Full name of the first manager	Battakova Zhamilya Yerkinovna
Date of creation	21.08.2007
Location and contact details	010000, Astana, Yesil district, Turan Avenue 36 (postal code Z05G9F5). Phone: +77172 511544; +77172 511551 Whatsapp number: +7701 910 5616
State license for educational activities - date, number (if applicable)	No (in accordance with the Law of the Republic of Kazakhstan "On Education")
Information about branches, subsidiaries (if any)	The branch of the NCCR is located in Kyzylorda, 57 beds.
Year of commencement of the implementation of additional and non-formal education programs, total number of programs and number of students trained	Year of implementation start – 2020 The total number of additional education programs is 16, each with a volume of 60 hours. Total number of students trained -2063
Number of students this year	18
Full-time teachers/part-timers involved in the implementation of additional education programs, incl. % sedate	The total number of teachers is 39, including full-time teachers - 38, part-time teachers - 1. Sedateness, % -39.4 Categorization, % - 72.5
Availability of a unit responsible for the educational process in additional and non-formal education	Department of Science and Education NCCR Year of creation - 2020. Head - Doctor of Biological Sciences, Professor Imasheva B.S.
Number of scientific projects over 5 years	3
Number of international treaties over 5 years	4
Website Instagram Facebook with active pages	Instagram https://instagram.com/nccr.kz?igshid=MzRIODBiNWFIZA== Facebook https://www.facebook.com/profile.php?id=100094669031655 YouTube https://www.youtube.com/@NCCR.Astana/featured
Information about accreditation as a medical organization (date, number, period)	Certificate of accreditation as a subject of scientific and technological activity until August 25, 2028. JCI (2014, 2017, 2021) compliance with the International Gold Standard for quality of service provision.

Strengths of the educational organization and achievements over 5 years:

- creation of a patient-oriented system for providing rehabilitation care within the framework of compulsory medical insurance
- highly qualified teaching staff, clinicians

- high-tech equipment and software used in the educational process
- high level of implemented technologies that help to improve the quality of medical care provided to children
- relevance and high demand for professional development cycles created based on the needs of internal and external stakeholders

2.2 Information about previous accreditation

To date, accreditation of the NJSC “NCCR” has not been carried out.

2.3 Conclusion based on the results of reviewing the report on institutional self-assessment of the NJSC "National Centre for Children's Rehabilitation" for compliance with the Standards of institutional accreditation of organizations of additional and non-formal (CPD) education and conclusions

The NCCR Institutional Self-Assessment Report (hereinafter referred to as the report) is presented on 124 pages of main text, 45 pages of annexes, copies or electronic versions of 74 documents, located at https://drive.google.com/drive/folders/1stwr2EcvV6MSXr5w1bwy9mA5D-JgBIHO?usp=drive_link/

The report is characterized by completeness of answers to all 9 main accreditation standards and criteria, structured taking into account the recommendations of the Guidelines for self-assessment of medical educational institutions of ECAQA, provided by the NCCR accreditation centre - ECAQA, as well as internal unity of information. The report is accompanied by a covering letter signed by the Chairman of the Board of the NCCR Battakova Zhamilya Yerkinovna, which confirms the reliability of the quantitative information and information included in the self-assessment report.

The report contains a list of 9 members of the internal self-assessment committee, indicating the responsibilities of each employee, information about the representative of the organization responsible for conducting the institutional self-assessment:

- Daribaev Zholtay Rakhimbekovich, Ph.D., Associate Professor, Deputy Chairman of the Board for Medical Affairs;;
- Ospanova Sholpan Khozhanovna, Ph.D., MBA, Director for Quality Control of Medical Services;
- Rudenko Lyubov Nikolaevna, Director of Nursing;
- Tolegenova Gulmira Orynbasarovna, financial director;
- Balgaeva Mayra Sadibekovna, PhD, Head of the Department of Science and Education;
- Kusainova Kenzhe Kokushevna, head of the department of innovative rehabilitation;
- Altynbekova Aigul Tulebaevna, head of the clinical rehabilitation department;
- Sultanova Gulshat Mugalovna, head of the department of social and pedagogical rehabilitation;
- Shakenov Meiram Zhambulovich, Candidate of Medical Sciences, Head of the Strategic Development and Marketing Department;
- Altynbayeva Gulmira Olzhabaykyzy, head of the department of human resource and records management;
- Medetbekova Zhanna Akimbekovna, Candidate of Medical Sciences, head of the clinical research laboratory of epilepsy;
- Seisembekov Tolkyn Adilzhanovich, MBA, head of laboratory of modeling and orthotics;
- Iskulova Asyl Yergazievna, Head of the Department of Physical Medicine and Rehabilitation
- Kaliyasov Meiram Maksutovich, head of the laboratory of robotic rehabilitation;
- Zhylykbaev Galymzhan Lekerovich, head of psychoneurological department No. 2 “Kadam”
- Orazbayeva Araylym Sagatovna, head of the occupational therapy department;
- Baltabaeva Aigul Taskimbaevna, head of the correctional and methodological department;

- Moldagalieva Gulnar Orazbaevna, senior nurse of the clinical rehabilitation department;
- Alibaeva Aizhan Yerzhanovna, manager of the department of science and education.

Institutional self-assessment was carried out on the basis of the order of the Chairman of the Board No. 51n-κ dated 07.04.2023 “On the preparation of the Centre for international institutional educational accreditation.”

The report was analysed by accreditation experts (see point 1) and the analytical conclusion noted strengths and areas for improvement, as well as recommendations for additions and changes, which were taken into account during the feedback process with a representative of the educational organization, and the appropriate ones were included in the self-assessment report changes and additions.

All standards contain the actual practice of organizing education for training students in 16 additional education programs. The description in the self-assessment report is quite complete and updated in terms of the number of students, teachers, administration, information about selection and admission, learning outcomes, results of evaluation of knowledge and skills. Information about its own material and technical base with a total area of 33,665.8 m² and a number of 300 beds, contractual obligations with partners (universities, associations, bases), financial information, plans for development and improvement, etc. are included.

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

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

3. Description of external expert evaluation

External expert work within the framework of the institutional evaluation of the NCCR was organized in accordance with the Guidelines for conducting external evaluation of educational organizations and educational programs of the ECAQA and in accordance with the program approved on August 21, 2023 by the General Director of the ECAQA Sarsenbaeva S.S. and agreed with the Chairman of the Board Battakova Zh.Y.. Dates of visit: 12.09.2023 - 14.09.2023.

The external evaluation is aimed at validating the data of the institutional self-assessment report and verifying 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 Program (hereinafter referred to as the program), which is located in the documentation of the accreditation centre. The program is evidence of the implementation of all planned activities within the framework of external expert evaluation.

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

- interviews with management and administrative employees – 5 people;
- meeting with students -12 people;
- studying the website: <https://nccr.kz/>;
- interviewing 12 employees, 10 teachers;
- survey of teachers and students – 15 and 12, respectively;
- observation of the training of students conducted at the NCCR: attending of 4 practical classes: “Innovative methods of rehabilitation” (teacher is Daribaev Zh.R.), “Introduction of inclusive education and upbringing in a rehabilitation centre” (teacher is Dungulova R.S.) ,

“Application of innovative technologies in the work of a psychologist with children with special educational needs (SEN) in a rehabilitation centre” (teacher is Baltabaeva A.T.), “Occupational therapy” (teacher is Yesilbaeva A.M.).

- review of resources in the context of meeting accreditation standards: Centre’s departments where practice/clinical training is carried out in 16 educational programs with the participation of 38 full-time teachers/1 part-time teacher was visited;
- reviewing of educational and methodological documents in the amount of 75 units both before the visit to the NCCR and during the visit to the units (the list of studied documents is in **Annex 2**).

The team of the accredited organization ensured the presence of all persons indicated in the visit program and according to the lists of interview sites and meetings (Table 1).

Table1 - Information on the number and category of participants in meetings, interviews, talks with members of the EEC

№	Position	Quantity
1	NCCR Government	2
2	Department of Science and Education, Head of Organizational and Methodological Work, Manager of the Department of Science and Education	2
3	NCCR employees involved in the implementation of educational programs of additional and non-formal education	2
4	Strategic Development Department	2
5	Head of Department of Human Resources	2
6	Head of Department for Economic Planning	1
7	Students	2

On the last day of the visit to the organization, a meeting of EEC members was held based on the results of the external evaluation. Members of the EEC began drafting the final report of the EEC. Generalizations of the results of the external evaluation are made. The experts individually completed the “Institutional Quality Profile and external evaluation criteria of the NJSC “National Centre for Children’s Rehabilitation” for compliance with the ECAQA Accreditation Standards.” No comments were made by the EEC members.

Recommendations for improvement for the organization of education in the NCCR were discussed and the chairman Tukbekova B.T. held a final open vote on the recommendations for the ECAQA Accreditation Council for the accreditation period.

Comfortable conditions were created for the work of the EEC, and access to all necessary information and material resources was organized. The Commission notes the high level of corporate culture of the NCCR team and the prompt provision of information to EEC members.

While conducting a survey of students, 100% rated the work of the External Expert Commission on Accreditation as positive. The majority of respondents (61.54%) believe that it is necessary to accredit educational organizations or educational programs.

According to 86.67% of teachers, the survey conducted by the ECAQA is useful for developing recommendations for improving key areas of activity of an accredited educational organization.

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

3. Analysis of compliance with accreditation standards based on the results of an external evaluation of the NJSC "National Centre for Children's Rehabilitation"

Standard 1: MISSION AND RESULTS

Proof of compliance:

1.1 Mission

The mission of the major professional academic programs implemented at the NCCR is to provide high-quality, accessible medical, psychological, biomedical, economic education, including the training of specialists in the field of rehabilitation, corresponding to the level of leading domestic and foreign accredited educational organizations through the development of innovative patient-oriented educational technologies, fundamental and applied scientific research in the field of healthcare and rehabilitation, integrated into the education and healthcare systems, aimed at improving the health and quality of life of the population.

During the implementation of the activities of the visit program, namely, based on the results of the interview with the Chairman of the Board, as well as with members of the Board of Directors (Deputy Chairman of the Board for Medical Affairs, Strategic Development, Managing Director, Financial Director), in interviews with students and teachers, compliance with the criteria was established **standard 1**. All participants in the educational process know and understand the mission of the NCCR, and members of the Board of Directors and employees (teachers) took part in the formation of proposals for formulating the mission, while the mission was brought to the attention of students through the website, social networks, and information letters to medical organizations. The strategic plan of the NCCR for the period 2023-2027 was reviewed, which sets out long-term goals (including educational ones), tasks and directions that were approved at the meeting of the Board of Directors (Minutes No. 3 of May 10, 2023).

The strategic plan of the NCCR includes such strategic directions as improving the availability of quality medical services and increasing the efficiency of operations, as well as the development of human resources, *education* and science, which confirms the implementation of the accreditation standard and demonstrates the goals, objectives and prospects of the NCCR. From interviews with students and graduates of additional education programs, it was established that before the start of classes, teachers inform about the mission and goals of the NCCR, its place in the healthcare system of Kazakhstan, and social responsibility to society. Employees involved in the educational process guide students and tell them where to get the necessary information about the educational program, information about teachers, training bases, and the training calendar.

During the visit to the NCCR subsidiaries, accreditation experts noted the strengths of the NCCR. For example, experts noted the development of a mission and vision, the main strategic directions of development, including the direction of improving human resources and scientific potential. NCCR regularly carries out methodological activities and coordination of rehabilitation activities in the Republic of Kazakhstan.

The NCCR has departments that are directly related to the organization of student training, which can be noted as the best practice in continuing professional education, namely, feedback is provided from stakeholders and students (a special questionnaire has been developed and a systematic survey of students about the quality of educational programs is carried out, conditions for the implementation of educational and scientific activities, the quality of teaching staff). The results of surveys, opinions, and proposals from stakeholders are analysed in the Science and Education Department of the NCCR, at meetings of collegial bodies, after which the relevant changes are discussed and approved.

At the NCCR, new scientific achievements are integrated into the educational process. Experts believe that the developed innovative project for 2024 will contribute to better integration of science, education and clinics. This conclusion was made based on the presentation of the Chairman of the Board and during a conversation with the Board of Directors.

The results of the accreditation examination, meetings with NCCR staff, and study of documentation during the visit on September 12-14, 2023, showed that the mission is aimed not only at the internal processes of the NCCR, but primarily at improving the quality of life and health of children. This is based on the integration of best clinical practice, science and education, and the educational process in the continuous professional development of healthcare specialists, paramedics, and teachers of child care institutions is built in accordance with current LSIs in additional education and healthcare.

With regard to additional and non-formal education, the following was determined: the involvement of the best specialists from far abroad, the need for further international cooperation, which was confirmed during a meeting of experts with the head of the strategic development department. At the same time, ECAQA experts identified the need to revise personnel policies in terms of introducing motivational mechanisms for teachers of additional and non-formal education programs. During a conversation with teachers, experts identified the need for periodic CDP in pedagogical competencies.

1.2 Professionalism and professional autonomy

To verify **standard 1**, a meeting was held with the Chairman of the Board of the NCCR. During the conversation, the experts asked the following questions: how are new scientific achievements integrated into the educational process? Are there scientific projects involving international specialists? Are all stakeholders involved in shaping the Centre's strategic directions and mission? During the responses, the director of the organization confirmed that the mission and strategic directions are being discussed with all stakeholders. The NCCR plans scientific projects with the participation of specialists from far abroad, so that all scientific achievements are included in educational programs of additional and non-formal education.

When conducting a survey of 13 students (on the resource <https://webanketa.com/>), out of 22 questions, a number were devoted to the quality of the educational process and the variety of training programs. *It has been established that 100% of students will recommend studying at the NCCR to their acquaintances, friends, and relatives. And 84.62% of respondents answered that managers and teachers are aware of the problems of students related to training. To the question "Do you think the NCCR allows you to improve the necessary knowledge and skills in your specialty?", 100% of students answered positively.*

During the face-to-face conversation with the students, the following information was received: the students have full access to equipment, new technologies in the field of child rehabilitation, and are completely satisfied with the organization of the educational process, the conditions and equipment of the training rooms.

All 15 teachers surveyed (21 survey questions) (39 employees) are satisfied with the organization of work and workplace at the NCCR. Experts determined that the NCCR has a healthy microclimate, since the Chairman of the Board is accessible to both students and employees, and responds promptly to requests and other wishes of employees and students. *100% of teachers are satisfied with the microclimate in the NCCR. According to all respondents, the teacher has the opportunity to realize itself as a professional in its specialty. Among the respondents, 26.7% had teaching experience of up to 5 years, 33.3% had up to 10 years, and 40% had more than 10 years.*

1.3 Final learning outcomes

The competencies and skills that characterize the qualifications of a specialist are presented in the National Register of Qualifications. According to the provisions of the NCCR Charter, the ultimate goal of the educational program of additional and non-formal education is the formation of a system of competencies, including knowledge, abilities, skills and values necessary for professional activity and active participation in social life. The educational program develops key competencies. Students are informed from the first day of training about the final results and competencies that they will acquire or improve while studying in programs organized by the NCCR. This was confirmed during a visit to the NCCR and interviews with students.

Of the 15 teachers surveyed, 66.7% are completely satisfied with the level of previous training of students, 33.3% are partially satisfied.

Experts have established a clear continuity between the final results of previous training and the continuous professional development programs offered at the NCCR. In total, 16 additional education programs have been developed, including for graduates of residency in the specialty "Rehabilitation, including children's." Information about the number and variety of programs is carried out through the NCCR website <https://nccr.kz/>

The website contains announcements about upcoming educational events.

66.7% of teacher respondents believe that NCCR students have a high level of knowledge and practical skills after completing the training program, and 33.3% partially agree with this opinion.

1.4 Participation in the formulation of mission and final results

During meetings with teachers, students, and administrative staff, experts made sure that they were involved in formulating the mission and determining the final learning outcomes. This is documented in the NCCR strategic plan, student questionnaires, and employers' applications signed by responsible, authorized persons and in agreement with supervising managers. Applications indicate the topic of training, duration and timing of training.

For each educational program, a mission is formulated and the final learning outcomes are determined, taking into account the proposals of such stakeholders as practical healthcare specialists, students, employers, and associations of children's rehabilitation specialists. Taking into account the needs of medical and non-medical specialists, 16 educational programs have been revised and supplemented this year, and 10 additional education programs are at the development stage. For example, an additional education program on the topic "Innovative forms and methods of correctional work with children with ASD (autism spectrum disorder)" in the amount of 60 hours was compiled on the basis of proposals from stakeholders, since there is a need in the country for correctional work for children with autism spectrum disorders. Taking into account the needs of medical and non-medical specialists, this year an additional education program "Post-cochlear rehabilitation" is being developed in the amount of 60 hours.

When talking with students and employers, experts, a clear answer was received to the question "Do you participate in formulating the mission and goals of the organization, educational program?", "What is the personal contribution, for example, of students to improving the content and methods of teaching?" To these questions, the students answered that they give suggestions during feedback after completing the training; employers also work closely with the leadership of the NCCR to improve the educational process. They made proposals to attract specialists from abroad, which is reflected in the formulation of the mission and goals of educational programs.

Conclusions of the EEC on the criteria. Complies with 9 standards: fully – 9.

Standard 1: completed

Recommendations for improvement identified during the external visit: no

Standard 2: EDUCATIONAL PROGRAMS

Proof of compliance:

2.1 Model of educational programs of additional and non-formal education

To implement educational programs of additional and non-formal education, the NCCR documents contain work programs that define the goal, take into account the integration of practical and theoretical components, and independent work. Experts have established compliance with the Standard Programs and Standard Requirements in Additional Education. By attending practical classes (topics in section 3, p. 8), the experts received convincing evidence that the training is carried out according to plan, before the start of the lesson, students answer tests, receive feedback from the teacher, and have the opportunity to improve motor skills, adaptation and everyday life, psycho-emotional rehabilitation. This was most clearly demonstrated when attending a lesson on the topic "Occupational Therapy" (volume 6 hours, teacher is Yesilbaeva A.M.) with student Seitmukhanova M.S., where the skill of fixing the affected arm using a special "sleeve" was worked out in detail. NCCR ensures compliance with ethical aspects in the implementation of educational programs. The experts studied the code of ethics dated June 30, 2023, and during the interview, students responded that they were informed about the contents of this document.

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

Students' independent learning is evaluated according to certain criteria: presentations on calendar topics; with protection of the main content during individual work. Evaluation of educational achievements is carried out by commission.

The training of students is carried out in accordance with the current policies of professional associations (primarily children's rehabilitation specialists), as it is focused on the needs of practical healthcare and the professional community in the field of child rehabilitation.

Students can interact with each other and teachers through available information networks (see table in Section 2), have access to electronic information resources, which they can access from a personal computer at their workplace, which has the ability to constantly connect to the general Internet.

The procedure for informing students about their rights and responsibilities is reflected in the "Rules for the organization of additional and non-formal education in the field of health care at the National Centre for Children's Rehabilitation".

The data obtained during the visit to the NCCR indicates compliance with standard 2 in terms of adapting training to the needs of students.

Additional education (continuous professional development) is the main component of the process of continuous improvement of the knowledge and skills of mid-level and post-secondary health care professionals. This approach is consistent with international principles of professional development and the European Higher Education Area. (ESG 1.2). At the NCCR, training has been adapted to the needs and wishes of individual students, for example, a cycle of CDP has been created "Application of complex innovative methods of integrative multidisciplinary rehabilitation for persons with special needs" - an original program of 120 hours.

Experts noted that at the NCCR one of the main priorities is the individual development of the competencies of students, the possibility of organizing training for 1-2 students (without forming large groups), flexibility of the training schedule (the opinion of the student who is studying without interruption from its main place of work is taken into account), and Appropriate approaches are also used in assessing the competencies of students. Among them are procedures, testing, oral questioning, written assignments, and practical assignments.

2.2 Scientific method

The educational programs include the scientific foundations and methodology of medical research obtained through the implementation of scientific projects (see Standard 6) and the study of modern publications. For example, developed CDP programs on the topics "Innovative forms and methods of correctional work with children with ASD" (60 hours) and "Topical issues of neurology, including childhood" (120 hours), include the results of clinical studies and clinical epidemiology. During the conversation with the students, the experts learned that they know the basics of evidence-based medicine, apply it in their practical activities, and the teachers of the NCCR base examination and treatment methods on the basis of evidence in medicine.

Experts saw that at the NCCR, students were provided with access to updated scientific and clinical data through the content of CDP programs, organization of training using modern integrated technologies in the field of child rehabilitation (according to experts, almost all modern methods and technologies, equipment for the rehabilitation of children are concentrated at the NCVR with various diseases).

The NCCR conducts research on a number of scientific projects, including Erasmus and the European Union in nursing, and students can familiarize themselves with them for the subsequent implementation of their results in their practical activities. Free access to practical experience is provided, as it has its own clinical base with 300 beds and specialized pediatric rehabilitation departments. During a visit to the NCCR, experts saw how children are discharged from the hospital.

The results of a survey of NCCR students confirmed everything that the experts saw during their visit to the NCCR, including that there is access to research work (100% of respondents). Students have the opportunity to master the most relevant skills in rehabilitation today, especially during individual training. While undergoing training in the robotic rehabilitation department, students have a unique opportunity to learn the most advanced skills, including programming

clinical situations. The content of the programs also allows for the development of various professional roles in the healthcare system and society, such as doctor, manager, and researcher.

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

There are documents containing requirements for the structure and content of educational programs, including the “Rules for the organization of additional and non-formal education in the field of health care at the National Centre for Children’s Rehabilitation”. Responsibility for the selection and implementation of innovations in the educational process lies with the Department of Science and Education.

The content of the work programs reflected the needs of the healthcare system, including the wishes and requests of the students themselves, healthcare organizations, as well as the scientific achievements of teachers. These include the results of a study on a postural lateral knee orthosis, the introduction of the provisions of the International Classification of Disabilities and Health into the practice of medical and social rehabilitation and social services for people with disabilities. For the successful implementation of educational programs, the NCCR has resources for organizing the evaluation of practical skills of students. An example of this is training taking into account a multidisciplinary approach, where it is possible to master the skills of an orthopedic doctor, a neurologist, a medical rehabilitation doctor, a medical psychologist and other specialists.

Teachers provide students with methodological and didactic materials, additional literature to prepare for classes, with which *100% of the students surveyed are completely satisfied.*

Students are provided with the opportunity to work in a library with Internet access, handouts: publications, methodological recommendations, and clinical guidelines.

The NCCR has its own clinical base with 300 beds (see Standard 6), and has concluded 36 agreements with medical organizations, including 4 foreign ones. *To the question of the questionnaire “Is there enough time for practical training (supervision of patients, etc.)”, 100% of students responded with complete agreement. At the same time, 92.31% of students claim that after completing classes the teacher provides feedback (listens to your opinion, conducts a mini-questionnaire, works on mistakes). To the question “Do representatives of students participate in the development of educational programs?”, experts received the following answer - 76.2% of students constantly participate. All students surveyed are satisfied with the schedule of training sessions.*

Management of the educational process, reflected in the self-assessment report (**Standard 2**) and general approaches to management were confirmed during a visit to the “Department of Science and Education” and conversations with its employees. At the same time, verification of **standard 2** showed that the NCCR has the prerequisites for creating joint educational programs with international partners.

The experts got acquainted with the work of the departments, including organizational and methodological work, a total of 10 meetings were held and during cross-interviews it was established that the NCCR has ensured a high-quality process for the implementation of educational programs.

When attending a practical lesson on the topic “Occupational Therapy” (6 hours) and in a conversation with students, the experts saw that the NCCR promotes the development and improvement of the practical competencies of specialists in the field of children's rehabilitation, including using simulation equipment. Students deepen their theoretical knowledge and develop communication skills.

Thus, during a conversation with the Chairman of the Board of the NCCR, experts received information about the educational programs being implemented, priority areas in the field of children's rehabilitation, their relevance in the educational environment, and teachers confirmed that students are trained directly in the NCCR departments. *100% of the surveyed (13) students responded that teachers in the classroom use active and interactive teaching methods quite often.*

At the same time, experts noted the broader opportunities of the NCCR in the development of international and country cooperation in the development of new CDP programs, the creation of rehabilitation training for non-medical workers, and the active involvement of foreign partners in the development and implementation of educational programs.

Conclusions of the EEC on the criteria. Complies with 13 standards: fully – 13.

Standard 2: completed

Recommendations for improvement identified during the external visit:

1. To expand the range of educational services taking into account the needs of all stakeholders (Standard 2.3).
2. To expand international cooperation in the development of joint educational programs, courses and trainings and participation in international scientific projects (Standards 2.2 and 9).

Standard 3: EVALUATION OF STUDENTS' COMPETENCIES AND DOCUMENTATION

Proof of compliance:

3.1 Evaluation methods

The study of Controls Assessment Tools (CIS) - tests and situational tasks, showed that the NCCR has introduced an appropriate evaluative policy that allows for a comprehensive evaluation of the educational achievements of students. During the interviews, students talked about forms of evaluation, for example, solving situational problems and that they were satisfied with everything. They also receive regular feedback from teachers. There is an appeal system, there is a register of appeals, but during the period of operation of the NCCR there were no precedents for appeal.

To verify the data of **standard 3**, the experts asked questions to the head of the department of education and science and checked the documents and methods for evaluating students. There are 28 calendar-thematic plans for CDP cycles, which were drawn up and approved at a meeting of the Academic Council (minutes No. 4 dated May 24, 2023). Controls Assessment Tools have reviews. The head of the education department responded that additions and updates to the CIS are planned to be made in 2024.

CIS has been compiled for students in the form of test tasks at the basic, current, final levels, and situational tasks.

During a visit to the NCCR and during an interview with the director of quality control of medical services, Ospanova Sh.Kh. (Ph.D., MBA), the expert committee ensured that there was a documentation system that was transparent and accessible to all faculty and staff, and included documents such as annual operating plans, annual reports, department regulations, contracts with faculty and students. Educational and methodological documentation (work program, work curricula, syllabuses, journals), assessment tools (checklists, statements), evidence, certificates and qualifications are presented. A review of the website showed that its pages contain documents necessary for students and contain information that is regularly updated. This information was obtained during an interview with the manager of the department of science and education Alibaeva A.E.

The results of the student evaluation are documented as follows: the skill evaluation is recorded in a checklist during the skills testing portion of the course. The evaluation sheet is completed during the assignment. If the student successfully completes each step, a check mark (√) is placed in the box to the right of the step on the Skills Test Score Sheet.

When conducting interviews with 12 teachers regarding evaluation methods, the experts received convincing information that the evaluation is carried out in accordance with the approved requirements. Students shared their opinions on the timeliness of providing tests, conducting counseling before tests and certification exams, the clarity of the entire evaluation procedure and its fairness. For example, students said that before the exam they received comprehensive information about the examination and evaluation criteria. Students also expressed their opinion regarding evaluation methods as objectively reflecting the degree of their mastery of the mastered material.

During the visit to the organization, management was asked the question: “Are external examiners involved in order to improve the fairness, quality and transparency of the evaluation process?” A positive response was received.

The experts examined the resources for organizing the evaluation of knowledge and practical skills, namely, CIS, tasks.

The interviewed representatives of employers also pointed out that the training of students corresponds to the modern development of medical practice and science, since after completing professional development cycles, students share the knowledge they have acquired and apply it at work.

3.3 Documentation of additional and non-formal education

The production cycle is carried out using electronic and paper document flow. Electronic document management has been introduced, which is maintained through the “Documentolog” platform in the state and Russian languages. The paper version is maintained in accordance with the approved Nomenclature of the Enterprise's affairs in the state language. When working with a portfolio, the student becomes aware of how the learning process occurs and draws conclusions about how effective it is; evaluates its achievements and capabilities, its own progress. Experts noted the need to improve the work of conducting and collecting feedback from students on evaluating the training procedure and high-quality analytical processing of the survey results.

Conclusions of the EEC on the criteria comply with 10 standards: completely -10.

Standard 3: completed

Recommendations for improvement identified during the external visit:

1. To ensure the quality and informativeness of feedback from students to evaluate the quality of the organization and conduct of training in order to improve the educational process (Standard 3.1).

Standard 4: HEALTH PROFESSIONALS (INDIVIDUALIZED PROFESSIONAL DEVELOPMENT)

Proof of compliance:

4.1 Motivation

The formation of a contingent of students is carried out by accepting applications from a medical organization, individual applications (legal entities and individuals).

The *head of the department of science and education*, Imasheva Bagdat Sakenovna, spoke about the policy for enrolling students. Approaches to receiving students are based on the requirements of the country and internal statutory instrument, namely the Code of the Republic of Kazakhstan dated July 7, 2020 “On the health of the people and the healthcare system”, Order of the Minister of Health of the Republic of Kazakhstan dated December 21, 2020 No. RK MOH-303/2020 “On approval of the rules for additional and non-formal education of healthcare professionals, qualification requirements for organizations implementing educational programs for additional and non-formal education in the field of healthcare, as well as rules for recognizing learning results obtained by healthcare professionals through additional and non-formal education.” Students get acquainted with the Rules for the organization of additional and non-formal education in the field of health care at the National Centre for Children's Rehabilitation; LSIs on scientific and innovative activities of the NJSC "National Centre for Children's Rehabilitation"; Internal regulations for students of the NJSC "National Centre for Children's Rehabilitation".

Over a period of 5 years, 2063 students were trained, including in 2022, 145 students were trained in 6 additional education programs, 6 on-site cycles were organized, during which 178 students completed 1 additional education program and 5 non-formal education programs. 323 people successfully completed the training. Experts noted that the most popular programs in 2021-2022 were “Therapeutic exercise, Vojta therapy, Bobath therapy, PNF therapy” (volume 120 hours

/ 4 credits) and “Occupational therapy” (60 hours), in which 60% of students were trained in 2021 from 40 regions and 19 regions, respectively.

A balance has been ensured between the existing potential of the NCCR and the opportunities for training and recruitment of students, since the NCCR has the capabilities of patient-oriented training on a modern basis with highly qualified specialists.

When selecting students, such abilities of applicants as responsibility for their participation in programs and activities of continuous professional development are considered.

When validating the data obtained during the study of the self-assessment report and the visit of experts to the NCCR, it was noted that all criteria of standard 4 are met. The experts reviewed the documentation for the enrolment of students, including the order for the enrolment of students in the group and the order for expulsion, the journal of students’ progress and attendance. There are no comments in the submitted documents.

To assess the practice of academic advising, personal support for students and the development of professional skills, experts interviewed the manager of the department of science and education. During the training process, teachers motivate students to learn by conducting introductory and final monitoring of students’ knowledge, using patient-centred training, interactive forms of training, and introducing standardized operating procedures (SOPs).

NCCR provides students with academic counselling and assistance in choosing educational programs and continuous professional development activities developed and approved by the collegial body. The Department of Science and Education provides advisory assistance to students in determining the direction of CDP and choosing the duration of the cycle. In order to inform potential consumers of the service, information letters are regularly sent to medical organizations offering training services for doctors and non-medical workers, massage therapists in 16 programs. In 2022-2023 6 on-site training cycles were organized. To attract students to undergo training at the NCCR, employees of the department of human resources, the organizational and methodological assistance department, the strategic development and marketing department, and a public relations specialist provide great assistance to the science and education department. Confidentiality is ensured regarding counselling and support provided in vocational guidance and career planning for students. The schedule for counselling students is drawn up by specialists from the Department of Science and Education. Systematic work carried out to attract students, positive feedback from employers, students, exchange of positive information among specialists who have previously completed training at the NCCR, create a positive image and maintain a reputation as the best training centre in the field of children’s rehabilitation.

4.2 Teaching strategies

Educational strategies, learning and teaching methods include interactive and distance technologies, individual approach and serve to achieve the mission and final learning outcomes. During the training process, students develop the ability to systematically plan, carry out and document their learning, achievements, and mastery of skills, based on a practice-oriented approach using an individual approach based on digital technologies and programs. When organizing training, modern educational strategies are used - active learning methods, elements of distance learning, patient-centred learning and modern technologies. At the end of the training, students undergo final testing using remote and digital technologies. Parts of educational programs implemented on the ZOOM platform are provided by the IT service of the NCCR. In general, educational programs using distance technologies received positive feedback from students and were noted as convenient and accessible during the experts’ visit.

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

Students are provided with equal independent access to continuous professional development programs. In the form of academic counselling, issues related to the choice of study programs are considered, and employees of the Department of Science and Education individually advise potential students on the choice of topics and study conditions. Experts are convinced that the NCCR provides support to students, focused on social, financial (free training programs are provided, discounts on training) and personal needs (a flexible training schedule is built for a specific student),

support for professional guidance and career planning (through the content of CDP programs, assistance in employment using the capabilities of NCCR partners), as well as assistance in case of a professional crisis (application to a psychologist).

Experts noted that students are involved in the planning and implementation of continuous professional development through the construction of individual training, focusing on specific issues of the educational program, and mastering a specific practical skill. Issues related to learning outcomes, educational program models, evaluation methods, program evaluation and management are discussed through feedback and questionnaires. All trained medical and non-medical specialists are invited to traditional scientific and practical conferences and seminars of the NCCR. Students noted that after completing the training, they can always contact the NCCR teachers for advice on a specific patient.

NCCR specialists and students are participants in various working groups of the Ministry of Health of the Republic of Kazakhstan in the development of LSIs, SOPs, and coordinators of the Road Map program and discussion of issues on restorative medicine. Taking into account the needs of medical and non-medical specialists, 16 additional education programs were revised and supplemented this year.

4.4 Working conditions

Experts believe that the NCCR has created favourable conditions for the health and education of students, especially practical training, since it has its own clinical base with 300 beds. NCCR has an occupational health program that promotes a safe and healthy work environment for staff. The work schedule is very convenient: from 9:00 to 17:00 with a lunch break. There is five-day work week. Even during the work of the external expert commission, this work schedule was observed.

Human resource management conducts annual evaluation of specialists and staff surveys on satisfaction with working conditions, which also help motivate each healthcare specialist.

Safe conditions are created for independent learning, visiting the library, participating in consultations, professional conferences and discussions. Instructions are provided on safety precautions and compliance with all internal regulations, infection control, patient safety, etc. This is confirmed by the magazine on safety precautions and infection control, which were shown to us by the epidemiologist. The opinions of students are taken into account when developing educational programs.

Conclusions of the EEC on the criteria. Complies with 11 standards: fully – 11.

Standard 4: completed

There are no recommendations for improvement identified during the external visit

Standard 5: ACADEMIC TEACHING STAFF

Proof of compliance:

5.1 Faculty Admission Policy

In total there are 39 employees, of which 38 are full-time teachers, part-time - 1. Experts are familiar with the personnel policy of the NCCR (approved on 09.06.2023), the Personnel Guide (01.12.2023), the LSIs on the personnel reserve (06/09/2023 G.).

In order to verify the data of standard 5, experts obtained the opinion of teachers on personnel policy, which includes conducting an analysis of staffing levels, revising qualification requirements for personnel and job descriptions. Head of Department of Human Resources Alтынbaeva G.O. provided experts with documents on employee selection criteria, forms of incentives and encouragement (LSIs on bonuses, LSIs on wages, samples of an employment contract, lists of bonuses and awards for 2020-2023). The experts came to the conclusion that the strategy and tactics of recruiting students and the information provision of the educational process are carried out at a high level. At the same time, there are problems in the management and development of human resources, since not all employees are satisfied with their salary, work schedule, or motivation system (for example, business trips abroad or to participate in conferences). Experts believe that

these are subjective opinions, since the NCCR has an approved personnel policy and employee development program. In addition, in the process of surveying teachers, it was found that 100% were completely satisfied with the organization of work and workplace in this educational organization. *At the NCCR, teachers have the opportunity to engage in scientific work and publish research results - 93.33% completely agree, 6.67%. Satisfied with the salary -73.33% completely agree; more yes than no - 13.3%.*

To the question of the questionnaire "Do the heads of the NCCR listen to your opinion regarding issues related to the educational process, research work, clinical/practical work," 100% of teachers answered that systematically.

5.2 Faculty Commitment and Development

In order to verify the data of standard 5, during a meeting with the head of the HR department and during an interview with teachers, experts received an opinion on the motivation to work with students and provide mentoring, which includes training, development, support and evaluation of the teachers' activities.

The experts received answers about the professional development program for teachers, which is conducted annually, and for teachers participating in the implementation of educational programs of additional education. But this development program focuses on the professional development of employees and, to a lesser extent, on the development of teachers' competencies (methods, technologies). The experts were not provided with sufficient evidence (certificates, programs) showing that the employees involved in the training were proficient in teaching methods. Experts believe that possession of professional knowledge and skills in children's rehabilitation is undoubtedly the main thing for shaping the content of educational programs and training students. At the same time, the transfer of knowledge and skills must be supported by appropriate pedagogical (andagogical) skills.

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

There is an opportunity for career growth and development of teacher competencies in the organization - 100% of the surveyed teachers responded. *Studied in professional development programs - 20% less than 1 year ago, 20% within a given year, 73.33% more than 3 years ago, 6.67% more than 5 years ago and 0% answered "I don't remember," when it was". The organization implements social support programs for teachers - 100% answered "yes.*

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

Standard 5: completed

Recommendations for improvement identified during the external visit:

1. To organize and regularly support activities to improve the qualifications of teachers in pedagogical competencies (Standard 5.2).

Standard 6: EDUCATIONAL RESOURCES

Proof of compliance:

6.1 Material and technical base

NJSC "NCCR" is located in a building with a total area of 38,000 m². Rehabilitation assistance is provided in the following departments, called "administrations":

1. Department of Clinical Rehabilitation (6 clinical departments, emergency room sector, pharmacy and medicine distribution sector).

2. Department of Innovative Rehabilitation (Occupational Therapy Department, Botulinum Therapy Department, Audiology Department, Physical Medicine and Rehabilitation Department, Modeling and Orthotics Laboratory, Neurophysiology Laboratory, Neuromotor Locomotion and Technical Rehabilitation Laboratory, Robotic Rehabilitation Laboratory).

3. Department of Social and Pedagogical Rehabilitation (department of inclusive education, correctional and methodological department and department of social adaptation).

The NCCR has a canteen with 260 seats, 2 winter gardens, a library with a reading room, 3 swimming pools (small, medium, large), a gym and a race track.

In the clinical departments there are patient rooms, residents' and treatment rooms, exercise therapy rooms, soft play rooms for play therapy, specialists' offices: speech therapists, speech pathologists, psychologists, music therapists, occupational therapists, in which there are conditions for organizing practical classes and independent work for students.

The NCCR operates: a laboratory of robotic kinesiotherapy with robotic equipment for restoring the function of the upper and lower extremities, biofeedback for psycho-emotional correction, musculoskeletal correction, posturography, a mechanotherapy room, a modeling and orthosis laboratory, where there is equipment for the manufacture of orthoses, a gym for adaptation orthoses. Laboratory of neurophysiology and audiology with the ability to conduct research on epilepsy and epileptic syndromes, convulsive conditions and other neurological diseases through the method of electroencephalography (EEG), EEG video monitoring and providing audiological care to patients with cochlear implantation.

When surveying students, 84.6% were completely satisfied with the material and technical base of the NCCR, access to equipment (educational and real) for mastering practical skills, at the same time, 15.4% of students were partially satisfied. 100% of students responded that the teachers provided them with the necessary literature and educational materials. 61.5% of respondents are satisfied with the library collection, 7.6% are partially satisfied.

When surveying teachers on the issues of equipping with material and technical base, 100% believe that the organization has enough equipment and resources to conduct training for students. According to 93.3% of teachers, students have free access to the clinic and all conditions for improving their practical skills.

In the process of analysing the self-assessment report of the educational program and during a visit to the NCCR, no shortcomings were identified in the implementation of this section of the accreditation standard.

6.2 Training bases

Experts believe that the 300 beds and other units of the NCCR, described in section 6.1, fully provide the necessary conditions for students to master practical skills in 16 CDP programs. The branch of the NCCR is located in Kyzylorda and has 57 beds. When organizing on-site training cycles, training is carried out at the bases of host organizations that have a material base that meets the requirements for training. In December 2018, the NCCR and the branch received the highest category for compliance with the National Accreditation Standards.

NCCR has international accreditation by Joint Commission International, confirmed three times (06/24/2014, 08/2017, 02/20/2021-02/19/2024).

A review of the resources showed that they are modern and correspond to the goals and objectives of educational activities in continuous professional development. The experts visited the occupational therapy department, the physical medicine and rehabilitation department, the robotic rehabilitation laboratory, the psychoneurological department No. 2, No. 3, the clinical rehabilitation department, and the inclusive education department. Employees demonstrate collegial and ethical relationships with medical staff, management, and students to achieve the final results of student training (this fact was confirmed by a survey of teachers and students). Experts noted a sufficient number of thematic patients and modern equipment.

During the visit to the NCCR, students were asked questions about satisfaction with training, sufficient time to develop practical skills, work in IMIS with medical documentation, satisfaction with teaching methods and qualifications of teachers, social and moral support for students in need, availability of resources from international databases of professional literature. In general, students were satisfied with the training, evaluation methods, and purposefully wrote an application to this organization, because they believe that the educational organization has good resources, image and

international connections, at the same time, students would like more non-formal education programs.

Experts examined the following student documents (application, training results, and entries in the registration journal, contracts, and samples of training certificates), class schedule, guidebook, student feedback form.

The NCCR does not conduct practical training at other clinical sites, since the special equipment used for the rehabilitation of children is located in the NCCR itself. However, theoretical blocks of educational programs can be conducted both remotely (ZOOM platform) and on the territory of medical organizations - the place of work of students.

6.3 Information technology

The experts visited the library, where employees and students can use literature that satisfies the needs of the rehabilitation process, as well as on topics of CDP. The total area of the library is 144.97 sq.m., the book storage area is 29 sq.m., the number of seats in the reading rooms is 30. The book fund at the end of the 1st quarter of 2023 is 3030 units, of which medical literature - 1923, correctional pedagogy - 405, children's literature - 275, fiction. During the reporting period, 873 visits to the library by employees and students were recorded. The library contains 51 titles of medical journals and 36 titles of correctional pedagogical journals for different years with publications useful for students. The library is also equipped with computers for accessing Internet resources. Experts are familiar with the Rules for Using the Library.

During the coronavirus pandemic, elements of distance learning via ZOOM were used. There are no programs implemented remotely. Therefore, there is no department of remote technologies.

6.4 Interaction with colleagues

In order to encourage cooperation between students and other students, the NCCR uses the practice of multidisciplinary teams, which include doctors, nurses, teachers, orthotists, and rehabilitation specialists. During the rehabilitation of patients, NCCR practices conducting team evaluations of patients upon admission and before discharge, where each specialist describes its vision in the rehabilitation of a particular patient; during these team evaluations, all specialists demonstrate their professional, ethical, communication and analytical abilities. If necessary, an orthopedist, nutritionist, audiologist, and neurosurgeon are involved in the multidisciplinary team.

During the training period, course participants have the opportunity to participate in the work of a multidisciplinary team, observe and participate in the team evaluation process.

All teachers interviewed noted that students have free access to NCCR patients and all conditions for improving practical skills.

6.5 Formal and non-formal types of learning

NCCR provides the opportunity for students to participate in regional, national and international programs of continuous professional development, including attending courses, lectures, distance learning, national international conferences both offline and online, as well as in research and organizational events. These events are included in the strategic development plan of the centre for 2023-2027.

In-depth training of students includes training in the laboratories of the NCCR, in the laboratory of robotic rehabilitation, in the laboratory of orthotics and modelling, and in the laboratory of functional diagnostics.

6.6 Research and scientific achievements

NCCR supports and participates in national and international scientific activities to improve the quality of continuing professional development, following the vision and mission of the organization. For the period 2020 -in the first half of 2023, NCCR employees participated in 16 congresses, conferences, symposia, and seminars at the international and republican level.

NCCR cooperates with institutions and universities in the USA, Israel, Japan, South Korea, China, Germany, France, Italy, Turkey, Russian Federation, Lithuania, Slovenia to provide high-quality training in innovative methods and technologies of rehabilitation. NCCR is a member of the international Association of Rehabilitation Specialists.

For the period 2018-2022 110 articles were published, of which 13 were published in journals indexed in the Web of Science and Scopus databases, 9 were published in scientific journals recommended by the Committee for Quality Assurance in the Field of Education and Science of the MS&HE RK, 88 were published in scientific journals indexed by the Russian Science Citation Index and other international databases with a non-zero impact factor.

10 employees have the H-index (the total number of teachers is 39). The total Hirsch index was 17, the average was 0.22.

A meeting with 5 teachers, including 3 full-time teachers, showed that there are achievements in education management (access to equipment for students, a sufficient number of case studies, time to maintain medical records, independent work).

The examination is carried out in the form of an analysis of the needs for specialists, an analysis of training methods for students, and the results allow us to draw conclusions about the quality of innovative changes in additional education. For example, innovative rehabilitation methods have been introduced and are used in training students.

Stimulation of employee work is carried out through mechanisms of material and non-material motivation. The mechanisms of material motivation are established by the LSIs on remuneration and motivation of employees of the NJSC “National Centre for Children's Rehabilitation”.

The NCCR on an ongoing basis sends its employees to organizations and educational institutions in the USA, European and CIS countries for internships, exchange of experience and mastering the latest techniques and for further implementation in the NCCR and transfer to the regions of the Republic of Kazakhstan.

6.7 Training in alternative educational organizations

The NCCR cooperates with the Astana Medical University and the NU Medical School to train medical personnel in the field of restorative medicine and provide rehabilitation care. The Department of Neurology of the NJSC “Astana Medical University” is based on the basis of the NCCR, where employees directly conduct practical classes at the patient's bedside.

Conclusions of the EEC on the criteria. Comply with 15 standards: fully – 15.

Standard 6: completed

Recommendations for improvement identified during the external visit:

1. To expand and regularly update the material and technical base for the educational process through the acquisition of multimedia equipment, technical teaching aids, and simulation equipment (Standard 6.1).

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

Proof of compliance:

7.1 Mechanisms for monitoring and evaluating educational programs

Evaluation of the quality of educational programs and discussion of the required changes is carried out by teachers and members of the educational and methodological council (EMC). Based on the monitoring of the development of educational programs, by decision of the members of the EMC, changes are made to the content of the programs, teaching methods and methods of evaluating knowledge.

Monitoring of data on the implementation of non-formal education programs and the achievement of final learning outcomes is carried out at meetings of the educational and methodological council. The experts concluded that the educational program evaluation system is represented by internal and external evaluation. To evaluate non-formal education programs, specialists from practical healthcare and the academic environment (scientists from medical universities and rehabilitation centres) are involved.

Monitoring the provision of educational programs is carried out by the educational and methodological council when approving CDP programs.

Program effectiveness is monitored to ensure adequate training and to identify relevant areas for improvement. At the end of the training, a survey is conducted with students on satisfaction with the content of the training programs, its relevance; based on the results of the survey, changes and additions are made to the training programs.

Experts made sure that students of all cycles take part in evaluating the quality of implementation of educational programs. Evaluation mechanisms include questionnaires and student feedback on the quality of educational services received. A survey of trainees is carried out upon completion of training and covers the full range of services they receive. Based on the results of the analysis of the questionnaires, students were generally satisfied with the learning process and rated the quality of the programs, the level of teachers, and the organization of training as high.

When meeting with employers, they said that they send applications to the NCCR for training in certain educational programs, as well as applications for the development of new educational programs. For example, an application was received from the Turkestan region for a new program in mechanotherapy, which was confirmed during a meeting with the department of the Department of Science and Education. The head of the Department of Science and Education noted that this department monitors applications, on the basis of which new educational programs are revised and developed, external and internal reviewers of educational programs are appointed, and they are submitted for approval to EMC meetings, after which the training of students is organized.

In the questionnaires, students expressed a desire to continue conducting seminars at their workplace in order to improve the knowledge acquired during the training process at the NCCR.

In order to introduce multidisciplinary training (doctors, nurses, speech therapists, occupational therapists, psychologists, social workers, exercise therapy instructors and others) and taking into account the suggestions of students, new CDP programs and trainings are being developed.

When surveying 13 teachers, when asked whether the leaders of the organization listen to your opinion regarding issues related to the educational process, 100% of teachers answered positively. 100% of teachers are satisfied with the organization of the educational process.

When surveying students, 100% answered positively to the question about the organization of clinical training in the educational program. 100% of students in the training program at the NCCR are provided with fairly good conditions for acquiring knowledge and skills.

During the conversation with students and teachers, it was noted that they participate in monitoring the educational process, feedback is constantly provided to them (in the form of meetings with management, questionnaires), as a result of which suggestions are given from students and teachers. According to the proposals, adjustments are being made to the content of educational programs.

7.2 Feedback

The Department of Science and Education (DSE) systematically collects information after each course of study (questionnaire) using a specially designed questionnaire form, where the level of the teacher and administration is separately assessed.

The questionnaires were developed by the DSE. Analysis of the questionnaires makes it possible to evaluate the program itself, the quality of teaching, the activities of the NCCR management and receive suggestions for improving the content of the programs. The questionnaire includes questions on satisfaction with the content of the programs, accessibility, sequence of presentation of the material, volume of material received, and offers suggestions for improving the program. Teachers submit a student attendance log and a short report to the Educational Institution after each cycle. The report identifies problematic issues and recommendations for program improvement.

The evaluation form, which the experts reviewed, includes: 1. Evaluation of the teacher and the course - competence and teaching style, structure and quality of the course as a whole. 2. Overall evaluation - level of the course, compliance of the cycle content with the topic, regularity of attending classes. 3. Comments. 4. Evaluating the work of the education department - providing

assistance and support, whether it meets the requirements, communication of information. 5. Logistics - provision of necessary office equipment, condition of classrooms. 6. Review - how useful this course was for development, to what extent the training will help in work.

The experts got acquainted with the training results and the evaluation of 12 students in the first half of 2022. The evaluation was carried out using a 5-point system. The evaluation of informativeness, accessibility of material and course content was rated 4-5 by program students. In the first half of 2023, 100% of students were surveyed, who highly rated the results of their training and noted in the comments that their expectations were fully satisfied.

Feedback questionnaires for evaluating the training program are kept in students' personal files. Based on the results of feedback from students and employers, messages are made to the supervising Deputy Chairman of the Board, and problems encountered in work are discussed at weekly medical conferences. Information about non-formal education programs is brought to the attention of interested parties through means of communication and posted on the website.

The interview with 5 employers was conducted online and included questions such as: knowledge of the mission of the educational organization, participation in the development of the mission and proposals for the strategic plan, participation in the work of advisory bodies, satisfaction with the basic knowledge and skills of students, participation in training students through mentoring, providing the department (unit) and students with the necessary resources for practical training and the formation of clinical thinking, about the problems of interaction with teachers in particular, and with the organization as a whole, etc. All employers noted that they work closely with the NCCR and are motivated by the choice of place of training for their employees. NCCR listens to their opinion on the content of educational programs, on the duration of training, an individual approach to training is provided, and at their request, on-the-job training is organized. Employers are satisfied with the quality of employee training and the acquisition of new professional competencies. For example, in a children's hospital in the Turkestan region, after completing training, a reorganization of structural units took place with the organization of a rehabilitation department, where speech therapy, occupational therapy, social adaptation, neurorehabilitation and other areas of child rehabilitation began to actively develop.

When surveying students, 92.3% of students claim that after completing classes the teacher provides feedback.

Conclusions of the EEC on the criteria. Compliant out of 10 standards: fully – 10.

Standard 7: completed

Recommendations for improvement identified during the external visit:

1. To improve the system for evaluating continuous professional development programs and collecting feedback from stakeholders (Standard 7.1).
2. To ensure monitoring of teaching methods and educational technologies for continuous improvement of the educational process (Standard 7.2).

Standard 8: ORGANIZATION

Proof of compliance:

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

Planning of educational activities and directions is carried out in accordance with the existing normative acts of the Ministry of Health of the Republic of Kazakhstan and the Ministry of Education and Science of the Republic of Kazakhstan. When planning continuous professional development programs, be carried out in accordance with the Rules for the organization of additional and non-formal education in the field of health care at the National Centre for Children's Rehabilitation. Interaction with the regions is carried out on a regular basis in the course of proposals for the content of the calendar and thematic plan of non-formal education courses (seminars, master classes, trainings, etc.) and subsequently additional education. An analysis is carried out of the need for training on certain topics and areas, the duration of training, taking into account the wishes of

interested parties. The examination of educational programs of additional and non-formal education is carried out by the Department of Science and Education of the NCCR. If deficiencies are identified in the design or content of the main educational and methodological documentation, the materials are returned for revision and brought into compliance with the requirements.

The organization has internal documents regulating the educational and methodological process, approved by the head of the educational and methodological council. Information about educational programs is posted and updated on the website and on social networks Instagram.

8.2 Academic leadership and administration

The leader in the educational direction is the Chairman of the Board, who, together with its deputies, determines the goals and objectives of the educational direction and the distribution of resources for education. The executive body is the Department of Science and Education. The experts were presented with the “Rules for organizing additional and non-formal education in the field of healthcare”, LSIs on scientific and innovative activities; Internal regulations for students of the NJSC "National Centre for Children's Rehabilitation"; The procedure for distribution and methodology for calculating remuneration of workers involved in educational activities. 39 specialists with medical and pedagogical education are involved in the educational process, among them doctors and candidates of science, doctors with the highest and first qualification categories with practical work experience of more than 7-10 years. However, 15 people (less than 50%) were present at the meeting with experts, which was explained by the employee's work schedule, the need to ensure the ongoing work of the NCCR, and involvement in other tasks during the commission's visit.

Administration is carried out in accordance with the organizational structure of the NCCR and the quality management system. Experts noted that interaction between departments and employees is carried out effectively (for example, all requests, meetings, provision of documents).

8.3 Allocation of budget and resources for training

The procedure for financing from the state budget, accumulation of own funds, as well as the formation of the income and expenditure part of the NCCR is determined by the requirements of the budget legislation of Kazakhstan (all documents are available at the NCCR and reviewed by experts). The annual financial report of the NCCR is approved by the parent organization (UMC Corporate Foundation). Judging by the situation in the NCCR, its resources (clinical, educational), the interest of employees to work in the NCCR, image and reputation, funding for all goals and objectives of the NCCR is carried out at the proper level. The experts did not have access to the original financial documents due to the confidentiality policy of the accredited centre, at the same time; indirect evidence speaks in favour of the effective allocation of budget and resources for training. At the same time, experts found that the NCCR, as an organization that claims to be an educational organization in continuous professional development, does not fully apply the program of internal quality assurance of the educational process (although it should be implemented to a greater extent in higher education organizations).

8.4 Management of educational programs

The Department of Science and Education of the NCCR is responsible for organizing and conducting training in accordance with LSIs approved by the Ministry of Health of the Republic of Kazakhstan (order No. 303/2020 dated December 21, 2020 “On approval of the rules for additional and informal education of specialists in the field of healthcare..”; order No. 218 dated November 30, 2020 “On approval of the list of specialties and specializations subject to certification of specialists in the field of healthcare”; order of the Ministry of Health of the Republic of Kazakhstan dated October 7, 2020 No RK MOH-116/2020 “On approval of the Rules for the provision of medical rehabilitation”).

Experts received evidence that the Department of Science and Education is an active and effective division of the NCCR, ensuring a continuous flow of students, the quality of the content of CDP programs, a good schedule and preparation of individual training for students, and effective interaction with employees involved in teaching.

Conclusions of the EEC on the criteria. Compliant out of 10 standards: completely -10.

Standard 8: completed

Recommendations for improvement identified during the external visit:

1. In the internal quality assurance system of the educational process, provide for coverage of all areas of activity (educational, administrative, research) (Standard 8.4).

Standard 9: CONTINUOUS IMPROVEMENT

Proof of compliance:

NCCR is a dynamically developing medical institution that provides educational services with a socially responsible approach to the training of medical personnel and specialists in the field of rehabilitation at the national and international level.

In recent years, in order to ensure constant updating of processes in the NCCR and increased satisfaction of students of CDP courses, a number of measures have been taken to revise internal procedures, new structures are constantly being updated, new structures are appearing, and the entire organizational structure is being transformed.

The current version of the organizational structure of the NCCR was approved by a decision of the Board dated March 23, 2023 with additions and amendments (protocol No. 1 dated July 05, 2023). These steps are aimed at further development with a socially responsible approach to society in the training of medical personnel.

Since the transformation of the NCCR into a non-profit joint-stock company, new structural divisions have been created: the department of science and education, the department of occupational therapy, laboratory of Neurophysiology and Audiology, robotic rehabilitation laboratories, modelling and orthotics laboratories are being developed and equipped with additional equipment. The physical therapy and physiotherapy departments are combined into the physical medicine and rehabilitation department.

Development strategy of NJSC "NCCR" for 2023-2027 was revised and supplemented, approved by the Board of Directors on May 10, 2023.

Reviewing the performance of internal committees helps to identify areas for improvement, thereby initiating procedures for regular review and revision of structure and functions.

NCCR has undergone JCI international accreditation three times (2014, 2017, and 2021) and in its activities complies with the International Gold Standard for the quality of service delivery.

An annual analysis of the compliance of educational processes with the requirements and LSIs in the field of additional and non-formal education (continuing professional development) and healthcare (in particular, children's rehabilitation) is carried out.

In order to improve the educational process, additional targeted funding is planned for the further introduction of innovative technologies and the development of scientific activities, and CDP of teachers. In order to improve the updating of educational resources, the further development of international cooperation and the introduction of advanced teaching technologies continue. Formation of long-term plans for internships and CDP of teachers outside the Republic of Kazakhstan, taking into account the needs of the educational process is held. Increasing employee motivation to conduct scientific research is introduced. Funding is allocated annually for the purpose of CDP and contracts are concluded for continuous improvement.

Financial policy promotes material and social protection of workers involved in the development and implementation of educational programs for additional and non-formal education, as well as in scientific and innovative activities. In order to stimulate employees to produce high-quality work results, as well as rewards for work performed, remuneration payments have been established, according to internal documents.

Conclusions of the EEC on the criteria. Compliant out of 5 standards: fully – 5.

Standard 9: completed

There are no recommendations for improvement identified during the external visit.

Thus, when conducting an external institutional evaluation, out of 92 accreditation standards, compliance with 91 accreditation standards was established, including 62 basic standards and 29 improvement standards. 1 Standard improvement was partially completed. No non-compliance with standards has been identified. Compliance with improvement standards indicates the NCCR's compliance with the best international practices in the training of children's rehabilitation specialists.

5. Recommendations for improving the institutional activities of the educational organization NJSC "National Centre for Children's Rehabilitation"

1. To expand the range of educational services taking into account the needs of all stakeholders (Standard 2.3).

2. To expand international cooperation in the development of joint educational programs, courses and trainings and participation in international scientific projects (Standards 2.2 and 9).

3. To ensure the quality and informativeness of feedback from students to assess the quality of the organization and conduct of training in order to improve the educational process (Standard 3.1).

4. To organize and regularly support activities to improve the qualifications of teachers in pedagogical competencies (Standard 5.2).

5. To expand and regularly update the material and technical base for the educational process through the acquisition of multimedia equipment, technical teaching aids, and simulation equipment (Standard 6.1).

6. To improve the system for evaluating continuous professional development programs and collecting feedback from stakeholders (Standard 7.1).

7. To ensure monitoring of teaching methods and educational technologies for continuous improvement of the educational process (Standard 7.2).

8. In the system of internal quality assurance of the educational process, provide for coverage of all areas of activity (educational, administrative, research) (Standard 8.4).

6. Recommendation to the ECAQA Accreditation Council

The members of the EEC established the compliance of the NJSC "National Centre for Children's Rehabilitation" with the Accreditation Standards and came to a unanimous opinion to recommend that the ECAQA Accreditation Council accredit this organization for a period of 5 years.

6. Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК установили соответствие Стандартам институциональной аккредитации медицинских организаций дополнительного и неформального образования и пришли к единогласному мнению рекомендовать Аккредитационному совету ЕЦА аккредитовать НАО «Национальный Центр Детской реабилитации» на период 5 лет


Председатель Внешней экспертной комиссии ТУКБЕКОВА БИБИГУЛЬ ТОЛЕУБАЕВНА

Зарубежный эксперт ЙОРДАНКА УЗУНОВА

Национальный академический эксперт БОЖБАНБАЕВА НИШАНГУЛЬ СЕЙТБЕКОВНА

Эксперт – представитель работодателей ЖАКАШЕВА АЛИНА САГИНТАЕВНА

Эксперт – представитель слушателей НАРМАХАНОВА ГУЛЬЗИРА АЙМАХАНОВНА



ECSA

**Institutional quality profile and external evaluation criteria of
NJSC "National Centre for Children's Rehabilitation" for compliance with the standards of
institutional accreditation of the organization of additional and non-formal education
(continuous professional development)**

Standard	Criteria for evaluation	Number of standards	BS*/SI	Score		
				Totally coincides	Partially compliant	Not compliant
1.	Mission and end results	9	7/2	9		
2.	Educational programs	13	9/4	13		
3.	Evaluation of trainee competencies and documentation	10	7/3	10		
4.	Healthcare professionals (individual professional development)	11	8/3	11		
5.	Academic teaching staff	9	4/5	8	1	
6.	Educational resources	15	10/5	15		
7.	Evaluation of additional and non-formal education programs	10	5/5	10		
8.	Organization	10	7/3	10		
9.	Continuous improvement	5	5/0	5		
	Total:	92	62/30	91	1	
				92		

List of documents studied as part of the external expert evaluation

1. The personnel policy of the Non-Profit Joint-Stock Company "National Centre for Children's Rehabilitation" was approved by Protocol Decision No. 23 dated 09.06.2023 of the Board of the NJSC "National Centre for Children's Rehabilitation".
2. The manual for working with personnel in the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" was approved by order of the acting Chairman of the Board of NJSC "NCCR" No. 9-n/k dated 01.12.2022
3. The LSIs on the personnel reserve of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" were approved by Protocol Decision No. 23 of 09.06.2023 of the Board of the NJSC "National Centre for Children's Rehabilitation"
4. The action plan for the professional development of employees of NJSC "NCCR" for 2023 was approved by the head of the department of human resource on December 30, 2022
5. CODE OF BUSINESS ETHICS of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" was approved by decision of the Board of Directors of the NJSC "National Centre for Children's Rehabilitation" No. 4 dated 30.06.2023
6. LSIs on the Tariff Commission for the development and revision of tariffs for the provision of paid medical and non-medical services, for the provision of paid educational services and for the rental of residential and non-residential premises of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation"
- Annex No. 10 to the Order of the Authorized Person of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" dated November 14, 2022 No. 04-n/k
7. Minutes of July 28, 2023 No. 8 of the in-person meeting of the Tariff Commission on the development and revision of tariffs for paid services, for the provision of paid educational services and for the rental of non-residential premises of NJSC "NCCR" with Annex No. 1 to the Protocol
8. Extract from the minutes of the in-person meeting of the Tariff Commission for the development and revision of tariffs for paid services, for the provision of paid educational services and for the rental of non-residential premises of NJSC "NCCR" dated 28.07.23 No. 8
9. Order on amendments to Order No. 19-n/k dated December 1, 2022 "On approval of price lists for paid medical and non-medical services"
10. Certificate of entry of information into the state register of rights to objects protected by copyright No. 2417 dated March 26, 2019
Daribaev Zholtay Rakhimbekovich "Headaches and dizziness in the practice of a neurologist"
11. Certificate of entry of information into the state register of rights to objects protected by copyright No. 2418 dated March 26, 2019
Daribaev Zholtay Rakhimbekovich "Topical issues of neurology in the practice of general practitioners (family doctors)"
12. Certificate of accreditation dated August 25, 2023
In accordance with Article 23 of the Law of the Republic of Kazakhstan "On Science" of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" accredited as a subject of scientific and (or) scientific and technical activities for a period of five years.
The accreditation certificate is valid until August 25, 2028
13. Portfolio of a seminar participant on the topic "Application of botulinum therapy in neurorehabilitation" from June 12 to 13, 2023 by Abildina Nazerka Tursynovna. Portfolio contents: Personal card of the cadet, informed consent, individual development plan, diploma, certificate of employment, certificate of a specialist in the specialty Medical Rehabilitation (adults, children), marriage registration certificate, employment record book, identity card
14. Portfolio of a seminar participant on the topic "Application of botulinum therapy in neurorehabilitation" from June 12 to 13, 2023, Shipatov Ali Sansyzbaevich.
Portfolio contents: Personal card of the cadet, informed consent, individual development plan, diploma, certificate of a specialist in the specialty of Physical Medicine and Adult Rehabilitation, employment record book, identity card
15. Portfolio of a trainee at the workplace "Elements of Vojta therapy in rehabilitation" from August 7 to August 11, 2023 Ivanov Nurzat Myrzabaevich

Portfolio contents: Cadet personal card, informed consent, individual development plan, diploma, specialist certificate in nursing, employment record book, marriage registration certificate, identity card

16. Feedback analysis of educational programs for 2023.

Seminar on the topic "The use of botulinum therapy in neurorehabilitation": a total of 16 students were surveyed

Internship at the workplace: total number of students surveyed – 5

17.CDP program "Headaches and dizziness in the practice of a neurologist." Internal review of the EP was taken. External review of the EP was taken.

18.CDP program "Current issues of neurology in the practice of general practitioners (family doctors)." Internal review of the EP was taken. External review of the EP was taken.

19. Certificate of implementation No. 1 of the result of scientific research, educational training, initiative, development work into production (clinic). Title of work: Postural lateral knee orthosis. Approved by the Director of the National Centre for Children's Rehabilitation of the Corporate Foundation "University Medical Centre" on November 1, 2019

20. Certificate of implementation No. 5-024 of the results of scientific research, educational training, initiative, development work into production (clinic). Title of work: Introduction of the provisions of the International Classification of Functioning, Disability and Health (ICF) into the practice of medical and social rehabilitation and social services for people with disabilities. Approved by the Director of the National Centre for Children's Rehabilitation of the Corporate Foundation "University Medical Centre" Bulekbaeva Sh.A dated October 8, 2019

21. Certificate of implementation No. 6-024 of the results of scientific research, educational training, initiative, development work into production (clinic). Title of work: Methodology for designing clothes on a figure with poor posture. Approved by the Director of the National Centre for Children's Rehabilitation of the Corporate Foundation "University Medical Centre" Bulekbaeva Sh.A dated October 8, 2019

22. Certificate of implementation No. 7-024 of the results of scientific research, educational training, initiative, development work into production (clinic). Title of work: Application of a system corset of the Rigo-System Cheneau type (RSC) for the correction of spinal deformity. Approved by the Director of the National Centre for Children's Rehabilitation of the Corporate Foundation "University Medical Centre" Bulekbaeva Sh.A dated October 22, 2019

23. Certificate of implementation No. 1 of the result of scientific research, educational training, initiative, development work into production (clinic). Title of work: Safety belt. Approved by the Director of the National Centre for Children's Rehabilitation of the Corporate Foundation "University Medical Centre" Bulekbaeva Sh.A dated November 25, 2020

24. Certificate of implementation No. 2 of the result of scientific research, educational training, initiative, development work into production (clinic). Title of work: Articulated knee orthosis with position lock. Approved by the Director of the National Centre for Children's Rehabilitation of the Corporate Foundation "University Medical Centre" Bulekbaeva Sh.A dated November 25, 2020

25. Certificate of implementation No. 3-024 of the results of scientific research, educational training, initiative, development work into production (clinic). Title of work: New technologies in hydrorehabilitation and rehabilitation in thermal conditions. Approved by the Director of the National Centre for Children's Rehabilitation of the Corporate Foundation "University Medical Centre" Bulekbaeva Sh.A dated June 20, 2020

26. Certificate of implementation No. 4-024 of the results of scientific research, educational training, initiative, development work into production (clinic). Title of work: Methods of sensory integration. Approved by the Director of the National Centre for Children's Rehabilitation of the Corporate Foundation "University Medical Centre" Bulekbaeva Sh.A dated October 20, 2020

27. Certificate of implementation No. 5-024 of the results of scientific research, educational training, initiative, development work into production (clinic). Title of work: Diagnosis and rehabilitation of children with autism spectrum disorders (ASD) (JASPER method). Approved by the Director of the National Centre for Children's Rehabilitation of the Corporate Foundation "University Medical Centre" Bulekbaeva Sh.A dated October 20, 2020

28. Certificate of implementation No. 1 of the result of scientific research, educational training, initiative, development work into production (clinic). Title of work: Orthopedic apparatus-tee. Approved by the Director of the National Centre for Children's Rehabilitation of the Corporate Foundation "University Medical Centre" Bulekbaeva Sh.A dated October 12, 2021

29. Certificate of implementation No. 2 of the result of scientific research, educational training, initiative, development work into production (clinic). Title of work: Ankle orthosis-prosthesis. Approved by the Director of the National Centre for Children's Rehabilitation of the Corporate Foundation "University Medical Centre" Bulekbaeva Sh.A from November 09, 2021
30. Certificate of implementation No. 1 of the result of scientific research, educational training, initiative, development work into production (clinic). Title of work: Compensatory orthosis-prosthesis for shortening of the lower limb. Approved by acting Chairman of the Board of NJSC "National Centre for Children's Rehabilitation" Daribaev Zh.R. dated December 23, 2022
31. Certificate of implementation No. 2 of the result of scientific research, educational training, initiative, development work into production (clinic). Title of work: Walking simulator. Approved by acting Chairman of the Board of NJSC "National Centre for Children's Rehabilitation" Daribaev Zh.R. dated December 29, 2022
32. Certificate of implementation No. 1 of the result of scientific research, clinical research, educational training, initiative, development work into production (clinic). Title of work: Using the ExoAtlet simulator (Russia). Approved by Zh.R. Daribaev as Deputy Chairman of the Board for Medical Affairs of the NJSC "National Centre for Children's Rehabilitation" dated August 29, 2023
33. Certificate of implementation No. 2 of the result of scientific research, clinical research, educational training, initiative, development work into production (clinic). Title of work: Use of the robotic complex "Armeo" Hocoma, Switzerland in patients with motor disorders of the upper extremities. Approved by Zh.R. Daribaev as Deputy Chairman of the Board for Medical Affairs of the NJSC "National Centre for Children's Rehabilitation" from August 31, 2023
34. Certificate of implementation No. 3 of the result of scientific research, educational training, clinical research, initiative, development work into production (clinic). Title of work: Use of a simulator with extended feedback "Hand Tutor" (Meditouch, Israel) in patients with motor disorders of the upper extremities. Approved by Zh.R. Daribaev as Deputy Chairman of the Board for Medical Affairs of the NJSC "National Centre for Children's Rehabilitation" from August 31, 2023
35. Certificate of implementation No. 4 of the result of scientific research, clinical research, educational training, initiative, development work into production (clinic). Title of work: Application of "H\PCOSMOS LOCOMOTION" (Germany) in patients with motor disorders of the upper extremities. Approved by Zh.R. Daribaev as Deputy Chairman of the Board for Medical Affairs of the NJSC "National Center for Children's Rehabilitation" from August 31, 2023
36. Certificate of implementation No. 5 of the result of scientific research, clinical research, educational training, initiative, development work into production (clinic). Title of work: Application of transcranial magnetic stimulation (hereinafter referred to as TMS) in patients with delayed speech development on the autism spectrum and childhood autism. Approved by Zh.R. Daribaev as Deputy Chairman of the Board for Medical Affairs of the NJSC "National Centre for Children's Rehabilitation" from August 31, 2023
37. Certificate of implementation No. 5 of the result of scientific research, clinical research, educational training, initiative, development work into production (clinic). Title of work: Application of transcranial magnetic stimulation (hereinafter referred to as TMS) in patients with delayed speech development on the autism spectrum and childhood autism. Approved by Zh.R. Daribaev as Deputy Chairman of the Board for Medical Affairs of the NJSC "National Centre for Children's Rehabilitation" from August 31, 2023
38. Certificate of implementation No. 1 of the result of scientific research, educational training, initiative, development work into production (clinic). Title of work: Application of the "Case study" method. Approved by Zh.R. Daribaev as Deputy Chairman of the Board for Medical Affairs of the NJSC "National Centre for Children's Rehabilitation" from June 30, 2023
39. Certificate of implementation No. 2 of the result of scientific research, educational training, initiative, development work into production (clinic). Title of work: Application of the "Practical Extraction" method. Approved by Zh.R. Daribaev as Deputy Chairman of the Board for Medical Affairs of the NJSC "National Centre for Children's Rehabilitation" dated August 11, 2023
40. Certificate No. 5406/1U-037165 on the transfer of the right to the Eurasian patent for invention No. 037165 by assignment of the right.

The name of the invention is "Complex simulator for training proprioception."

The date of registration of the right to a Eurasian patent for an invention by assignment of rights is June 14, 2023.

41. The LSIs on scientific and innovative activities were approved by the Board of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" by Protocol No. 4 of May 24, 2023.
42. The LSIs on the Academic Council were approved by the Board of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" by Protocol No. 4 of May 24, 2023.
43. The LSIs on the Local Commission on Bioethics were approved by the Board of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" by Protocol No. 4 of May 24, 2023.
44. Internal regulations for students were approved by the Board of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" by Protocol No. 4 of May 24, 2023.
45. Rules for organizing additional and non-formal education of healthcare professionals was approved by the Board of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" by Protocol No. 4 of May 24, 2023.
46. The procedure for distribution and methodology for calculating remuneration of workers involved in educational, scientific and innovative activities was approved by the Board of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" by Protocol No. 4 dated May 24, 2023.
47. The LSIs on the procedure for implementing educational programs were approved by the Board of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" by Protocol No. 8 of July 25, 2023.
48. Journal of initial training for students on infection control.
49. On September 11, 2023, an introductory briefing on infection control issues was given to the following students:

№	FULL NAME	Date of Birth	Position	Providing a health certificate
1	Yesbergenova Lazzat Ayekenovna	15.03.1970	teacher	m/e passed in full
2	Abdullaev Azamat Abaevich	13.10.1993	teacher	m/e passed in full
3	Abisheva Gulnar Motaevna	28.02.1963	rehabilitologist	m/e passed in full
4	Seitmukhanova Marzhan Sandigalikyzy	22.01.2004	nurse	m/e passed in full
5	Agimanova Aruzhan Sakenkyzy	27.07.2002	psychologist	m/e passed in full

50. List of educational events from September 11 to 15.
 51. On-the-job internship program on the topic "Innovative methods of rehabilitation"
 52. On-the-job internship program on the topic "Implementation of inclusive education and upbringing in a rehabilitation centre"
 53. On-the-job internship program on the topic "Application of innovative technologies in the work of a psychologist with children SEN in a rehabilitation centre"
 54. On-the-job internship program on the topic "Occupational Therapy"
 55. Agreement for paid provision of educational services No. 61 dated 09/06/2023
Contractor: SEN "Oi Sana", period of provision of services: from September 11 to September 15, 2023
 56. Memorandum of cooperation between the Non-profit Joint Stock Company "National Centre for Children's Rehabilitation" and the Limited Liability Partnership "Ipsen Pharma Kazakhstan" dated August 1, 2023
 57. Checklist for introductory briefing of students
 58. Protocol No. 4 of May 24, 2023. Meetings of the Board of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation"
- Agenda: On consideration and approval of the LSIs on scientific and innovative activities, LSIs on the Academic Council, LSIs on the Local Commission on Bioethics, Internal regulations for students, Rules for the organization of additional and non-formal education of specialists in the field of healthcare, The procedure for distribution and methodology for calculating remuneration workers involved in educational, scientific and innovative activities
59. The personnel policy of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" was approved by Protocol Decision No. 23 dated 06/09/2023 of the Board of the NJSC "National Centre for Children's Rehabilitation"

60. The manual for working with personnel in the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" was approved by order of the acting Chairman of the Board of NJSC "NCCR" No. 9-n/k dated 12/01/2022
61. The LSIs on the personnel reserve of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" were approved by Protocol Decision No. 23 dated 06/09/2023 of the Board of the NJSC "National Centre for Children's Rehabilitation"
62. The action plan for the professional development of employees of NJSC "NCCR" for 2023 was approved by the head of the department of human resource on December 30, 2022
63. CODE OF BUSINESS ETHICS of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" was approved by decision of the Board of Directors of the NJSC "National Centre for Children's Rehabilitation" No. 4 dated 06/30/2023
64. LSIs on the Tariff Commission for the development and revision of tariffs for the provision of paid medical and non-medical services, for the provision of paid educational services and for the rental of residential and non-residential premises of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation"
- Annex No. 10 to the Order of the Authorized Person of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" dated November 14, 2022 No. 04-n/k
65. Minutes of July 28, 2023 No. 8 of the in-person meeting of the Tariff Commission on the development and revision of tariffs for paid services, for the provision of paid educational services and for the rental of non-residential premises of NJSC "NCCR" with Annex No. 1 to the Protocol
66. Extract from the minutes of the in-person meeting of the Tariff Commission for the development and revision of tariffs for paid services, for the provision of paid educational services and for the rental of non-residential premises of NJSC "NCCR" dated 07/28/23 No. 8
67. Order on amendments to Order No. 19-n/k dated December 1, 2022 "On approval of price lists for paid medical and non-medical services"
68. Certificate of entry of information into the state register of rights to objects protected by copyright No. 2417 dated March 26, 2019
Daribaev Zholtay Rakhimbekovich "Headaches and dizziness in the practice of a neurologist"
69. Certificate of entry of information into the state register of rights to objects protected by copyright No. 2418 dated March 26, 2019
Daribaev Zholtay Rakhimbekovich "Topical issues of neurology in the practice of general practitioners (family doctors)"
70. Certificate of accreditation dated August 25, 2023
In accordance with Article 23 of the Law of the Republic of Kazakhstan "On Science" of the Non-Profit Joint Stock Company "National Centre for Children's Rehabilitation" accredited as a subject of scientific and (or) scientific and technical activities for a period of five years.
The accreditation certificate is valid until August 25, 2028
71. Portfolio of a seminar participant on the topic "Application of botulinum therapy in neurorehabilitation" from June 12 to 13, 2023 by Abildina Nazerka Tursynovna. Portfolio contents: Personal card of the cadet, informed consent, individual development plan, diploma, certificate of employment, certificate of a specialist in the specialty Medical Rehabilitation (adults, children), marriage registration certificate, employment record book, identity card
72. Portfolio of a seminar participant on the topic "Application of botulinum therapy in neurorehabilitation" from June 12 to 13, 2023, Shipatov Ali Sansyzbaevich.
Portfolio contents: Personal card of the cadet, informed consent, individual development plan, diploma, certificate of a specialist in the specialty of Physical Medicine and Adult Rehabilitation, employment record book, identity card
73. Portfolio of a trainee at the workplace "Elements of Vojta therapy in rehabilitation" from August 7 to August 11, 2023 Ivanov Nurzat Myrzabaevich
Portfolio contents: Cadet personal card, informed consent, individual development plan, diploma, specialist certificate in nursing, employment record book, marriage registration certificate, identity card
74. Feedback analysis of educational programs for 2023.
Seminar on the topic "The use of botulinum therapy in neurorehabilitation": a total of 16 students were surveyed
Internship at the workplace: total number of students surveyed – 5

75.CDP program “Headaches and dizziness in the practice of a neurologist.” Internal review of the EP was held. External review of the EP was held.

ECFAQA

Program
of the visit to the External Expert Commission of the NU "Eurasian Center for Accreditation and Quality Assurance in Education and Healthcare" (ECAQA) NJSC "National Center for Children's Rehabilitation", Astana, Turan Ave., 36
visit dates: September 12-14, 2023

Time	EVENT		
08.09.2023	Preliminary meeting of all members of the External Expert Commission (EEC) on the ZOOM platform Acquaintance, distribution of responsibilities of EEC members. Brief overview of the self-assessment report of the National Center for Children's Rehabilitation (hereinafter referred to as NCCR), discussion of key issues. Discussion of the program and schedule of visits to the NCCR.		
Arrival day for EEC members – September 11, 2023 (Monday)			
Day one – September 12, 2023 (Tuesday)			Meeting location
08:40	Gathering of EEC members at the National Center for Children's Rehabilitation NJSC (Astana, Turan Ave., 36)	Transport, meeting and support	Windham Garden Hotel, Hussein bin Talal st., 25
8:45-9:00 (15')	Meeting of EEC members Discussion of the program and schedule of the visit on the 1st day of the visit to the NCCR		JCI office. 2nd floor Center for Social and Pedagogical Rehabilitation, School.
9:00-9:40 (40')	Meeting of EEC members with the leadership of the NCCR: Chairman of the Board – Battakova Zhamilya Yerkinovna (doctor of medical sciences, professor); Deputy Chairman of the Board for Medical Affairs – Daribaev Zholtay Rakhimbekovich (candidate of medical sciences, associate professor); Deputy Chairman of the Board for Strategic Development - Pavlovets Larisa Pavlovna; Managing Director – Amangeldikyzy Saya; Financial Director - Tolegenova Gulmira Orymbasarovna. <u>Contents of the meeting:</u> introduction of the EEC members, introduction to the goals of the visit, interviews with management on issues, mission, vision, development strategy, organizational structure of the NCCR, administration, financing and stakeholder involvement.	<i>Standards 1,8,9</i>	<i>3rd floor administrative building, office of the Chairman of the Board</i>
9:45-10:25 (40')	Meeting with: Head of the Department of Science and Education – Imasheva Bagdat Sakenovna (Doctor of Biological Sciences, Professor) Head of organizational and methodological work	<i>Standards 2,3,4,6,7,8,9</i>	<i>EEC office- JCI office. 2nd floor Center for Social and Pedagogical</i>

	<p>– Mukasheva Saltanat Bolatovna (candidate of medical sciences) Manager of the Department of Science and Education – Alibaeva Aizhan Erzhanovna.</p> <p><u>Contents of the meeting:</u> planning, organizing non-formal education, developing programs and final learning outcomes, attracting students, methods for assessing students, feedback, Working with medical and pedagogical organizations. Scientific results in the educational process. Scientific work of teachers.</p>		Rehabilitation, School.
10:30-11:20 (50')	<p>Meeting with NCCR staff involved in the implementation of educational programs for additional and non-formal education:</p> <ul style="list-style-type: none"> - Head of the occupational therapy department - Orazbaeva Arailym Sagatovna; - Head of the correctional and methodological department - Baltabaeva Aigul Taskimbaevna; - Head of the Department of Physical Medicine and Rehabilitation – Iskulova Asyl Yergazievna; - Head of the Department of Innovative Rehabilitation – Kusainova Kenzhe Kokushevna (PhD); - Head of the Department of Inclusive Education – Dungulova Raisa Seitsultanovna; - Head of the Laboratory of Robotic Rehabilitation - Kaliyasov Meiram Maksutovich; - Head of Psychoneurological Department No. 2 Kadam – Zhilkibaev Galymzhan Lekerovich; - Head of social and pedagogical rehabilitation – Sultanova Gulshat Mugalovna; - Head of the Department of Clinical Rehabilitation – Altynbekova Aigul Tulebaevna; - Neurologist of Psychoneurological Department No. 3 “Bolashak” - Saylaubaykyzy Aliya; - Pediatrician of the Psychoneurological Department No. 2 “Kadam” - Tasheva Anara Maratovna; - Senior occupational therapist of the occupational therapy department - Yesilbaeva Akbayan Muratovna. <p><u>Contents of the meeting:</u> provision of resources, use of information technology in educational programs of non-formal education, management of educational programs, methods of teaching and assessing students, continuous improvement of programs and teaching methods.</p>	<i>Standards 2,3,5,6,7</i>	In the same place
11:20 -11:35 (15')	Discussion and exchange of views among EEC members based on the results of the external evaluation.		In the same place
11:35-11:55 (20')	<p>Meeting with the head of the strategic development department</p> <p>– Shakenov Meiram Zhambulovich (candidate of medical sciences)</p> <p><u>Contents of the meeting:</u> development of the educational direction of the NCCR, international cooperation for the development of additional and non-formal education, republican partnership, monitoring of the development program (in the context of the educational process)</p>	<i>Standards 2,8,9</i>	In the same place
12:00-12:15 (15')	<p>Meeting with the head of the department of human resources</p> <p>– Altynbaeva Gulmira Olzhabaykyzy;</p>	<i>Standards 1,5,8</i>	In the same place

	<u>Contents of the meeting:</u> personnel policy, selection of teachers, development of teachers, monitoring the effectiveness of teachers of additional and non-formal education programs		
12:20-12:35 (15')	Meeting with the head of the economic planning department – Izmagambet Aiganym Kaligozhaevna <u>Contents of the meeting:</u> budget and distribution of resources for the educational process, development of teachers, acquisition of resources for the implementation of the educational process	<i>Standards 8,9</i>	In the same place
12:35-13:00	Studying documentation on the educational process (according to standard 1)	<i>Standard 1</i>	In the same place
13:00-14:00	Lunch break		
14:00-14:30 (30')	Studying the NCCR documentation for standard 2	<i>Standard 2</i>	<i>EEC office- JCI office. 2nd floor Center for Social and Pedagogical Rehabilitation, School.</i>
14:30-17:30 (180')	Visiting NCCR departments: - Reception room - 1st floor (5/); - Physiotherapy department -1 part 1st floor (15/); - Laboratory of robotic rehabilitation: biofeedback, exoskeleton (25/); - Clinical departments (Bobek), psychological release room, Corrective pedagogy block (30/); - Laboratory of neurophysiology and audiology (15/); - Department of Social and Pedagogical Rehabilitation (School: Department of Inclusive Education, Correctional Methodology Department, Montessori Teachers, Department of Social Adaptation (30/); - Dining room (5/); - Physiotherapy department -2 part 2nd floor (15/); - Ground floor: race track (5/); - Laboratory of modeling and orthotics: production cycle of orthoses, posture correctors, insoles (25/); - Library - 2nd floor (10/). <u>Content:</u> review of resources in the context of the provision of the educational process, inclusion in educational programs, modern teaching and learning methods using innovative rehabilitation methods, accessibility for students, updating, scientific component in training, evidence-based practice in educational programs, sufficiency of literature for students.	<i>Standards 2,6,7,9</i>	<i>Responsible employees of the NCCR: Daribaev Zh.R., Imasheva B.S., Alibaeva A.E.</i>
17.30-18:00 (30')	Continued study of documents for standard 2 Discussion of the results of the external evaluation, exchange of opinions.		<i>EEC office- JCI office. 2nd floor Center for Social and Pedagogical</i>

			Rehabilitation, School.
18:15-19:30	Dinner		
Day two – September 13, 2023 (Wednesday)			
8.40 -9.00	Gathering of EEC members (Astana, Turan Ave. 36)		
09:00-09:15 (15')	Meeting of EEC members Discussion of the program and schedule of the visit on the 2nd day of the visit to the NCCR.		<i>EEC office- JCI office. 2nd floor Center for Social and Pedagogical Rehabilitation, School.</i>
9.15-9.30 (15')	Questioning of students and teachers of the NCCR	<i>Standards 2-7</i>	conducted by ECAQA observer
9:30-10:30 (60')	Attending practical classes and internships for students <u>Contents:</u> learning and teaching methods, resources used, evaluation methods, final learning outcomes, feedback.	<i>Standards 2,3,6,7</i>	Department of Physical Medicine and Rehabilitation, Department of Occupational Therapy
10:30-11:10 (40')	Interviews with students and graduates from previous years	<i>Standards 2,3,6,7</i>	zoom
11:10-11:25 (15')	EEC meeting, exchange of views, discussion		<i>EEC office- JCI office. 2nd floor Center for Social and Pedagogical Rehabilitation, School.</i>
11:30-12:00 (30')	Meeting with NCCR partners: Astana PHC; Kyzylorda branch of the corporate fund: “UMC”, JSC “Astana Medical University”, LLC “Indomedi Healthcare”. <u>Contents of the meeting:</u> areas of cooperation, improvement of the educational process, development of NCCR staff and teachers, joint programs/projects/events, student involvement	<i>Standards 8,9</i>	zoom(<i>link will be provided</i>)
12:05-12:30 (25')	Meeting with representatives of NCCR divisions providing activities: – Director for quality control of medical services – Ospanova Sholpan Khozhanovna (candidate of medical sciences, MBA); – Head of the Epidemiological Control Department – Zhakypzhanova Indira Bolatkyzy; – Head of the legal support department – Dyusenov Baurzhan Bikenovich. <u>Contents of the meeting:</u> documentation, safety of students and teachers, access to patients.	<i>Standards 5,6</i>	In the same place

12:30-13:00	EEC meeting, exchange of views, discussion		In the same place
13:00-14:00	Lunch break		
14:00-16.00 (120')	Studying documentation on standards 2,3,4,5	<i>Standards 3,4,5</i>	<i>EEC office- JCI office. 2nd floor Center for Social and Pedagogical Rehabilitation, School.</i>
16:00-16.40 (40')	Interviews with employers of students <u>Contents:</u> motivation for choosing a place of training for an employee, influence on the content of educational programs, duration of training, individual approach, quality of employee training, satisfaction with his knowledge and skills, feedback.	<i>Standards 1,2,7</i>	<i>Zoom (link will be provided)</i>
16:40-17:00 (20')	Conducting additional meetings with NCCR staff at the request of EEC members	<i>Standards 1-9</i>	<i>EEC office- JCI office. 2nd floor Center for Social and Pedagogical Rehabilitation, School.</i>
17:00-17:45 (45')	Studying documentation on standards 6,7,8	<i>Standards 6,7,8</i>	In the same place
17:00-18.00	EEC meeting, discussion of the results of the external evaluation, exchange of views		
18:15-19:30	Dinner		
Day Three – September 14, 2023 (Thursday)			
8.40 -9.00 (15')	Gathering of EEC members (Astana, Turan Ave. 36)		<i>EEC office</i>
9:00-9:30 (30')	Meeting with members of the internal commission on institutional self-assessment <u>Contents of the meeting:</u> involvement in self-assessment, responsibility, roles and tasks of commission members, what problems arose during the self-assessment and in preparing the report? What was changed and improved in the educational process as a result of self-assessment..	<i>Standards 7,9</i>	In the same place

9:30-12.00 (150')	9:30-10:30 Final discussion of the results of the external evaluation of the NCCR for compliance with the ECAQA Institutional Accreditation Standards. 10:30-11:00 Filling out individually by each member of the EEC the Quality Profile and external evaluation criteria of the NCCR for compliance with the ECAQA Institutional Accreditation Standards. 11:00-11:40 Discussion of recommendations for improvement for the NCCR. Final voting on recommendations for NCCR. 11:40-11:50 Final voting on recommendations for the ECAQA Accreditation Council. 11:50-12:00 The Chairman of the EEC summarizes the data of the EEC members		In the same place
12:00-12:30 (30')	Familiarization of the leadership of the NCCR with the results of the work and recommendations for improving the institutional activities of the NCCR in additional and non-formal education.		<i>3rd floor administrative building, office of the Chairman of the Board</i>
12:30-13:00 (30')	EEC (collection of documents, signing, ensuring the confidentiality of examination records, etc.)	Conducted by ECAQA Observer	<i>EEC office</i>
13.00-14.00	Lunch break		
14:00	Departure of experts as scheduled.		

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