

To Accreditation Council  
Of the Eurasian Center  
for accreditation and quality assurance  
In Higher education and health care

**REPORT  
OF THE EXTERNAL EXPERT COMMISSION  
ON THE RESULTS OF EVALUATION OF THE EDUCATIONAL  
PROGRAMME IN THE SPECIALTY "MEDICAL CARE",  
QUALIFICATION "FELDSCHER" OF THE  
"TALDYKORGAN HIGHER MEDICAL COLLEGE" OF ALMATY  
REGION HEALTH CARE DEPARTMENT  
FOR COMPLIANCE WITH STANDARDS OF EDUCATIONAL  
PROGRAMMES ACCREDITATION OF MEDICAL AND  
PHARMACEUTICAL SPECIALTIES IN TECHNICAL AND  
PROFESSIONAL EDUCATION ORGANIZATIONS**

**external expert evaluation period: April 28-30, 2021**

TALDYKORGAN, 2021

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### **List of symbols and abbreviations**

- AC - Accreditation Council
- AMP - Administrative and management personnel
- THMC – Taldykorgan Higher Medical College
- EEC - External Expert Commission
- SCES - State Compulsory Education Standard
- ECAQA - NJSC "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care"
- MoH RK - Ministry of Health of the Republic of Kazakhstan
- MES RK - Ministry of Education and Science of the Republic of Kazakhstan
- MEO - Medical Education Organization
- CPD - Continuous Professional Development
- OSCE - Objective Structured Clinical Exam
- EP - Educational programme
- PHC - primary health care
- QMS - Quality Management System
- RK - Republic of Kazakhstan
- TEP - Typical educational programme
- TMMs - Test and Measurement Materials
- EMCD - Educational-methodical complexes of disciplines
- WEP – working education plan
- WC - Working Curriculum
- SB - Supervisory Board
- TAC - Training and Advisory Center
- CMLT - Credit-modular learning technologies

## 1. Composition of the External Expert Commission

In accordance with ECAQA order No. 11 of 03/17/2021, the External Expert Commission was formed to conduct during the period 28/04/21 until 04/30/2021 institutional and specialized accreditation of SPE on REM "Taldykorgan Higher Medical College" (hereinafter referred to as THMC and College), including a programme in the specialty "Medical care", qualification: Feldscher in the following composition:



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The work of the EEC was carried out in accordance with the Regulations on the EEC (Order of the Director general of the ECAQA No. 11 dated March 17, 2021).

The EEC report contains an assessment of the assessment of the educational programme in the specialty "Medical care", the qualification "Feldscher" Submission of the SPE to the REM Taldykorgan Higher Medical College "of Almaty Region Health Care Department for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education of the ECAQA, recommendations of the EEC to further improve the implementation of training programmes.

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

### **2.1 Representation of the SPE at the REM "Taldykorgan Higher Medical College" of Almaty Region Health Care Department and an educational programme in the specialty "Medical care", qualification "Feldscher"**

SPE on REM "Taldykorgan Higher Medical College" of Almaty Region Health Care Department is one of the leading educational institutions of technical and vocational education both in the region and in the Republic of Kazakhstan as a whole. The history of the college begins in 1936, when courses for the training of nurses were formed in the city of Taldy-Kurgan. During the Great Patriotic War, the regional school of nurses underwent accelerated training of nurses for the front. In 1993, on the basis of the school, a college was organized, which began training in a graduated system of education. In 2013, the college moved to the SPE on the REM "Taldykorgan Medical College", in 2018 it received the status of a higher college and began training specialists in applied bachelor's degree in the specialty "Nursing". College in 2018-2019 ranked first in the "National rating of the best medical colleges in Kazakhstan." For the 2020-2021 academic year, the total student population is 1364 students. Of these, the local budget is 515 people, the republican budget is 84 people; on a contractual basis 489 people. The educational process is carried out on the basis of regulatory documents that allow for high-

quality training of specialists in full compliance with the standard. There is a sufficient material and technical base and potential of the teaching staff. Number of teachers - 80; of them: full-time - 73, candidates of medical sciences - 3, masters - 5, teachers of the highest category - 27, the first - 15, the second - 8 people. Of these, the local budget is 515 people, the republican budget is 84 people; on a contractual basis 489 people. The educational process is carried out on the basis of regulatory documents that allow for high-quality training of specialists in full compliance with the standard. There is a sufficient material and technical base and potential of the teaching staff. Number of teachers - 80; of them: full-time - 73, candidates of medical sciences - 3, masters - 5, teachers of the highest category - 27, the first - 15, the second - 8 people. Of these, the local budget is 515 people, the republican budget is 84 people; on a contractual basis 489 people. The educational process is carried out on the basis of regulatory documents that allow for high-quality training of specialists in full compliance with the standard. There is a sufficient material and technical base and potential of the teaching staff. Number of teachers - 80; of them: full-time - 73, candidates of medical sciences - 3, masters - 5, teachers of the highest category - 27, the first - 15, the second - 8 people. There is a sufficient material and technical base and potential of the teaching staff. Number of teachers - 80; of them: full-time - 73, candidates of medical sciences - 3, masters - 5, teachers of the highest category - 27, the first - 15, the second - 8 people. There is a sufficient material and technical base and potential of the teaching staff. Number of teachers - 80; of them: full-time - 73, candidates of medical sciences - 3, masters - 5, teachers of the highest category - 27, the first - 15, the second - 8 people.

The object of evaluation of the EEC is the educational programme in the specialty 0301000 - "Medical care" of the State Public Enterprise on the REM "Taldykorgan Higher Medical College" of the Health Care Department of the Akimat of Almaty Region. The organization of the educational process in the specialty 0301000 - "Medical care", with the qualification "Feldscher" is carried out in accordance with the State Educational Standard of the Republic of Kazakhstan dated July 29, 2016 No. 661; dated February 21, 2020 No. KP DSM-12/2020; College charter, relevant regulations.

The legal address of the college: 040000, Almaty region, Taldykorgan city, I. Zhansugurov street, 228. Phones: 8 (728) 2-22-43-34, email address <https://THMC.kz/>; [medcolledq@mail.ru](mailto:medcolledq@mail.ru).

Founder - Health Care Department of Almaty region. The college is located in a typical building; the total area of all premises used for organizing the educational process is 7501.2 sq. m.

The activities of the medical college are carried out in accordance with the constituent documents: the Charter, approved by the resolution of the akimat No. 255 of May 31, 2018; Certificate of state re-registration of a legal entity issued by the Department of Justice of the Almaty region - Department of Justice of the city of Taldykorgan dated 06/18/2018, BIN 990240006496.

Educational activities in the specialty 0301000 - "Medical care" with qualification 0306013 "Feldscher" is carried out on the basis of a state license issued by the DCSO of Almaty region of the Committee for Control in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated June 29, 2018 No. KZ94LAA00012380.

The form of study is daytime. The normative period of study is 2 years 10 months on the basis of general secondary education. The language of instruction is Russian.

The training of specialists has been carried out since 1954. Over the past five years, 467 Feldschers have been graduated.

In training in this specialty, 20 teachers are involved, including 12 people with more than ten years of experience.

The college has concluded agreements with the heads of 40 medical organizations of the Almaty region for conducting educational, training and professional and professional practices.

## **2.2 Information on previous accreditation**

In 2016, the college passed institutional (certificate FC No. 018 dated May 31, 2016) and specialized accreditation in the specialty 0301000 "Medical care" (certificate SA No. 0010 dated June 20, 2016).

## **2.3 Analysis of the self-assessment report of the educational programme in the specialty "Medical care" qualification "Feldscher"**

Report on specialized accreditation organization of an educational programme specialty "Medical care» of SPE on REM "Taldykorgan Higher Medical College" of the Health Care Department of the Akimat of Almaty region is presented on 122 pages of the main text, 12 appendices.

The report is characterized by the completeness of answers to all 9 accreditation standards, structuredness, taking into account the recommendations of the Guidelines for the self-assessment of the ECAQA TVE educational programme, as well as the internal unity of the information provided by the accredited specialty "Medical care» of SPE on REM "Taldykorgan Higher Medical College" of the Health Care Department of the Akimat of Almaty region. Attached to the report is a cover letter signed by the director of the medical college - Ph.D., Dzhansengirov S. M confirming the accuracy of the information and data contained in the report.

A list of nine members of the internal committee - representatives of the self-assessment organization, indicating the responsibility of each for conducting specialized withamoevaluations, including the heads of the department - Tleuberlina G.O. The chairperson of the working group on preparation for specialized accreditation is A.B. Kumarova. - Deputy Director for Academic Affairs.

On the basis of the internal order "On the creation of a working group for self-assessment within the framework of specialized accreditation", a self-assessment of the educational programme in the specialty "**Medical care**".

The Working Group During the preparation of the Self-Assessment Report, certain work was done: the key areas of specialized activities in the field of education, tasks for the implementation of the educational programme were analyzed, the necessary information was collected in accordance with Standards for accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education (hereinafter referred to as the ECAQA Accreditation Standards); a thorough analysis, updating and addition of methodological and training materials, their content is reflected in the report. The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards and includes a description of the strengths, areas for improvement for each of the 9 standards.

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

## **3. External expert evaluation**

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

External expert work on the specialized assessment of THMC (hereinafter referred to as the college) was organized in accordance with the Guidelines for the external assessment of educational organizations and educational programmes of ECAQA (approved by order of the Director General of the NJSC "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care" No. 11 dated 17.03. 2021) and according to the programme and schedule approved on April 28, 2021 by the Director general of ECAQA Sarsenbayeva S.S.; agreed with the chairperson of the EEC, Ph.D. Zhakenova K.A and the director of the college Dzhansengirov S.M. External expert evaluation of specialized accreditation for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education (TVE) ECAQA began on March 15, 2021,



To obtain objective information on expert assessment, the members of the EEC used the following methods: interviews with management and administrative staff, interviews with students, observation, study of the website, interviewing employees of various structural units, teachers, online questioning of teachers and students during the period April 28-30, 2021, a review of resources in the context of the implementation of accreditation standards, the study of educational and methodological documents for accredited educational programmes.

On the part of the college staff, the presence of all persons indicated in the visiting programme and according to the lists of interview sites (table 1, Attachment 1 Lists of students, teachers and employers for interviews) is ensured.

April 6, 2021 in modeonline, under the leadership of ECAQA Director general Sarsenbayeva S. S and chaired by Zhakenova Karlygash Amanbekovna, a preliminary meeting of the members of the External Expert Commission was held. An acquaintance of experts took place, responsibility was distributed among the members of the EEC. Self-assessment reports brief: discussion of key issues, including the results of expert evaluation of self-assessment reports, familiarization of EEC members with recommendations for self-assessment reports, discussion of a list of documents that must be additionally requested from the college for self-assessment validation. The programme and schedule of external expert evaluation and planning of the work of the EEC members were discussed.

**The first day of the visit is April 28, 2021.** A preliminary meeting of the EEC ECAQA members took place. During the organizational meeting chaired by Zhakenova Karlygash Amanbekovna, the programme of external expert evaluation was specified and the first day of the visit is planned.

In accordance with the programme and schedule of external expert work, members of the EEC held a meeting and interview with the management of the college. There was a presentation of the EEC members, familiarization with the goals of external expert assessment. A meeting-conversation was held with the director Dzhansegirov Serik Maksimovich, during which, members of the EEC received answers regarding the development of a mission and vision, a strategic plan, further prospects for the development of the college and cooperation with medical universities and colleges from far and near abroad, agreements with clinical bases in Taldykorgan and Almaty region. By the director Dzhansegirov S.M. exhaustive answers were given. This interview validated accreditation standards 1.8 and 9.

At the meeting of the EEC members with the academic leadership of the college (Kumarova A.B., Imanbaev D.K., Koshkarbaeva A.K., Orazbekova L.A., Makasheva M.B., Sadvakasova A.Kh., Duvanbekova G.S. ) for the validation of standards No. 1-9, experts interviewed on the following issues: the contingent of students (in the context of specialties, the ratio of students on a paid basis and on a state order), structure and staffing, job responsibilities of employees, social support for employees and students, statistical information on admission, implementation of inclusive education under the programme of productive employment (hereinafter referred to as PPE), monitoring the employment of graduates, feedback and career growth of graduates, the implementation of dual education, organization and monitoring of distance education in a pandemic.

**Photo 1. EEC conducts an interview with the head (director)college**



External expert evaluation programme an interview of EEC members with B.B. Erzhakhanova, G.U. Tleuberlina, A. Manarbekgyzy, A. Filimonova, G.T. Urazbayeva, T.B. Kornilova, A.K. Kadyrbekov took place.

The interview was conducted with the aim of validating and verifying the data of the report on self-assessment of standards 1-9. The experts asked questions:

- on the staffing of programmes, the selection procedure at the stage of recruitment to college, social support for employees.
- application to monitoring and measuring tools for assessing the knowledge, skills and abilities of students, academic consulting, social and material support for students, work on the prevention of offenses in students, the work of the psychological service.
- assessment and monitoring of the implementation of educational programmes, the use of DLT during a pandemic, research work of students, the procedure for preparing for writing theses.

EEC members received substantiated confirmation of compliance with standards 1-9.

The interview was conducted with the aim of validation and verification of the data of the report on self-assessment of standard 6 with Alikulova A.B., Ibragimova R.S., Amreeva A.S., Aidarbekova M.B., Orakbaeva G.A.

- book availability in accordance with the EP, the presence of an automated library and an electronic catalog, the procedure for forming an application for the purchase of educational literature in accordance with the EP.
- job duties of the commandant and educator of the hostel, the presence of a student trade union committee, work with students and their parents, social support for students, the organization of distance learning on the basis of the college hostel.
- operation of a medical center, job duties of a p Feldscher of a medical center.

For external expert evaluation by members EEC conducted an interview with the heads of the CEP and heads of offices (Ibragimova A.T., Kalkeva B.N., Makhataeva A.Zh., Kadirova G.A., Filimonova A.A., Saybolatova E.K., Syrtanova R.D., Shoybekova D.T., Sagyndykova Zh.A., Tortbaeva A.S.). During the meeting, the following questions were asked:

- Regulatory documents, satisfaction with book supply and material and technical equipment of the EP, meaningful content of the EP, the presence of clinical bases, the use of traditional and innovative methods and forms of education, the presence of a system for assessing the activity of the CEP and the teacher, satisfaction with working conditions and forms of stimulating pedagogical activity.

**Photo 2. EEC conducts an interview with the management of the college and heads of departments.**



**Photo 3. EEC conducts an interview with the chairperson of the CEP and the heads of the offices.**



Members of the EEC visited the test center, museum, dormitory "House of Students" of the college, canteen, first-aid post, sports complex, assembly hall. The department of information support, consisting of three computer classes, was examined (84 computers, 97 laptops, 5 tablets connected to the Internet and 2 projectors were involved in the educational process).

Then there was an inspection of the library with a reading room for 80 seats. Head of the library Ibragimova R.S. demonstrated the provision of educational programmes with literature in the Kazakh and Russian languages, the frequency of updating the literary fund and the electronic database.

The college has 60 classrooms, of which 41 are special disciplines, 9 laboratories and 3 computer labs. The percentage of equipment in preclinical practice rooms in all specialties is 95%.

On the same day, experts interviewed teachers offline, observing distancing and masking. Teachers answered questions about satisfaction with working conditions, wages, material incentives (bonuses, additional payments for leadership, methodological work, publications), talked about teacher development activities, noted the high corporate culture in the college and ethical leadership. All noted that equipment is being purchased, great attention is being paid to improving the qualifications of teachers in terms of professional competence, attracting and supporting young specialists. Experts received answers about the training programme for teachers, financing of this training, whether teachers have certification in teaching methods and an established system of academic support for students. ...

**Photo 4. Overview of educational resources.**



This interview and study of the documentation allowed the experts to validate the data in the self-assessment report against the standard 2,4,5.

According to the EEC programme, interviews were held with students of all educational programmes of the college. The interview was attended by 30 full-time students with respect to distance and mask mode. Students actively answered questions from ECAQA experts: on material incentives (discounts for studies, scholarships, free meals, a place in a hostel), social support (mentors, staff psychologist, student guide), participation in research work, college events, city and region, satisfaction with training, communication with teachers, the attitude of the management (director, head of the department, curator, psychologist, head of youth policy), questionnaires, elective disciplines, etc.

In conclusion of all interviews, the head of educational work Manarbekkyzy A. and Askanbaev D.S. presented to the EEC members a video and a presentation on educational and social work confirming standard 4. (Photo 6.)



At the end of the working day, the documentation was studied and a working meeting was held on the results of the first day of work of the EEC.

Thus, EEC members validated standards 1-9.

**The second day of the visit:** In 04/29/2021, in order to validate standards 2, 4, 6 and 7, the experts visited practical bases in all areas of training. For high-quality passing by students of educational practice, educational and production training, professional practice, the college concluded contracts with 40 medical and pharmaceutical organizations of the city and region, where 10 classrooms are organized, namely the SPE on the REM "Regional multidisciplinary hospital" and the SPE on the REM "City multidisciplinary hospital" (lists of interview participants from the archive of the accreditation center).

Were visited: dental clinics №2 "Bereke", "Altai"; pharmacies: Zangar Pharm, Euro Pharm, social pharmacy "Arzan"; city children's polyclinic and women's consultation (students practice on the specialty "medical care").

When visiting the clinical bases, a meeting was held with employers, graduates of

different years of graduation, mentors; the chief physician of the children's clinic, Excellence in public health Omarova M.Sh., chief nurse Baytubekova K.A. clinics of the SPE on the REM "City Multidisciplinary Hospital", as well as the chief and senior nurses of the SPE on the REM "Regional Multidisciplinary Hospital" A.Z. Akhanova, Kalieva S. G. Muldakhmetova J. S .; Head of the laboratory Zhalelova A.Z. All of them are THMC graduates. During the conversation, positive feedback was received on the quality of training of graduates, on the joint work being carried out: adjusting educational programmes, participating in the FSA as examiners and mentors for conducting educational and professional practices. Training rooms organized in clinics attended.



**Photo 7. Visiting EEC clinical sites.**

According to the programme, members of the EEC Demonstrated the Paragraph of Bilim information and educational platform used for DL: electronic journal, schedule, statements, lists of groups, etc.

For the validation of standards 2,3,6, a meeting of the EEC members with the student asset was held, during which convincing answers were obtained to the following questions: the structure and activities of the student council, participation in the development of the mission; participation of students in circle work, research work, volunteer movement, social support for students, participation in the collegial bodies of the college.

An interview was held with the head of scientific work, Filimonova A.A., who made a presentation on scientific activities (SRW, scientific work of graduates of applied bachelor's degree) and international cooperation. EEC members were provided with documentation in the form of: memorandums, theses, publications, achievements.

In total, the college implements 5 memorandums with the Shinzhin Medical University of Urumqi (China), Sverlovsk Regional Medical College (Yekaterinburg, RF), Tashkent Medical College named after P. Borovsky (Uzbekistan), Kazan Medical College (Tatarstan), Omsk Medical University.

Since the signing of the Memoranda, the college teachers have been trained in priority areas of health care development. Thus, we have obtained evidence of compliance with Standards 5, 6, 9.

For the validation of standards 2,3,4,5,6,7, the members of the EEC attended practical

classes, including in the specialty 0301000 "Medical care", 0301023 Obstetrician, teacher Alibekova A.M. Topic: "Balalardagy zhupaly aurular. Immundy aldyn alu ". Students: group LD 304 - 1 subgroup.

**Photo 8. Visiting EEC practical training.**



All attended classes are provided with a Typical educational programm, control and measuring instruments, demonstration and handouts, equipment for individual practicing skills.

According to the EEC programme, interviews were held with graduates of different years of all educational programmes and employers. More than ten graduates took part in the interview in full-time format, observing distancing and masking. Graduates actively answered questions from experts: satisfaction with the quality of educational services provided, adaptation in the workplace, participation of the college in the employment of graduates, suggestions for improving educational programmes. Feedback on the quality of training of graduates, the degree of participation in the development of curricula and college life.

The head of the methodological department, members of the EEC, were presented with a video presentation of the methods, forms, knowledge control, types of independent work and stimulation of the educational activities of students.

At the end of the second day of the visit, the experts examined the college documentation: constituent documents, provisions on the organization of the educational process, job descriptions, plans for all structural units, protocols, reports, projects, research results, publications, schedule, WEP, WC, EMCD, syllabuses, CIMs , didactic materials, regulations, journals of attendance and progress, electronic journals, work plans, reports, questionnaires and the results of processing psychologist's questionnaires, etc.

**The third day of the visit: 04/30/2021.**

In accordance with the programme, the members of the EEC were offeredThe work of graduate students in a multidisciplinary team has been demonstrated. Also, taking into account the distance learning format for 1–2-year students, the EEC members were presented with video presentations on the methodology for conducting practical exercises.

Further, a meeting of EEC members was held on the results of an external assessment for compliance with the Standards of Institutional Accreditation and all ECAQA technical and vocational education (TVE) specialized in medical and pharmaceutical specialties. A final discussion of the results of external assessment, study of documents, results of interviews, interviews, questionnaires was held. The members of the EEC began to design the final report of the EEC.

Improvement recommendations for the college discussed. A draft report and a recommendation for improving the organization's performance were prepared. The Chair held a final open vote on college recommendations and a final vote on recommendations for the ECAQA Accreditation Council.



The programme and schedule of the external expert evaluation of the EEC has been completed in full. On the part of the college staff, the participation of all persons indicated in the programme is ensured.

To obtain evidence of compliance with the accreditation standards and verification of the self-assessment report data, external experts requested documents, video presentation, photo, video about resources (archived in ECAQA documents), according to the recommendations of the Self-assessment Guidelines.

### **3.2 Results of the survey of key stakeholders**

An observer from ECAQA in the period 27-30.04.2021 conducted an online survey of college students and teachers on the resource <https://webanketa.com/>.

#### **Student survey results:**

In total, the proposed questionnaire contains 39 questions, including an assessment of satisfaction with training and resources of the organization. The total number of students to whom the questionnaire was sent is 712. The total number of respondents was 712, including 143 students in the specialty "Medical care" (71.5% of the total number of respondents).

According to the results of a survey of students of the medical department: they completely agree with the statement that they will recommend the college as an organization of training - 87.85%, partially agree with this statement - 7.48%, disagree with the statement 1.87%, doubted the answer 2, eight%. Programme managers and teachers are aware of the problems of students associated with studying in college - 83.81% of respondents strongly agree, 14.02% - partially, strongly disagree - 1.87%, the rest doubted the answer - 0.93%. According to 73.83% of the respondents, programme managers and teachers constantly involve students in the work of advisory bodies, the rest answered differently (they do not involve - 4.67%, I do not know anything about it - 14.02%, doubted the answer - 4, 67%, sometimes 2.8%). Fully satisfied with the conditions and equipment of classrooms, classrooms of the college 84, partially dissatisfied - 1.87% and doubted with the answer 0%.

The college has created conditions for students to rest and eat (recreation areas, benches on the territory, buffet) in between classes - 84.11% agree completely, the rest of the respondents are not satisfied to some extent. Office equipment (computers, laptops, printers) are available for students in classrooms and practice bases are fully available for 82.24% of students, partially for 12.15%, not available for the rest of the respondents. The majority (89.72%) answered that teachers provide students with methodological and didactic materials, additional literature to prepare for classes. According to 78.5% of the college, there is access to the participation of students in research work, 15.89% partially agreed with this, and the rest - 1.87% deny it. Full

and partial satisfaction with library resources 91.59% and 6.54%, respectively. The majority (83.18%) have access to electronic educational resources. The availability of medical services for a college student is characterized as sufficient by 87.85% of surveyed students. 92.52% are completely satisfied with the activities of mentors, curators and tutors, partially - 5.61%, not satisfied in one way or another - 0.93%. College teachers and staff treat students with respect - 94.33% strongly agree. The majority of the respondents (85.98%) know that the college has and is implementing social programmes to support students, and 12.15% have not heard and do not know about it. The college has a career counseling service for students; know about it - 84.11% of respondents. 85.98% fully agree with the fact that the college has established a system of self-study of students / pupils, partially agree - 10.28%, the rest of the respondents disagree (1.9%), or doubted the answer. 72.9% of the respondents rated the organization of training at the practice bases as excellent, 21.5% as good, 3.74% as satisfactory, and 1.87% as unsatisfactory. Approximately 85.05% of respondents answered that there is sufficient time in college for practical training (patient management and care, nursing rounds, work in laboratories, etc.), the rest either partially agreed with the answer (12.15%) or disagree (2.8%).

More than 84.11% of the respondents are satisfied with the schedule of classes in the disciplines of the educational programme, partially - 14.95%, no - 0.93%. 86.92% and 12.15%, respectively, are fully and partially satisfied with the methods of assessment of students' knowledge and skills. The content of the educational programme (list of disciplines) in the chosen specialty fully meets the expectations of the majority - 85.98%, partially - 12.15%, no - 0.93%. Teachers use active and interactive teaching methods in the classroom, 87.85% of respondents regularly believe. Sometimes - 11.21%, rarely - 0.93%. To the question: How often the teacher is late for the beginning of classes - 85.98% of the respondents answered that there was no such thing; 13.08% answered that sometimes, I don't know what to answer - 0.93%. According to 85, 98% of the surveyed students after the end of the classes, the teachers constantly provide feedback (listens to the opinion, conducts a mini-survey, work on mistakes); and 2.8% write that "sometimes", 1.87% - answered "rarely". Two-thirds of the respondents - 95.33% stated that a college teacher (mentor, curator) is an example for a student as a professional doctor, a person (ethics, communication, appearance, speech), the rest or do not agree with this - (2.8 %), doubted the answer (1.87%). There is a sufficient number of patients to carry out practical activities in the chosen specialty, according to the majority - 81.31%. 92.52% of respondents like to study at this college. Experienced personally negative attitude of teachers, more than 84.11% of students answered "no", 6.54% answered "it happened deservedly", 3, 74% "answered yes is not fair", 5.61% answered "no answer". Satisfied that more than 89.72% of respondents study in this particular college, partially 9.35%, 0.93% do not know how to answer. The majority of respondents believe that the college leadership is available to students - 97.2%.

To the question "Are you currently in a scientific circle or participate in a scientific project", 42.06% answered "yes", and 38.32% - "no", the rest are in search, plan to start or do not want to engage in research work.

92.52% of the respondents are fully confident that college allows them to acquire the necessary knowledge and skills in the chosen specialty, but 1.87% are not sure about this, 3.74% cannot yet give an answer, 0% want to believe it, and 1, 87% began to doubt. 90.65% are completely satisfied with the organization of teaching in the college, 8.41% partially, 0.93% doubted the answer.

82.24% of the respondents assessed the work of the external expert commission positively, 11.21% were satisfactory, 2.8% were unsatisfactory, 3.74% doubt the answer. According to 80.37% of respondents whether it is necessary to carry out accreditation of a college or educational programmes, at the same time, 5.61% did not know what kind of procedure it was, 6.54% answered no, 7.48% doubted the answer. Most of the respondents answered that at different stages of preparation for accreditation, teachers involved them in different activities.

**Conclusion:** The external expert commission of ECAQA determined that the college has a corporate culture and ethical behavior between all participants in the educational process, as



well as a developed system of mentoring and consulting students on academic and personal issues. This leads to a positive attitude of students to the place of study. At the same time, students are fully involved in the work of advisory bodies on the development of the mission, discussion of the educational programme and the educational process. High involvement of students in research work was noted. Positive feedback from social partners about the level of theoretical and practical training of students during the period of practical training testifies to a fairly high level of quality of training in an educational institution.

**Conclusions:** The external expert commission of ECAQA determined that the college has a corporate culture and ethical behavior between all participants in the educational process, as well as a developed system of mentoring and consulting students on academic and personal issues. This leads to a positive attitude of students to the place of study. At the same time, students are not fully involved in the work of advisory bodies to discuss the educational programme and educational process. Some students have not heard of the existence of a student career counseling service in the educational organization.

**Teacher survey results:** In total, the proposed questionnaire contains 26 questions. The number of teachers who answered - 71. Pedagogical experience up to 5 years - 28.17%, from 5 to 10 years - 16.9%, over 10 years - 54.93%. 19.72% teach in the specialty "Medical care". 100% satisfied with the organization of the educational process at the college. In college, ethics and subordination are considered by 100% of respondents. 100% of respondents are fully satisfied with the organization of work and workplace in college. In the organization, there is an opportunity for career growth and development of teachers is considered by almost all respondents 95.59%, 1.41% partially disagree. In this educational organization, I have the opportunity to engage in scientific work and publish research results in the opinion of 95.77% of teachers, 4.23% partially agree. The wages are completely satisfied with 84.51; more YES than NO 15.49%. 100% completely satisfied with the work of the personnel department and personnel policy. During the year 53.52% of the respondents improved their qualifications in their specialty; during this year 38.03%; more than three years ago 1.41%; does not remember when it was 1.41%; no answer 5.63%. More than 69.01% of the respondents characterize the microclimate in the team as satisfactory, 1.41% - do not pay attention to it; 29.58% - are quite satisfied with everything. 94.37% of respondents believe that in college there is an opportunity to be realized professionally; partially agree 4.23%; doubted with the answer 1.41%. 01% of the respondents characterize the microclimate in the team as satisfactory, 1.41% - do not pay attention to it; 29.58% - are quite satisfied with everything. 94.37% of respondents believe that in college there is an opportunity to be realized professionally; partially agree 4.23%; doubted with the answer 1.41%. 01% of the respondents characterize the microclimate in the team as satisfactory, 1.41% - do not pay attention to it; 29.58% - are quite satisfied with everything. 94.37% of respondents believe that in college there is an opportunity to be realized professionally; partially agree 4.23%; doubted with the answer 1.41%.

Of the respondents, 97.18% believe that the students of this educational organization have a high level of knowledge and practical skills after completing the training programme; 2.82% of teachers partially agree.

When asked how the organization of education supports the participation of teachers in conferences (international, republican), 81.69% answered that travel expenses, travel expenses, registration fees are paid; 1.41% - the participation is financed independently; 2.82% did not apply for in this regard to the leadership, 14.08% - did not give an answer.

92.96% of respondents fully agree that students have free access to patients at clinical sites and all conditions for improving their practical skills; 5.63% partially agree; 1.41% doubt the answer.

To the question "When teaching students, the following materials must be available," the cases answered - 33.8%; syllabus and EMCD - 97.18%; instrumentation (tests, situational tasks)

- 77.46%; monographs 8.48%; educational journal 80.28%; mining register 46.48%; lists of students 67.61%; interactive whiteboard 56.34%; simulators 36.62.

32.39% of the respondents spend up to 30% of the total time on the theoretical part of the lesson, and 33.8% of teachers spend 50% of the time, and 23.94% of the respondents spend about 70% of the time, almost 90% of the time is spent 4, 23%, which changes the optimal balance of the organization of the educational process.

Fully satisfied with the level of prior training of students (residents) upon admission to training programmes 74.55% of respondents, partially - 21.13%; partially dissatisfied with 1.41%; 2.82% did not answer. When asked about mentoring, 2.82% wrote that they are mentors; 94.37% are a mentor, 2.82% are not a mentor or mentor.

To the question "Is it difficult for you to combine teaching with clinical (practical) work in another organization, 39.44% of respondents have a well-organized work organization; 2.82% answered that it was difficult; and 12.68% are dominated by teaching activities, 1.14 believe that one section of work is to the detriment of another; 7.04% believe that these activities complement each other; 50.7% are not involved in clinical work.

To the question "Are the programmes of social support for teachers implemented in the educational organization?" 84.51% of respondents answered in the affirmative, 5.53% have already used it; 7.04% are not aware of this; 2.82% doubted the answer.

To the question "Do the heads of the organization listen to your opinion in relation to questions on the educational process, upbringing work, research work, clinical work": answered - systematically listens to the opinion of teachers 90.14%, sometimes 2.82%; quite rarely - 1.41%; 5.63% did not answer.

To the question "How do you assess your professional level?" 57.75% of respondents answered high; 35.21% - average; 7.04% found it difficult to answer.

Teachers use different teaching methods.

To the question: "Is this questionnaire useful for developing recommendations for improving the key areas of the college?" fully supported by 92.28% of respondents; 8.33% partially; 1.39% did not answer.

**Conclusions:** there are no recommendations for improvement, since the team has a corporate spirit and support from the management. Teachers are satisfied with the working conditions and organization of the educational process.

### 3.3 Conclusions from external expert evaluation

As part of an external expert evaluation of the college for compliance with the ECAQA Specialized Accreditation Standards by members EECs are carefully studied and evaluated the main indicators of the organization.

The information received by external experts during the study of the self-assessment report, preparation of a written review with recommendations for improvement, interviews with management, employees of departments, study of documentation, during interviews with 22 administrative employees, interviews with students, teachers, 9 employers, and questionnaires of 712 students was analyzed, 71 teachers, including co-workers. All information received was compared with the data of the self-assessment report, which made it possible to ensure the accuracy and validation of the information provided by the college and supporting documents for compliance with the above-mentioned ECAQA Accreditation Standards.

During external expert evaluation, studied 27 documents (Attachment 2) and videos on learning resources, which made it possible to identify the conformity of the activity college accreditation standards...

Recommendations for improving the activities of the college for compliance with the Accreditation Standards, developed by the EEC based on the results of the expert evaluation, were presented at a meeting with the management on April 30, 2021.

Thus, the external assessment and the visit of the EEC members made it possible to verify and validate the data of the specialized college self-assessment report in full.

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

#### **4. Analysis for compliance with accreditation standards based on the results of an external assessment of an educational programme in a specialty "Medical care" qualification "Feldscher" of the State Enterprise on the REM "Taldykorgan Higher Medical College" of Almaty Region Health Care Department and an overview of the strengths for each standard**

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

The expert commission received convincing evidence that in TVMK has a developed mission, goals and objectives, a strategic plan corresponding to the national policy in the field of vocational education. External and internal missions, vision, principles of activity and a strategic plan for the development of the college are determined in accordance with the stated goals and objectives, as well as the available resources: financial, material and technical, personnel, taking into account the needs of the market and the region represented. The college team sets itself the tasks of training qualified and competent specialists of the appropriate level and profile, competitive in the labor market, fluent in their specialty, capable of effective work at the level of world standards.

The strategic plan, mission and objectives were developed, discussed and approved at a meeting of the Pedagogical Council (Minutes No. 1 of September 30, 2020).

All structural divisions of the college are involved in planning and analyzing educational activities. Representatives of practical health care, from among employers, teaching staff, students, were involved in the formation and revision of the strategic plan and mission. The strategic plan and mission statement is available on the website in three languages, posted in an accessible place, indicating transparency and accessibility. The college focuses its activities on the formation of basic and professional competencies, a harmoniously developed personality, education of a citizen capable of posing and solving problems taking into account social, ethical, cultural, environmental factors. The final learning outcomes of the educational programme take into account the role of graduates in the health care system and are focused on the preparation of a competent specialist.

The college is guided by the principles of active and mutually beneficial integration with practical Health care, in cooperation with educational and medical organizations. The strategic plan defines the strategic directions of the formation of the professional competence of a specialist, ensuring the flexibility of educational programmes with a focus on the needs of practical health care, the priorities of the national health care system.

The level of development of each competence is carried out through an annual survey of employers and an analysis of the level of satisfaction with new competencies and the final control carried out by the NCIE.

**The documents:** Strategic plan for the development of SPE on REM "Taldykorgan Higher Medical College"; Work plans of the structural divisions of the college;

Minutes of meetings of collegial bodies (pedagogical council, council method, CEP meetings).

**The strengths of the SPE on REM "Taldykorgan Higher Medical College" have been identified, which include:**

- the status of an accredited educational institution (<https://www.THMC.kz>);
- Higher College status;
- regular external and internal control (audits) and analysis of all types of college activities;

- trust of potential and real consumers of educational services;
- first place among Medical Colleges in the National Rating of Colleges of Kazakhstan - 2018, 2019;
- second place among Medical Colleges in the National Rating of Colleges of Kazakhstan - 2020;
- expansion and consolidation of international relations with large educational and scientific centers of the near and far abroad.

**Conclusions of the EEC on the criteria.** Out of 9 standards conform: completely - 8, significantly - 1, partially - 0, do not correspond - 0.

**Standard 1: completed**

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

## **Standard 2: EDUCATIONAL PROGRAMMES**

The expert commission received convincing data that the educational programme in the specialty "Medical care", the qualification "Feldscher" corresponds to the mission, goals, objectives and strategic plan of the college and is focused on the training of competitive specialists based on innovative technologies of the educational process, new forms of education in the field of medical education, development of social partnership. The training process is carried out on the basis of normative educational and methodological, legal documents and allows you to conduct high-quality training of specialists in accordance with the standards. In this specialty of TVE, 1-2 courses are trained according to the State Educational Standard of Education in 2020, approved by order of the Minister of Health of the Republic of Kazakhstan dated February 21, 2020 No. KP DSM-12/2020;

The college uses modern methods - innovative teaching technologies, active teaching methods: role-based teaching methods, preclinical imitation teaching, problem-situational learning, developing learning technologies, information, student-centered methods, design method, "Case technologies", "Problematic learning technologies », CBL, TBL, PBL, RBL, CLIL, BOPPPS, QR-cod, SMART and others, which enable students to fully master professional competencies.

When implementing EP, THMC provides integration both vertically, taking into account interdisciplinary connections, pre-requisites and post-requisites for the studied subject, and horizontally, within one or different modules, pursuing the final results in the form of basic and professional competencies. The content of the professional (clinical) and professional (pre-graduation) practice meets the requirements of the State Educational Standard of Education, WC, TEP of practices, qualification requirements and is implemented in accordance with the professional competencies of future mid-level specialists, for TVE, and post-secondary levels. Practical skills are taught in classrooms, in a simulation center and medical organizations in Taldykorgan and Almaty region.

Educational work is carried out on the basis of the President's programme articles: "Looking into the future: modernization of public consciousness", strategic documents of the Republic of Kazakhstan: the Constitution of the Republic of Kazakhstan, the Code of the Republic of Kazakhstan "On Marriage and Family", the Law of the Republic of Kazakhstan "On Education", the Law of the Republic of Kazakhstan "On the rights of the child in the Republic of Kazakhstan ", the Law of the Republic of Kazakhstan" On religious activity and religious associations ", articles by N. Nazarbayev" Looking into the future: modernization of public consciousness ", " Seven faces of the Great Steppe ", anti-corruption strategy of the Republic of Kazakhstan for 2015-2025, The Law of the Republic of Kazakhstan "On State Youth Policy", the State Programme "Digital Kazakhstan" and on the basis of the priority directions of the "Rukhani Zhagyru" programme. The organization of educational work with students is carried out by all structural divisions: curators, heads of departments, CDM, subject circles, sports sections, a council of curators, volunteer movement.

The teaching staff of the medical college of all structural divisions of the college and

advisory bodies (SB, PS, MS, TAC, etc.) and social partners participate in the management of the EP.

The basics of scientific methodology is carried out at the stage of writing theses, preparing for pre-defense and defense, publishing the best theses in a scientific and practical medical journal, through 21 subject circles and seven Health Schools, where 70% of students participate. To verify the results of educational programmes in the college, a feedback mechanism has been created with the labor market and employers, conducted in the form of interviews with chief nurses of medical organizations and leaders.

**The documents:** Educational and programme documentation (curriculum, standard working curricula and programmes, individual curricula for each discipline, electronic library system, contracts with 40 medical organizations, which are approved by order of the Health Ministry of Almaty region No. 4-N dated 11.01.2021).

**The strengths of THMC have been identified, which include:**

- availability of high-quality information and methodological support;
- the educational programme has a practical focus;
- introduction of credit technology and innovative teaching methods into the educational process;
- the attractiveness of the specialty "Medical care" among applicants;
- a high level of employment, which is proof of the competitiveness of graduates;
- the introduction of disciplines determined by the organization of education, taking into account the demand in the labor market. Possibility of students' choice of an individual learning path;
- established contacts with medical organizations of the city and region;
- attracting employers to participate in the educational process in order to improve the quality of student training.

**Conclusions of the EEC on the criteria.** Out of 19 standards conform: fully-18, significantly - 1, partially - 0, do not correspond - 0.

**Standard 2: completed**

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

1. Introduce dual training in the educational programme "Medical care".

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

The expert commission received convincing data that the college's assessment system is based on regulatory legal documents. The college demonstrates an effective continuous mechanism for internal quality assessment and examination of educational programmes by monitoring the quality of education, various types of control over the training of students. Assessment is carried out for all key end results and for all types of activities and is carried out in the college through current, midterm control, differentiated credits, intermediate and final controls in the disciplines of the curriculum of the specialty according to the Typical educational programme. Assessment of students is carried out in linear and distance formats. In a distance format, it is carried out through: direct communication between the student and the teacher online on the platforms Paragraph Vilim, Zoom, Skype; text and test tasks on the Paragraph Vilim platform; SRW checks (issuing assignments to students by email, WhatsApp messenger). The college monitors all types of control of intermediate certification, final control, cutting of knowledge in disciplines and certification (at the elders, at meetings of the ECT, methodological, pedagogical councils). The general policy on student assessment, including the timing of the assessment, assessment criteria, methods and forms of conduct, is reflected in the syllabuses of each discipline. Syllabuses for disciplines are developed by teachers, reviewed at the ECT and approved by the college methodological council. The forms of the final control of academic disciplines correspond to the State Educational Standard of the Republic of Kazakhstan and the

WEP of academic disciplines, are annually discussed and approved at meetings of the TAC, EMC of the college. The EP is responsible for quality assurance that implements this PCD programme. There is evidence of the involvement of social partners in assessing the professional competencies of students, corrective action by the college staff of learning outcomes. The principles, methods and practice of assessing educational achievement are comparable to the methods of teaching and teaching and guarantee the achievement of the final results by the learners. The policy of assessing the educational achievements of students is objective and transparent, (reference guide, information stands, at meetings of the elders, TAC, through the curator and heads of departments).

**The documents:** Control and measuring materials in traditional and electronic format on the platforms Paragraph Vilim, Zoom, Skype; SmartNation; SRW checks (issuing assignments to students' e-mail, WhatsApp messenger); Theoretical and practical journals on paper and in electronic format; Personal data of students; Grade books and statements of different years.

**The strengths of THMC have been identified, which include:**

- Students are assessed using sequential procedures based on common criteria and provisions;
- Satisfaction of participants in educational activities with the quality of educational services;
- Good% of progress when passing the final certification;
- Ensuring the objectivity of learning outcomes and the competitiveness of graduates.

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

**Recommendations for improvement identified during the external visit: none.**

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

The expert commission received convincing evidence that the policy of forming a contingent of students consists of the choice of those who most consciously chose a specialty. The admission of applicants is carried out at the THMC in accordance with the Admission Rules, developed and approved by the order of the Ministry of Education and Science of the Republic of Kazakhstan "Standard rules for admission to educational organizations that carry out professional educational programmes of technical and vocational training" dated October 18, 2018 No. 578. The college uses the methods, allowing to test the suitability and ability of applicants for practical work in the middle level of health care: such as interviews, psychometric testing and writing essays.

There is a practice of accepting persons with disabilities, for which an admission quota is provided, as well as the transfer of students from other programmes and colleges.

Admission to the college is carried out by state educational order at the expense of the local and republican budget, as well as on a contractual basis. The college accepts children from low-income families and representatives of national minorities. THMC controls the number of recruited students in accordance with the material and technical capabilities, the educational potential of the teaching staff.

To regulate the number of admissions, the college collects direct applications from medical organizations of the Almaty region to identify the existing need for personnel and from the regional Health Care Department, and also takes into account the employment indicators of graduates for each qualification. The college has a system of academic counseling and support for students experiencing certain difficulties in mastering educational material, as well as academic counseling for graduate students in order to prepare for admission to a university, planning a professional career. As a support programme for college students, e-government corner of the RK egov.

In addition, since September 2020, the educational institution has been operating a dormitory "Medicine College Student Uyi" for 280 places for nonresident students from other

regions and rural areas. On the basis of the educational institution, a buffet for 50 places was organized for organizing meals for students.

Students, taking into account their academic performance, participation in the life of the college, achievements, are additionally supported. Psychologist provides psychological support. Students left without parental care receive social assistance. College from year to year shows an increase in scholarship payments. There are conditions to support the health of students - a first-aid post, a sports center, the necessary sports equipment and inventory, sports clubs and sections, a sports ground on the territory of the college. At the beginning of the academic year, newly admitted students are provided with guidebooks, which provide information about the history, traditions of the college, internal regulations, operating hours of all services, telephone directories, information about the administration, teachers of the department.

In college, the educational and production department, headed by the deputy director for educational and production work, is responsible for the employment of graduates. The percentage of employment is carried out through the analysis of certificates of the State Center for Internal Medicine, inquiries to medical organizations of the city and region, on average, are 86%. There are 21 subject circles and seven health schools.

To activate the work of youth self-government and develop their leadership skills in the college, the Committee on Youth Affairs functions. The student council includes volunteers of student volunteer circles "Meyirim" and members of the club "Sanalyurpak", subject circles and sports sections, dance, vocal circles, a debate club.

In order to motivate students with excellence in study and activists participating in social and cultural events, regional, national, international competitions, Olympiads, scientific conferences, the college annually provides material rewards. Students with excellent academic performance on a paid basis can transfer to vacancies in budget groups. Students are actively involved in the work of advisory bodies and structural divisions.

There is a detailed description of the educational work being carried out, its directions of types, methods and achievements.

**The documents:** Materials of the selection committee (statements, orders, personal files of applicants, registration logs of applicants, minutes of meetings of the selection committee); Regulations on the provision of discounts; College Student Discount Orders; Questionnaire materials of students and employers; Photo reports of the Days of Open Doors, the work of volunteers; Employers' feedback on college graduates; Materials of the CDM (regulations on the student council, reports on the work of the student council, minutes of meetings); Annual reports on educational work.

### **The strengths of THMC have been identified, which include:**

- Sufficient level of training of students, corresponding to the requirements of the health care system;
- The presence in the college of a student self-government system and the possibility of expanding the powers of student self-government;
- Social support systems for students;
- Increasing the involvement of students in research activities;
- conducting psychometric testing for applicants to determine their resistance to stress and professional orientation, which will further reduce the number of students dropping out of their own free will;
- compliance of college students with social obligations and needs in the field of public health, which is confirmed by the results of a survey of stakeholders posted on the college website;
- regulation of college admission by collecting direct applications from medical organizations, accounting for employment rates of graduates in each specialty;

- the presence of the institute of supervision as a form of adaptation and academic counseling of students in order to plan a professional career, prepare for entering a university;
- the attractive status of the college as a prestigious and competitive educational institution for applicants;
- a variety of forms of student activity (participation in events of an international, republican, regional scale, etc.);
- the presence of a typical sports hall, a hostel for nonresident students.

**Conclusions of the EEC on the criteria.** Out of 13 standards conform: fully - 13, significantly - 0, partially - 0, do not correspond - 0

**Standard 4: completed**

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

### **Standard 5: ACADEMIC STAFF / FACULTY**

The expert commission received convincing evidence that in college there is an effective system of motivation, stimulation of the activities of teachers and young teachers, professional development of teaching staff and AMP. Personnel policy is aimed at improving the continuous professional development of teachers and increasing the effectiveness of collective efforts to implement the mission and goals of the college.

The staffing of the educational process is carried out in compliance with the qualification requirements for the leaders, pedagogical workers of the educational organization and persons equated to them, approved by Order No. 338 of the Ministry of Education and Science of the Republic of Kazakhstan dated 07/13/2009 (as amended on 04/30/2020). and also according to the criteria for assessing the competence of the teaching staff and the effectiveness of the quality of teaching. Personnel policy is carried out in accordance with the College's Strategic Development Plan for 2017-2021. The management of the college on an ongoing basis analyzes the quantitative and qualitative composition of teachers, and also regularly monitors and evaluates teaching activities.

The age structure of the team is 42 years old; the average age of the college administration is 40 years. The teaching staff is formed based on the needs for the effective implementation of educational programmes, as well as on the basis of the total academic load of 1080 hours per year on the basis of the Decree of the Government of the Republic of Kazakhstan No. 77 dated December 31, 2013.

College teachers periodically improve their professional skills through internships through the Department of Quality Control and Safety of Goods and Services of the Almaty Region, the Center for Professional Education, the Almaty State Institute for Advanced Training of Doctors of JSC Kazakh Medical University of Continuing Education / KazMUNO /, the non-profit joint-stock company Holding Kasipkor (NJSC "Talap", educational and training center), NJSC "Karaganda State Medical University", LLP "Republican Academy of Continuing Education", NJSC "Kazakh National Medical University named after S. Asfendiyarov", LLP "Republican Higher Medical College", JSC "National center for advanced training "Orleu", through professional internships in leading institutions of practical health care of the city and region. and etc.

There is a system of advanced training within the college - the School of a novice teacher, mentoring, self-education of teachers, participation in training seminars. - methodical manuals and manuals publish articles in periodicals, collections of materials of scientific and practical conferences.

Students of the specialty "Medical care" with the qualification "Feldscher" regularly take part in city, regional and Republican scientific and practical conferences:

- Beisenbaeva A. "Kazakhstani zhastaryny" ALTYN KITABY

- Esimbekova K. "Diabetic tabandy aldyn alu kotim zhurgizu" LD 403, supervisor: Karimova G.A.



-Kanapyanova Madina "Inflammatory diseases of female genital organs" LD 406, hands-l: Kanagatova M.U.

The students of the department have published articles on these topics.

Also, college students take part in international competitions and championships:

- Nurzhuma Gulmira, "WorldSkills" competence "Medical care", degree diploma, Yekaterinburg 2018;

- Isagulova Aidana, competition "Taking care of health", degree diploma, Yekaterinburg 2018;

- International competition "Territory of emergency care Triage" in the specialty "Medical care" (Taldykorgan): 3rd place - Zhusipova Fariza LD 406

Employee promotion occurs as a result of the replacement of new vacancies with their own, predominantly "grown" in college cadres.

**The documents:** Personal files of teachers; Orders for the recruitment of teachers; Work plans and materials; Personal data of teachers.

**The strengths of THMC have been identified, which include:**

- availability of qualified teaching staff;
- a rating system for assessing the competence of the teaching staff;
- a systematic process of improving the qualifications of teachers;
- strengthening international cooperation to increase the capacity of teaching staff
- functioning of the school for the novice teacher, mentoring practice;
- the use of innovative and active learning technologies: methods of role-playing games, imitation preclinical training, problem-situational learning, modular learning technology, personality-oriented method of problem learning and projects, "case technology", "CBL", "TBL", "QR code", "SMART", "PBL";

-conditions for positive personal growth of teachers and opportunities for the full disclosure of the potential for making a personal contribution to each sustainable development of the college;

- creating a health-saving environment for employees and students.

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

**Standard 5: completed**

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

## **Standard 6: EDUCATIONAL RESOURCES**

The expert commission received convincing evidence that the college has a high assortment of material and technical, informational library resources; methodical, scientific literature on paper and electronic media; subscription periodicals in the context of languages of instruction and specialties, which are constantly updated, replenished taking into account the relevance and reform of the Health care system of the Republic of Kazakhstan, and are used both in college and on practical bases.

The available resources in sufficient volume comply with the requirements of the SCES and regulatory legal acts, correspond to the stated mission, strategic goals and are available for teachers and students of the college. There is a positive trend in the acquisition, renewal, replenishment of material and technical resources. The college is constantly working on the development and updating of material and technical equipment, the introduction of new information technologies in studying process. AMP College implements a policy of cooperation at the national and international levels with other educational organizations, periodically conducts teaching staff training with the involvement of domestic and foreign specialists Asfendiyarov KazNMU, Shinjiyan Medical University, Urumqi (PRC), by the SCES Senior Experts Service from Germany, Bonn; Kazan Medical College and Omsk State Medical University, ROSOMED Moscow, etc.

the material and technical base.

In 2020, on the basis of the college, a new dormitory "House of Students" for 280 places was built. The college library annually subscribes to periodicals for 17 titles in the amount of 134 581 tenge.

**The documents:** Applications of the heads of the offices and the heads of the CEP; Circle work materials (plans, photo reports, publishing materials); agreements with international partners and work plans.

**The strengths of THMC have been identified, which include:**

- availability and constant replenishment of the fleet of modern simulation dummies, computer and interactive equipment;
- the presence of an electronic library system;
- availability of the official website of the college with information about its activities in three languages;
- development of a safe environment system for students and staff (fire alarm, video surveillance, license protection, etc.);
- the presence of its own training and clinical center with a simulation center;
- high assortment and selection of material and technical resources;
- constant replenishment of mannequins and dummies of classrooms for practical training;
- wide coverage of clinical sites for practical training;
- high employment rate of college graduates.

**Conclusions of the EEC on the criteria.** Out of 13 standards conform: completely - 12, significantly - 1, partially - 0, do not correspond - 0.

**Standard 6: completed**

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

1. Supplement, update the library fund with educational literature on the educational programme "Medical care".
2. Purchase educational literature on electronic media.
3. Generate an electronic catalog

## **Standard 7: PROGRAMME EVALUATION**

The expert commission received convincing evidence that that the assessment of educational programmes is carried out on the basis of the progress and quality of knowledge of students, data from monitoring the satisfaction of students, teaching staff and employers, as well as the achievements of students. To study and evaluate educational programmes in the college, there is a mechanism for reviewing and approving from employers, receiving feedback from students, teachers using questionnaires, surveys, monitoring students' academic achievements based on the results of the current, intermediate, final certification with discussion at a meeting of the ECP, discussing the results of educational indicators for six months at the teachers' council, receiving feedback from the chairperson of the NJSC representatives of social partners on the level of professional competence of graduates.

Students' knowledge and skills are assessed by discipline based on the results of half a year. Every year, a cross-section of knowledge is carried out on subjects submitted for interim and final certification with an analysis of the results. Intracollege control is carried out on the quality of teaching certain disciplines of the specialty and the state of educational and methodological documentation. Internal monitoring of the activities of the college and its divisions is carried out in accordance with internal regulations and is of a planned nature. Based on the results of the audit, the head of the audited unit develops corrective actions aimed at preventing the possibility of the occurrence of identified inconsistencies in the future. The

college systematically conducts research on the expectations and satisfaction of teachers, employees, employers,

Employment of graduates for the period 2016-2020 averages 92%. Among the medical colleges of the Republic of Kazakhstan, THMC in 2018, 2019. Recognized as the best best educational institution and twice took first place in the republican rating among the country's medical colleges. According to the rating of qualifications, 1-2 places are occupied by the specialty "Medical care".

**The documents:** The results of the analysis of the survey and the questionnaire of students of 1 - 3 courses; Minutes of the CEP meetings; Materials of pedagogical methodological councils, materials of HCC; Materials of anonymous surveys of employers.

**The strengths of THMC have been identified, which include:**

–The presence of innovative structures recognized at different levels and from different sides to assess the educational programme in the specialty "Medical care";

–Involvement in the evaluation of educational programmes of students, teachers, employers;

–Successful passing of an independent assessment of knowledge by graduates during the FC;

–Effective interaction with social partners;

–Collecting feedback from teachers and students at different levels and using a variety of methods;

–availability of a system for evaluating educational programmes through external and internal expert evaluation, feedback from employers, results of surveys of employers and students, internal and external audits;

–a high level of satisfaction of students with the quality of the educational process, teachers - with the results of their work;

–active participation of employers in the coordination and review of educational programmes, professional practice programmes, in the assessment of knowledge, skills and abilities of students.

**Conclusions of the EEC on the criteria.** Out of 10 standards conform: completely - 10, significantly - 0, partially - 0, do not correspond - 0.

**Standard 7: completed**

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

## **Standard 8: GOVERNANCE AND ADMINISTRATION**

The expert commission received convincing evidence that that the current organizational structure of the college is developed in accordance with the mission, goals and objectives of THMC... The staff structure of the college management determines the composition of the divisions and the list of college positions (Director, deputy director, heads of departments, chairperson of the CEP). College units are formal groups of workers responsible for a specific set of functions. (Pedagogical council, supervisory council, methodical council, council of curators). The qualifications of the heads of structural divisions correspond to the tasks of management. There is a base of internal and external regulations governing all major processes. The openness and availability of managers and administration for students, teachers and parents is demonstrated, responding promptly and resolving any questions that arise. The internal routine of the college is represented by a complete list of constituent, legislative documents, regulatory legal acts and instructive standards that determine the activities of an educational institution and TVE in general.

The college demonstrates an efficient and stable funding mechanism, planning, accountability, openness and transparency in the allocation of budget funds on the principle of publicity.

**The documents:** College Charter; Unified plan of structural divisions of the college;

Strategic development plan; Job responsibilities of employees; Regulations, recommendations; Book of records of orders; Registration book of incoming and outgoing documents; Work plans of structural divisions; Inner order rules; Nomenclature of cases.

**The strengths of THMC have been identified, which include:**

–the college developed a structure for the management and administration of the main and auxiliary processes, established the responsibility of the structural divisions and staff of the college;

–annual participation of the college in the ratings of the Independent Kazakh Agency for Quality Assurance in Higher Education;

–The college engages in constructive engagement with the health sector, community and government to help provide skilled professionals in line with community needs.

–the international quality management system ISO 9001: 2016 was introduced;

**Conclusions of the EEC on the criteria.** Out of 12 standards conform: completely - 10, significantly - 2, partially - 0, do not correspond - 0.

**Standard 8: completed**

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

1. Bring the workflow in accordance with the QMS;
2. Expand the staff of department heads in order to evenly distribute the workload on department heads, taking into account the contingent (order 77).

### **Standard 9: CONTINUOUS RENEWAL**

The expert commission received convincing evidence that what to The college continuously improves the quality of the educational services it provides. The goals of the college's strategic development plan are updated taking into account changes in health care needs, regulatory documents, and transformations in society. The strategic plan was revised in 2018, in connection with the early implementation of the goals of the College Development Concept, reorganization by transforming and changing the status of the college into the Taldykorgan Higher Medical College SPE on REM. In 2016, the college passed the procedure of institutional and specialized accreditation, in subsequent years, post-accreditation monitoring. With the transition to CMLT in the specialty "Medical care" with the qualification "Feldscher", the requirements for the training of specialists were revised, more attention is paid to the process of independent acquisition of knowledge.

Planning is carried out based on the results of an analysis of the existing needs of the college, taking into account current activities, in accordance with previous experience and prospects for the future. The college regularly analyzes the activities of the teaching staff, in order to eliminate deficiencies, as well as in the development of a strategy, quality policy and revision of the organizational structure and functions. Resources are continuously allocated based on ongoing analyzes for continuous improvement.

**Document:** Strategic plan.

**The strengths of THMC have been identified, which include:**

–a Mission, Vision, Strategic Development Plan for 2018-2023 were developed, including goals, objectives, activities and target indicators aimed at training competitive specialists focused on work in multidisciplinary medical organizations capable of operating in market conditions;

- creative, professional and committed to the interests of the college teaching staff;
- high percentage of employment of college graduates in the organization of health care in the city of Taldykorgan and Almaty region;
- constant updating of educational programmes in accordance with changes in the demographic situation, morbidity structure, socio-economic and cultural conditions;
- adaptation of the intermediate certification system to the international standards of WorldSkills;
- leading positions of the college in Republican projects and competitions;
- the ability to establish good relations with all stakeholders (MoH RK, Akimat of Almaty region, Health Care Department of the city and region, medical and pharmaceutical organizations).

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

**Standard 9: completed**

**Recommendations for improvement identified during the external visit: none.**

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

## **5. Recommendations for improving the educational programme in the specialty "Medical care", qualification "Feldscher":**

- 1) Introduce dual training according to the educational programme (standard 2);
- 2) Supplement and update the library fund with educational literature for the educational programme (standard 6);
- 3) Purchase educational literature on electronic media (standard 6);
- 4) Create an electronic catalog of literature (standard 6).

## 7. Recommendation to the ECAQA Accreditation Council

According to the results of expert evaluation of the educational programme in the specialty 0301000 "Medical care" qualification 0301013 "Feldscher" of SPE on REM "Taldykorgan higher medical College" of Almaty region Department of health care to the Standards of accreditation of educational programmes of medical and pharmaceutical specialties in technical and vocational education, the members of the EEC came to the unanimous opinion to recommend to the Accreditation Council of ECAQA to accredit the above-mentioned educational programme for a period of 5 years.

**Chairperson** of the External Expert Commission

Zhakenova Karlygash Amanbekovna

Foreign expert

Tilekeeva Ulankul Muktarovna

National Academic Expert

Telmanovna Tokbergenova Gulmira

National Academic Expert

Zabirovna Baigulzhina Zhazira

National Academic Expert

Alibekova Lyazzat Dzhanybekovna

National Academic Expert

Dadasheva Mahira Zhumadullayevna

National Academic Expert

Klara Kalamovna Manatova

Expert - representative of Health care

Mongol Anarbek

Expert-student representative

Daulet Nazerke Tlepalgankyzy

ECAQA Observer

Umarova Makpal Aldibekovna



**Quality profile and criteria for external specialized assessment (summary)  
of educacional programme for compliance with the Standards of specialized  
accreditation in technical and professional educational organizations**

Standard	Criteria for evaluation	Number of standards = BS * / SU	Grade			
			Totally coincides	Significantly corresponds	Partially compliant	Does not match
1.	MISSION AND END OUTCOMES	9	9	0		
2.	EDUCATIONAL PROGRAMME	19	16	3		
3.	ASSESSMENT OF STUDENTS	5	5			
4.	STUDENTS	13	13			
5.	ACADEMIC STAFF / FACULTY	4	4			
6.	EDUCATIONAL RESOURCES	13	10	3		
7.	PROGRAMME EVALUATION	10	10			
8.	GOVERNANCE AND ADMINISTRATION	12	11	1		
9.	CONTINUOUS RENEWAL	4	4			
	<b>Total:</b>	<b>89</b>	<b>82</b>	<b>7</b>		

**Attachment 2**

**Lists of participants in interviews and interviews are in the accreditation center**

**Attachment 3**

**List of documents studied by members of the EEC during the period of the external expert evaluation**

<b>No.</b>	<b>Names of documents</b>	<b>Quantity</b>
1.	Strategic plan	1
2.	Constituent documents	6
3.	Job instructions	10
4.	Regulations, rules for all structural divisions	23
5.	Personal files of students for all EP (optional)	5
6.	Personal files of teachers (optional)	4
7.	EWC, TEP for all EPs and disciplines (selectively)	6
8.	EMCD for all EP (optional)	4
9.	Work plans of structural divisions	5
10.	College annual work plan	1
11.	Personal data of students	25
12.	Personal data of teachers	20
13.	Name book	1
14.	Minutes of meetings of the National Assembly, administrative meetings, council method, pedagogical council	4
15.	Materials of the intracollegiate council and QMS	6
16.	Teacher publications	4
17.	Library stock accounting book	1
18.	Diploma works of students of the applied bachelor's degree	7
19.	Clinical agreements	21
20.	International cooperation agreements	5
21.	Orders for personnel	3
22.	Student orders	4
23.	Theoretical and Practical Learning Journals	4
24.	Student progress books	7
25.	Syllabuses, educational programmes for EP (optional)	4