

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

**REPORT**  
**OF THE EXTERNAL EXPERT COMMISSION**  
**ON THE RESULTS OF THE ASSESSMENT OF THE EDUCATIONAL**  
**PROGRAMME 0307000 - "ORTHOPEDIC DENTISTRY"**  
**QUALIFICATION 0307013 - "DENTAL TECHNICIAN" OF SPE ON REM**  
**"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**

## CONTENT

	List of symbols and abbreviations	3
1	EEC composition	4
2	General part of the final report of the EEC	7
2.1	Presentation of the SPE at the REM "Taldykorgan Higher Medical College" (THMC) and the educational programme in the specialty 0307000 "Orthopedic Dentistry" qualification 0307013 "Dental technician"	7
2.2	Information about previous accreditation	8
2.3	Analysis of the self-assessment report of the educational programme 0307000 "Orthopedic Dentistry", qualification 030713 "Dental technician"	
2.4	General assessment of the educational programme 0307000 "Orthopedic Dentistry", qualification 0307013 "Dental technician" for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education	9
3	Description of the stages of external expert evaluation	9
4	Conclusions of the EEC on external expert evaluation	18
5	Analysis for compliance with the Accreditation Standards based on the results of an external assessment of the educational programme 0307000 "Orthopedic Dentistry", qualification 0307013 "Dental Technician" of THMC and an overview of the strengths for each standard	18
6	Recommendations for improving the educational programme 0307000 "Orthopedic Dentistry", qualification 0307013 "Dental technician» of THMC	27
7	Recommendation to the ECAQA Accreditation Council	27
	Attachment 1. Lists of students, teachers and employers for interviews	28
	Attachment 2. List of documents studied by members of the EEC in the framework of specialized accreditation	36
	Attachment 3. Specialized quality profile and criteria for external evaluation of the educational programme 0307000 "Orthopedic Dentistry", qualification 0307013 "Dental technician» of THMC for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education	38
	Attachment 4. Questionnaire-questionnaire	48

## **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 Programme accreditation of THMC 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 ECAQA Director general No. 4 dated February 13, 2017).

The EEC report contains an assessment of educational programmes 0307000 "Orthopedic Dentistry", qualification 0307013- "Dental technician" for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education, recommendations of the EEC on further improving the implementation of the THMC training programmes.

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

### **2.1 Representation of the medical education organization of the State Enterprise on the REM "Taldykorgan Higher Medical College" and the educational programme in the specialty "Orthopedic Dentistry"**

Training of students in the specialty "Orthopedic Dentistry" has been carried out since 2017. In the 2018-2019 academic year, for the first time in Kazakhstan, at the Taldykorgan Higher Medical College, students with hearing impairments were admitted to the specialty "Orthopedic Dentistry" with the qualification "Dental Technician" in the amount of seven people. The training was conducted jointly with a sign language interpreter.

Educational activities in the specialty "Orthopedic Dentistry" are carried out on the basis of a license issued by the Department for Control in the Field of Education of the Almaty Region of the Committee for Control in the Field of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated June 29, 2018 KZ94LAA00012380.

The form of education is full-time, the language of instruction is Kazakh. The normative term of study for the qualification "Dental technician" on the basis of general secondary education is 1 year 10 months.

In total, 42 students were trained during the implementation of the educational programme, including 42 students during the reporting period.

During the reporting period, the number of students enrolled was 45. The contingent of students - 45 people, of whom 7 students with hearing impairments studied under the internal budget. All students studied according to the State Educational Standard of Education 2016 (Table 1).

**Table 1. The contingent of students in the specialty "Orthopedic Dentistry" for the 2017-2020 academic year.**

The nature of tuition fees	Term learning	SCES of RK	Accepted by trainees, Total	Quantity students in all courses	of which by courses:	
					2	3
Trainees under the economic contract	1 year 10 months	SCES 2016	38	38	15	23
Students on the internal budget	1 year 10 months	SCES 2016	7	7	7	-
<b>Total students</b>			<b>45</b>	<b>45</b>	<b>22</b>	<b>23</b>

In total, during the reporting period of the implementation of the educational programme, 42 students. The number of graduates in the 2018-2019 academic year was 21 students, the 2019-2020 academic year. - 21 students (table 2). Knowledge quality indicators slightly decreased due to the pandemic and distance learning (respectively 71.4%; 63.3%).

**Table 2. Dynamics of indicators of progress and quality of knowledge of the FSA in the specialty 0307000 "Orthopedic Dentistry"**

Criterion	2017-2018	2018-2019	2019-2020
Number of graduates, absolute number	-	21	21
Knowledge quality, in%	-	71.4	63.3
Academic progress, in%	-	100	100
Received a diploma with honors	-	2	-

24 teachers participate in training in this specialty, including 13 people with more than 10 years of experience.

To conduct educational, professional and professional practice, the college concluded agreements with the heads of medical organizations of the Almaty region, which created the necessary conditions for the practice: Regional dental clinic, dental offices "Stomatology-2", "Bereke", "Erkin".

## **2.2 Information on previous accreditation**

Specialized accreditation is being held for the first time.

## **2.3 Analysis of the self-assessment report of the educational programme 0307000 "Orthopedic Dentistry", qualification 0307013 "Dental technician» of THMC**

Self-assessment report of the educational programme "Orthopedic Dentistry" qualification "Dental Technician» of Taldykorgan Higher Medical College is presented on 88 pages and contains 13 annexes according to the relevant standards.

The report is characterized by completeness of answers to all 9 accreditation standards, structuredness taking into account the recommendations of the ECAQA TVE Study Programme Self-Assessment Guidelines, as well as by the internal unity of information provided by the accredited college. The report is accompanied by a cover letter signed by the director of THMC S.M. Dzhansegirov confirming the accuracy of the information and data contained in the reports.

The report contains a list of 13 members of the internal self-assessment commission, indicating the responsibility of each employee, information about the representative of the organization responsible for conducting the specialized self-assessment, Deputy Director for Academic Affairs Kumarova Altynai Baltabaevna. The chairperson of the working group on preparation for specialized accreditation is Deputy Director for Academic Affairs Kumarova A.B.

Self-assessment of educational programme 0307000 "Orthopedic Dentistry", qualification

0307013- "Dental technician" was carried out on the basis of the order "On conducting specialized self-assessment.

The working group on the preparation of the self-assessment report has done a certain amount of work: the key areas of institutional activity in the field of vocational education, tasks for the implementation of two educational programmes were analyzed, the necessary information was collected in accordance with the standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education (hereinafter for text - ECAQA Accreditation Standards); a thorough analysis, updating and addition of methodological and educational materials was carried out, their content is reflected in the report. The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards and includes a description of strengths, areas for improvement for each of the 9 standards.

The database and applications are presented in full, sequentially and 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.

#### **2.4 General assessment of the educational programme 0307000 "Orthopedic Dentistry", qualification 0307013 "Dental technician" for compliance with the Standards for the accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education of ECAQA.**

Based on the analysis of the self-assessment report by external experts, it was determined that the content of the self-assessment report was structured in accordance with the ECAQA accreditation standards and the recommendations of the Self-Assessment Guidelines.

The report is written voluminously, competently, the sequence and logic in the description of the standards is observed, the wording for each standard is clear and understandable, the tables contain links in the text and are numbered continuously. There are links to regulations, model rules, regulations, teaching documents, website pages <http://krmc.kz/missiya-celi-zadachi/>

Self-assessment and description were carried out in accordance with ECAQA management standards and answers to the questions formulated in the Self-assessment Guidelines were received. The real practice of organizing the training of students in the specialty - 0307000 "Orthopedic Dentistry", qualification 0307013 - "Dental Technician", substantiated data, examples of the implementation of the educational programme, national and international events, methodological support of the educational programme, confirming compliance with the requirements of the standards of specialized accreditation are presented. Description of activities in the specialty 0307000 "Orthopedic Dentistry", qualification 0307013- "Dental technician" is quite complete and updated according to the number of students, teachers, administration, information on selection and admission, training results,

The Opinion for each of the 9 Specialized Accreditation Standards includes a description of the strengths and areas for improvement identified by the college. Prior to the external visit, the self-assessment report was expert evaluation and the reports were revised based on the expert evaluations provided to the college.

Thus, the self-assessment report of the educational programme contains objective, detailed, structured information on all types of activities in accordance with the ECAQA specialized accreditation standards.

### **3. 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.



and 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 for 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 from 28.04-30.04.2021, a review of resources in the context of the implementation of accreditation standards, the study of educational and methodological documents for an accredited educational programme.

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.

**04/05/2021.** A preliminary meeting of the members of the External Expert Commission was held online under the leadership of the ECAQA Director general Sarsenbayeva S.S and the chairperson Zhakenova Karlygash Amanbekovna. The experts met, responsibility is distributed among the members of the EEC. Brief review of self-assessment reports: 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.

**First day of visit 28.04.2021.** 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 members of the EEC, familiarization with the goals of external expert assessment. A meeting-conversation was held with the director Dzhansengirov Serik Maksimovich, during which the 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 Dzhansengirov S.M. exhaustive answers were given. This interview validated accreditation standards 1.8 and 9.

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



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 conducted an interview 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 the 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, the organization and monitoring of distance education in a pandemic.

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 to validate and verify the data of the self-assessment report for 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 DOT 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.

In addition, interviews were conducted with Alikulova A.B., Ibragimova R.S., Amreeva A.S., Aidarbekova M.B., Orakbaeva G.A. in order to validate and verify the data of the self-assessment report for standard 6. on questions:

- 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 paramedic of a medical center.

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



For the purpose of validation and verification of the data of the self-assessment report of standards 1-9 members of EEC conducted an interview with the heads of the CEP and the heads of the offices (Ibragimova A.T., Kalkeva B.N., Makhataeva A.Zh., Kadirova G.A., Filimonova A.A., Saybolatova E.K., Syrtanova R.D., Shoibekova D.T., Sagyndykova Zh.A., Tortbaeva A.S.). During the meeting, questions were asked about regulatory documents, satisfaction with the book supply and material and technical equipment of the EP, the content of the EP, the availability of clinical bases, the use of traditional and innovative methods and forms of training, the availability of a system for assessing the activities of the CEP and the teacher, satisfaction with working conditions and forms of stimulating pedagogical activity.

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



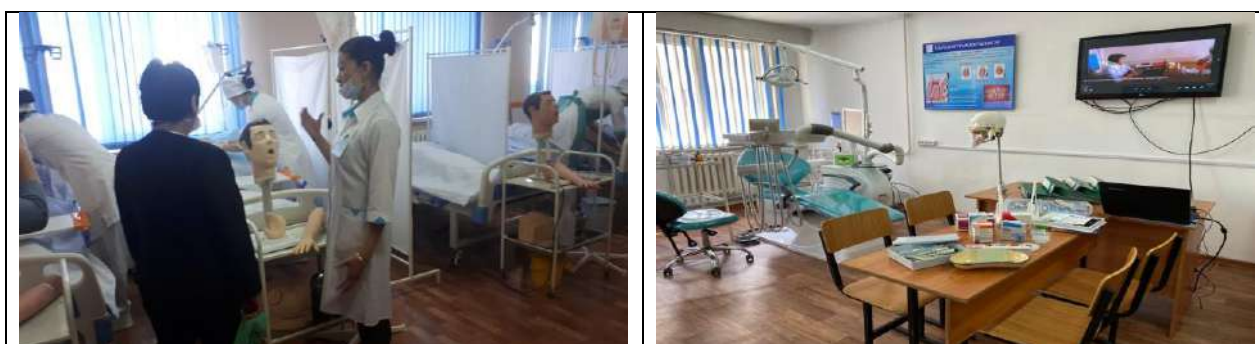
Members of the EEC visited the museum, college dormitory, first-aid post, sports and assembly halls. The information support department, consisting of three computer classes, was examined (50 computers connected to the Internet and 2 interactive panels are involved in the educational process).

Then there was an inspection of the library with a reading room for 35 seats. Head of the library Kurmanbaeva K.M. 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 study rooms, classrooms for special disciplines, laboratories and computer classes. 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), spoke 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. The experts received answers about the teacher training programme, the financing of this training, the availability of certification in teaching methods for teachers 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 college programmes. 22 students participated in the interview in full-time format, observing 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, a staff psychologist, a guide for students), participation in research work, college events, city and region, satisfaction with training, communication with teachers, attitude of management (director, head of department, curator, psychologist, head of youth policy), questioning.

In conclusion of all the interviews to the members of the EEC Manarbekkyzy A. And Askanbaev D.S. a video was presented and a presentation on educational and social work confirming standard 4. (photo 5.)

At the end of the working day, the documentation was studied and a working meeting was held on the results of 1 day of work of the EEC. Thus, EEC members validated standards 1-9.



**The second day of the visit: 04/29/2021** In order to validate standards 2, 4, 6 and 7, the experts visited practical bases in all areas of training. For the high-quality passage by students of educational practice, educational and production training, professional practice, the college

entered into agreements with 9 medical and pharmaceutical organizations of the city and region  
Visited:

- Dental clinics No. 2 "Bereke", "Altai";
- pharmacies: Zangar, Europharm, social pharmacy "Arzan"
- city children's clinic, women's consultation.

When visiting clinical bases, a meeting was held with employers, graduates of different years of graduation, mentors, a teacher of dental clinic No. 2 Nurkhodzhaeva T.A., Zhapparov M., Kosmanov Zh. Clinic "Altai" A. Mukhametgalimov. All of them are graduates of THMC. 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.

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





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

To validate standards 2.3.6, a meeting of EEC members with student activists took place, during which convincing answers were obtained to 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 of students participating in the collegiate 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 students 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 7 memorandums with the PRC of Urumqi, "Shinzhayan Medical University", RBPOU "Kazan Medical College", Germany, Bonn, ROSOMED "Russian Society for Simulation Education in Medicine", Medical College, Tashkent, Omsk State University, Sverdlovsk Regional Medical College.

Since the signing of the Memorandums, the college teachers have been actively trained in priority areas of Health care development. This provides evidence of compliance with Standard 5, 6, 9.

To validate standards 2,3,4,5,6,7, practical classes of the teacher A.Zh. Makhataev were attended. on the topic: " Odontogenic sinusitis ". Students: group D 301.

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



The attended lesson is provided with a working curriculum, control and measuring instruments, demonstration and handouts, equipment for individual practicing of practical skills.

According to the EEC programme, interviews were held with graduates of different years of all educational programmes and employers. The interview was attended by 28 full-time graduates, observing distance and mask mode. 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, proposals for improving educational programmes. Feedback on the quality of graduate training, degree of participation in curriculum development and college life.

The head of the methodological department, members of the EEC, were presented with a video presentation on the methods used, forms, knowledge control, types of independent work

and stimulating 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, WEC, 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.**

According to the programme, members of the EEC demonstrated the work of graduate students in a multidisciplinary team. Also, taking into account the distance learning format for 1–2-year students, the members of the EEC were presented with video presentations on the methodology for conducting practical classes in the discipline "Fundamentals of Nursing". They familiarized with the work being done in the specialty 0302000 "Nursing", 0302054 "Applied Bachelor of Nursing" through a video presentation.

Further, a meeting of EEC members was held following the results of external assessment for compliance with the Institutional Accreditation Standards and all medical and pharmaceutical specialties of technical and vocational education (TVE) of ECAQA. 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.

### **Results of the survey**

An observer from ECAQA in the period 3-7.10.2020 conducted an online survey of college students on the resource <https://webanketa.com/>. 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 99. The total number of respondents is 99.

Fully agree with the statement that they will recommend college as an organization of training - 81.82%, partially agree with this statement - 15.15%, disagree with the statement 3.01%, doubted the answer 0%. Programme managers and teachers are aware of the problems of students related to college education - 76.77% of respondents strongly agree, 17.17% - partially, strongly disagree - 2.02%, the rest doubted the answer. According to 67.68% of the respondents, programme managers and teachers constantly involve students in the work of advisory bodies, the rest answered differently (they do not involve - 8.08%, I do not know anything about this - 13.13%, doubted the answer - 6, 06%). Fully satisfied with the conditions and equipment of classrooms, college auditoriums 86.87% of respondents, partially satisfied 9.09%, not satisfied 2,

The college has created conditions for students to rest and eat (rest rooms, benches / gazebos on the territory, buffet-dining room) in between classes - 82.83% 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 79.8% of students, partially for 15.15%, not available for the rest of the respondents. The majority (88.89%) answered that teachers provide students with methodological and didactic materials, additional literature to prepare for classes. According to 79.8% in college, there is access to student participation in research work, 14.14% partially agreed with this, and the rest deny. Fully and partially satisfied with library resources 84.85% and 12.12%, respectively. The majority (88.87%) have access to electronic educational resources. The availability of medical services for a college student is characterized as sufficient by 89.9% of surveyed students. Fully satisfied with the activities of mentors, curators and tutors 88.89%, partially - 7.07% are not satisfied in one way or another -2.02%. College teachers and staff treat students with respect - 96.97% strongly agree. The majority of respondents (89.9%) know that the college has and is implementing social programmes to support students, and 7.07% have not heard and do not know about it. The fact that the college has a student career counseling service is known to 86.87% of respondents. 82.83% fully agree with the fact that the college has established a system of self-study of students / pupils, partially agree - 14.14%, the rest of the respondents disagree (2.02%), or doubted the answer. 70.71% of the respondents assessed the organization of training at the practice bases as excellent, 27.27% as good, 1.01% as satisfactory, 1.01% could not rate it. Approximately 84.85% 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 disagreed (3.03%) or doubted the answer (1.01%).

More than 85.86% of the respondents are satisfied with the schedule of classes in the disciplines of the educational programme, partially - 10.01%, no - 2.02%. Fully and partially satisfied with the methods of assessing the knowledge and skills of students 84.85% and 15.15%, respectively. The content of the educational programme (list of disciplines) in the chosen specialty fully meets the expectations of the majority - 85.86%, partially - 12.12%. In the classroom, teachers use active and interactive teaching methods, 81.82% of respondents regularly believe. Sometimes - 14.14%, rarely - 3.03%, the remaining 1.01% either do not know what the question is about or doubted the answer. In the opinion of 87.88% of the surveyed students, after the end of the class, the teachers constantly provide feedback (listens to the opinion, conduct a mini-survey, work on mistakes), and 8.08% write that "sometimes", 2, 02% answered "rarely". Two-thirds of the respondents - 94.95% - 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 (2.02 %), and 3.03% answered "not all teachers of this college".

There is a sufficient number of patients to carry out practical activities in the chosen specialty, according to the majority - 83.84%. 92.93% of respondents like to study at this college. More than 84.85% of the responding students experienced a personally negative attitude from teachers. More than 89.9% of respondents are satisfied that more than 89.9% of respondents study in this particular college, but about 1.01% are either disappointed or did not know how to answer. The majority of respondents believe that the college leadership is available to students - 96.97%.

To the question "Are you currently in a scientific circle or participate in a scientific project", 40.4% answered "yes", and 41.41% - "no." want to do research.

94.95% of the respondents are fully confident that college allows them to acquire the necessary knowledge and skills in the chosen specialty, but 5.05% cannot yet give an answer. 89.9% are completely satisfied with the organization of teaching in the college, partly 10.1%.

83.84% of the respondents rated the work of the external expert commission positively, 13.13% - satisfactory. According to 80.81% of respondents, the accreditation of college or educational programmes is necessary, at the same time 6.06% did not know what kind of procedure it was. 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. Most of the respondents are satisfied with the equipment of the classrooms. 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 research circles and consultative and advisory bodies to discuss the educational programme and educational process. Sufficient involvement of students in the work of developmental circles was noted. It was found that on all bases of practice for students, conditions are created corresponding to their expectations. All teachers, according to students, provide feedback on the results of the lesson,

#### **An online survey of teachers was carried out, the number of respondents was 71.**

Pedagogical experience up to 5 years - 28.17%, from 5 to 10 years - 16.9%, over 10 years - 54.93%. 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, 98.59% of respondents believe, 1.41% partially disagree. In this educational organization, I have the opportunity to engage in scientific work and publish the results of research in the opinion of 95.77% of teachers. The wages are fully satisfied by 84.51%, partially by 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 the specialty, in the near future 38.03%. More than 69.01% of respondents characterize the microclimate in the team as satisfactory, 1.41% do not pay attention to it. 29.58% are satisfied with everything. 94.37% of the respondents believe that in college there is an opportunity to realize themselves professionally, they 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.

To the question that the educational organization supports my participation in conferences (international, republican), 81.69% answered that travel expenses are paid, 2.82% did not contact the management about this, 14.08% did not give an answer ...

Fully 92.96% of respondents agree that students have free access to patients at clinical sites and all conditions for improving their practical skills, 5.63% partially agree with this statement, and 1.41% doubt the answer. 32.39% of 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 respondents - about 70% of the time, which changes the optimal balance of the organization of the educational process ...

74.65% of the respondents fully satisfied the level of prior training of students (residents) upon admission to training programmes, partially -21.13%, and 2.82% did not give an answer at all. When asked about mentoring, 2.82% wrote that they were mentors, 94.37% were a curator, 2.82% were neither curators or tutors. 50.7% of the respondents are not involved in clinical work, and 39.44% believe that they optimally combine teaching and clinical activities.



84.51% of respondents are aware that the college implements programmes of social support for teachers, 7.04% are not aware of this. The availability of the manual was assessed by 90.14% of the respondents. Teachers use different teaching methods.

This survey is useful for the development of recommendations for improving the key areas of the college's activities, fully supported by 95.77% of respondents, and 1.41% found it difficult to answer 2.82%.

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

#### **4. Analysis for compliance with accreditation standards based on the results of an external assessment of the educational programme 0307000 "Orthopedic Dentistry", qualification 0307013 - "Dental technician» of THMC and an overview of the strengths for each standard.**

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

The expert commission received convincing evidence that in THMC has a developed mission, goals and objectives, a strategic plan corresponding to the national policy in the field of vocational education. In the presented plan, the mission, vision, principles of activity and strategic directions 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 collective of the college sets itself tasks to improve and improve the quality of education and the competitiveness of specialists. Planning and analysis of teaching and educational activities are all structural units available in the college. Representatives of stakeholders are involved in the formation and revision of the strategic plan and mission, from among employers, teaching staff, The mission was published on the college website in three languages, sent by e-mail to medical organizations of the city and region... To implement the goal of the educational programme, the educational institution has an impeccable image, a dynamically developing material and technical base, active and equal cooperation with leading domestic and foreign organizations of health care and education, applies innovations in the educational sphere through the introduction of modern integrated educational technologies, scientific qualifications of teachers... The college is guided by the principles of an "open system", intensive and mutually beneficial cooperation, including international, in cooperation with educational and medical organizations, professional communities. The transparency and accessibility of the mission and strategic objectives has been proven (website available).

The college directs its activities to 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 end result of training in an educational programme is the formation of a competent specialist.

##### **Proof:**

Strategic plan for the development of THMC ";

Work plans of the structural divisions of the college;

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

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

- a clear, clearly formulated mission, goals and objectives;
- the developed Strategic Plan with the main directions of the educational activities of the college;
- the presence of a simulation center and a dental laboratory equipped with modern international devices and simulators;
- broad representation in the adoption of the plan by college teachers and consumers of the educational process: practical health care, students, transparency-based and publicly available academic policy of the college;
- active and mutually beneficial integration with practical Health care;

- restructuring into the "Higher Medical College" with the ability to train nursing specialists with the qualification "Applied Bachelor";
- the presence of a modern sports hall;
- having your own student house.

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

**Standard 1: completed**

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

## **Standard 2: EDUCATIONAL PROGRAMME**

The expert commission received convincing data that the educational curriculum in two specialties corresponds to the mission, goals, objectives and strategic plan of the college and is focused on training competitive specialists based on innovative technologies of the educational process, new forms of education in the field of medical education, and the 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. The college has a sufficient material and technical base, teaching staff, which allows you to effectively carry out educational activities in the EP. Innovative, traditional and non-traditional teaching approaches used by the teaching staff of the college provide an opportunity for students to fully master professional competencies. The educational process is focused on the future practical activities of specialists through the integration of interdisciplinary relations between general professional and special disciplines. Educational and programme documentation (curriculum, standard working curricula, individual curricula for each discipline), developed in accordance with the requirements of the State Educational Standard 2016 (for students of 2-3 courses), State Educational Standard of Education 2019 (for students of the 1st year), and correspond to the goals and content of the educational programme for the educational planning, methodological documentation developed by the teachers of the college is reviewed and approved by all collegial structural divisions of the college. The teaching staff of the medical college and employers participate in the management of the EP. When developing EP, in ensuring their quality, the interests of employers are taken into account. There are resources that provide conditions for the implementation of educational activities based on ICT, the library fund and qualified teaching staff. Clinical bases (7), medical organizations are presented for practical training. As part of the SRW in the specialty "Dentistry" there are a circle "Dental technician" and the School of Health "DENT-SMILE". In general, the coverage of the circle activities of students specializing in "Dentistry" for the period 2017-2020 amounted to 69% of the contingent. There are resources that provide conditions for the implementation of educational activities based on ICT, the library fund and qualified teaching staff. Clinical bases (7), medical organizations are presented for practical training. As part of the SRW in the specialty "Dentistry" there are a circle "Dental technician" and the School of Health "DENT-SMILE". In general, the coverage of the circle activities of students specializing in "Dentistry" for the period 2017-2020 amounted to 69% of the contingent. There are resources that provide conditions for the implementation of educational activities based on ICT, the library fund and qualified teaching staff. Clinical bases (7), medical organizations are presented for practical training. As part of the SRW in the specialty "Dentistry" there are a circle "Dental technician" and the School of Health "DENT-SMILE". In general, the coverage of the circle activities of students specializing in "Dentistry" for the period 2017-2020 amounted to 69% of the contingent.

The educational components of the educational programme are aimed at instilling national values, the formation of patriotism and citizenship, the development of versatile interests and abilities of students, and the formation of a healthy lifestyle.

### **Proof:**

Educational and programme documentation (curriculum, standard working curricula and programmes, individual curricula for each discipline, electronic library system EBS IPR BOOKS, contracts with clinical bases).

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

- a good material and technical base and a qualified teaching staff corresponding to the State Educational Standard of Education and SanPiN;
- there is a simulation center and dental laboratories equipped with modern international simulators;
- teaching staff and leaders from practical health care have mutually beneficial partnerships based on cooperation and mutual assistance necessary to manage the educational programme and improve the quality of training;
- active use of information and innovative pedagogical technologies and the principles of a scientific approach that develop students' communication skills and analytical, critical thinking;
- educational components included in the learning process are aimed at instilling national values, the formation of patriotism and citizenship, the development of versatile interests and abilities in students, at the formation of a healthy lifestyle;

**Conclusions of the EEC on the criteria.** Out of 19 standards correspond: fully-13, significantly - 6, partially - 0, do not correspond - 0.

**Standard 2: completed**

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

- Introduce dual training for all EP;

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

The expert commission received convincing data that the college's assessment system is based on regulatory legal documents. 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 working curriculum. Assessment of students is carried out in linear and distance formats. Current monitoring of progress, intermediate and final state attestation is carried out in accordance with the standard rules for monitoring progress, intermediate and final attestation of students in organizations of technical and vocational education, approved by order of the Ministry of Education and Science of the Republic of Kazakhstan dated March 18, 2008 No. No. 125 as amended on April 17, 2020. The college has a Regulation on Appeal, which was developed on the basis of the Law of the Republic of Kazakhstan " On Education ". 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 discussed and approved annually at the meetings of the MS of the college. 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 college pays great attention to the application of innovative and informational methods of assessing knowledge and skills. The modern development of computer and communication tools leads to the use of information technology as a means and methods of controlling knowledge and skills, improving the learning process and increasing its efficiency and quality. The student assessment policy is based on transparency, objectivity and accessibility. are annually discussed and approved at the meetings of the MS of the college. 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 college pays great attention to the application of innovative and informational methods of assessing knowledge and skills. The modern development of computer and communication tools leads to the use of information technology as a means and methods of controlling knowledge and skills, improving the learning process and increasing its efficiency and quality. The student assessment policy is based on transparency, objectivity and accessibility. are annually discussed and approved at the meetings of the MS of the college. 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 college pays great attention to the application of innovative and informational methods of assessing knowledge and skills. The modern development of computer and communication tools leads to the use of information technology as a means and methods of controlling knowledge and skills, improving the learning process and increasing its efficiency and quality. The student assessment policy is based on transparency, objectivity and accessibility. Methods and practices for assessing educational achievement are comparable to teaching and learning methods and guarantee the achievement of the final results by the learners. The college pays great attention to the application of innovative and informational methods of assessing knowledge and skills. The modern development of computer and communication tools leads to the use of information technology as a means and methods of controlling knowledge and skills, improving the learning process and increasing its efficiency and quality. The student assessment policy is based on transparency, objectivity and accessibility. Methods and practices for assessing educational achievement are comparable to teaching and learning methods and guarantee the achievement of the final results by the learners. The college pays great attention to the application of innovative and informational methods of assessing knowledge and skills. The modern development of computer and communication tools leads to the use of information technology as a means and methods of controlling knowledge and skills, improving the learning process and increasing its efficiency and quality. The student assessment policy is based on transparency, objectivity and accessibility. The modern development of computer and communication tools leads to the use of information technology as a means and methods of controlling knowledge and skills, improving the learning process and increasing its efficiency and quality. The student assessment policy is based on transparency, objectivity and accessibility. The modern development of computer and communication tools leads to the use of information technology as a means and methods of controlling knowledge and skills, improving the learning process and increasing its efficiency and quality. The student assessment policy is based on transparency, objectivity and accessibility.

**Proof**

Control and measuring materials in traditional and electronic format for;

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:**

- the assessment methods used by the college are reliable and valid;
- unified automated system for monitoring students' knowledge;
- monitoring the level of professional readiness of students at various levels of the educational process;
- good indicators of the demand and employment of college graduates;

*Conclusions of the EEC on the criteria.* Correspond from 5 standards: completely-4, significantly -1, partially - 0, do not correspond - 0.

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

**Standard 4: STUDENTS**

The expert commission received convincing evidence that the policy of forming a contingent of students into the number of students consists of choosing those who most consciously chose a specialty. Admission of applicants is carried out in 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. with the Law of the Republic of Kazakhstan "On Education".

There is an appeal commission, a system of academic counseling of students on the correct choice of a future profession is functioning. As part of vocational guidance, various activities are carried out: campaign teams visit schools in Taldykorgan and districts of the Almaty region, conduct master classes with the involvement of teachers and college students, information resources: videos about the college and specialties, booklets. Pupils of city and regional schools are invited to the "Open Day", where they get acquainted with the conditions of study and living. For the purpose of career guidance, all events held with the participation of representatives of the Ministry of Defense are covered by the media.

The admission policy is reviewed periodically to reflect changes in the Model Admission Rules. So, this year, changes have been made to the admission rules in connection with the coronavirus pandemic.

In order to increase motivation to achieve high results in studies, as well as to help those in need, the college has established a flexible system of social support. There is a practice of transferring students from other programmes and colleges, in accordance with the Rules for the provision of public services in the field of technical and professional, post-secondary education on the basis of the order of the Minister of Education and Science of the Republic of Kazakhstan dated January 20, 2015 No. 19 (as amended on 05/22/2020). The college accepts children from low-income families and representatives of national minorities.

The college has a system of academic counseling and support for students experiencing certain difficulties in mastering educational material. Psychologist provides psychological support. In college, the educational and production department, headed by the deputy director for educational and production work, is responsible for the employment of graduates. 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.

**Proof:**

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 Student Council (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:**

- college admission policies and criteria are objectively transparent and transparent;
- efficient student support service;
- application and use of modern educational technologies, including information;
- conditions have been created for the realization of the creative potential and personal growth of students;
- stable results of academic performance and quality of knowledge of students.

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

***Standard 4: completed***

***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 increasing the continuous professional development of teachers and increasing the effectiveness of collective efforts to implement the mission and goals of the college.

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 educational process in the specialty "Orthopedic Dentistry" is carried out by 24 teachers, including 20 (83.3%) full-time and 4 (16.7%) part-time teachers. The average age of teachers is 45 years, of the number of full-time teachers, 13 (65.0%) have more than 10 years of experience, 4 (20.0%) young specialists have up to 3 years of experience.

The college is devoted to teaching young teachers in the School of the Beginning Teacher (SBT); organization of mentoring; School of Excellence, attending classes of other teachers; assistance to the independent development of a novice teacher; monitoring by the college administration for the growth of scientific and methodological qualifications of novice teachers; orientation towards the publication of materials of scientific works of students and teachers; conducting regular seminars, meetings (scientific and methodological), involving novice teachers in the organization of general college events, training at advanced courses in educational institutions of the region, in organizations of medical education of the Republic of Kazakhstan. A system of incentives for teachers and college staff has been developed and is being implemented.

### **Proof:**

- Personal files of teachers;
- Orders for the recruitment of teachers;
- Work plans and materials of the SPPM;
- Personal data of teachers.

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

- a system for the selection and placement of teaching staff in accordance with regulatory documents on personnel management procedures;
- conditions for positive personal growth of teachers and opportunities for the full disclosure of the potential for making a personal contribution of everyone to the sustainable development of the college;
- an effective system of material and moral incentives for the work of teachers and staff;
- active participation of college teachers in the development and publication of analytical methodological scientific publishing activities;
- advanced training of teachers and college staff in regional, republican, international courses and seminars;
- the opening of a simulation room and a dental laboratory for the development and formation of professional competencies on modern devices, simulators and phantoms;
- creating a health-saving environment for employees and students.

*Conclusions of the EEC on the criteria.* Out of 4 standards conform: completely-4, significantly - 1, partially - 0, do not correspond - 0.

*Standard 5: completed*

*Recommendations for improvement identified during the external visit:*

## **Standard 6: EDUCATIONAL RESOURCES**

The expert commission received convincing data that the college has a large assortment of material and technical, information library resources, methodological, scientific literature on paper and electronic media, periodicals subscriptions 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 material and technical base of the college is located on a land plot with a total area of 0.2109 hectares, where there are building No. 1, building No. 2, a gym and a hostel. The college has computer labs for 40 places with Internet access. The lower fund for the specialty "Dentistry" is 10,615 copies, including in the Kazakh language - 34.3% (3636 copies).

The material and technical base of the college meets sanitary and hygienic standards and fire safety requirements. In 2021, a new dormitory "Student House" was built on the basis of the college.

The college is provided with the necessary resources for the acquisition of practical skills by students in the chosen specialty in the context of educational practice. Clinical bases have the necessary equipment and equipment. The college signed agreements on cooperation for the passage of professional and pre-diploma practice in them with eighteen MO of Taldykorgan and Almaty region.

Taldykorgan Higher Medical College has been carrying out international cooperation and student exchange since 2015 with the People's Republic of China, Urumqi. Cooperates with institutions of higher and secondary education of the Russian Federation and the Republic of Uzbekistan, with which contracts have been concluded.

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. The college demonstrates sufficient provision with the available fund of educational, methodological, scientific literature on paper and electronic media, periodicals subscriptions in the context of the languages of instruction. The college is constantly working on the development and updating of material and technical equipment, the introduction of new information technologies instudying process. AMP college periodically conducts teaching staff training with the involvement of domestic and foreign specialists. The educational activity of the college in the field of technical and vocational education is provided with sufficient financial resources and meets the requirements of the sustainability of the educational organization.

**Proof:**

Invoice for the purchase of material and technical equipment (dental equipment, training simulators, computer technology, educational literature, soft and hard inventory, consumables, visual aids);

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:**

- a good material and technical base and qualified teaching staff corresponding to the State Educational Standard of Education and SanPiN;
- the presence of a simulation center and dental laboratories equipped with modern international simulators and dental equipment;
- training of teachers at advanced courses, seminars and conferences in partner Chinese, Russian universities and colleges;
- constant updating of the material and technical base, taking into account the relevance and reform of the health care system of the Republic of Kazakhstan.

***Conclusions of the EEC on the criteria.*** Out of 13 standards conform: completely -10, significantly -3, 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
2. Purchase educational literature on electronic media.
3. Form an electronic database of educational and methodological literature.

4. Conclude an agreement with leading universities and colleges of the Republic of Kazakhstan on the use of library resources.
5. To publish a textbook for the specialty "Orthopedic Dentistry" qualification "Dental Technician" in the Kazakh language.

### **Standard 7: PROGRAMME EVALUATION**

The expert commission received convincing evidence 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... 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.

For regular assessment and monitoring of the educational programme in the college, an internal and external examination of curricula, work programmes of disciplines and EMCD is carried out. An external evaluation of the educational programme was carried out by the Department of Control in the field of educational activities in the Almaty region. In 2016, the visit of the EEC of accreditation and rating took place - specialized accreditation was passed.

Internal audits are conducted by deputy directors for SD, OIA, head of practical training, heads of departments, methodologists, as well as teachers with extensive experience. It is carried out inside college control on the quality of teaching certain disciplines of the specialty and the state of educational and methodological documentation.

The college systematically studies the expectations and satisfaction of teachers, employees, employers, students of all courses using sociological methods such as questionnaires.

**Proof:** 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 the HCC Materials of anonymous surveys of employers.

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

systematic research of expectations and satisfaction of teachers, staff, students, employers;  
 a high percentage of satisfaction of teachers, employees, students, employers with the terms of the organization of work in the college;

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

**Standard 7: completed**

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

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

The expert commission received convincing evidence that the current organizational structure of the college was 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, heads of the CEP). College units are formal groups of workers responsible for a specific set of functions (Pedagogical council, educational council, methodical council, CEP, council of curators). The qualifications of the heads of structural divisions correspond to the tasks of management. The base of internal and external regulations governs all the main 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.

**Proof:**

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 interest of practical health care, represented by employers, in the training of qualified personnel;

*Conclusions of the EEC on the criteria.* Out of 12 standards conform: fully 11, significantly - 1, partially - 0, do not correspond - 0.

*Standard 8: completed*

*Recommendations for improvement identified during the external visit:*

Expand the staff of department heads, taking into account the contingent of students;  
Bring the workflow in accordance with the QMS.

**Standard 9: CONTINUOUS RENEWAL**

The expert commission received convincing evidence that 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. 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.

**Proof:**

Strategic plan.

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

- planned training of teaching staff and AMP abroad and within the country;

Conclusions of the EEC on the criteria. Out of 4 standards: fully-3, significantly - 1, partially - 0, do not correspond - 0.

*Standard 9: completed*

*Recommendations for improvement identified during the external visit:*

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.

**6. Recommendations for improving the educational programme "Orthopedic Dentistry" qualification "Dental Technician» of THMC.**

1. Supplement, update the library fund with educational literature
2. Purchase educational literature on electronic media
3. Form an electronic database of educational and methodological literature
4. Conclude an agreement with leading universities and colleges of the Republic of Kazakhstan on the use of library resources
5. Introduce dual learning
6. Bring the workflow in accordance with the QMS
7. To publish a textbook for the specialty "Orthopedic Dentistry" qualification "Dental Technician" in the Kazakh language

## 7. Recommendation to the ECAQA Accreditation Council

According to the results of expert evaluation of the educational programme in the specialty 0307000 - "ORTHOPEDIC DENTISTRY" QUALIFICATION 0307013 - "DENTAL TECHNICIAN" 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

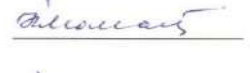
Mongol Anarbek

Expert-student representative

Daulet Nazerke Tlepalgankyzy

ECAQA Observer

Umarova Makpal Aldibekovna



**Quality profile and external assessment criteria (generalization) of the educational programme "Orthopedic Dentistry" for compliance with the Standards of accreditation of educational programmes of medical and pharmaceutical specialties in technical and vocational education**

Standard	Criteria for evaluation	BS / SU	Total Standards	Grade			
				Totally coincides	Significantly meets the requirements	Partially compliant	Does not meet the requirements
1.	MISSION AND END OUTCOMES		9	9	0	0	0
2.	EDUCATIONAL PROGRAMME		13	13	6	0	0
3.	ASSESSMENT OF STUDENTS		5	4	1	0	0
4.	STUDENTS		13	13	0	0	0
5.	ACADEMIC STAFF / FACULTY		4	4	0	0	0
6.	EDUCATIONAL RESOURCES		13	10	3	0	0
7.	PROGRAMME EVALUATION		10	10	0	0	0
8.	GOVERNANCE AND ADMINISTRATION		12	11	1	0	0
9.	CONTINUOUS RENEWAL		4	4	0	0	0
	<b>TOTAL</b>		<b>89</b>	<b>78</b>	<b>11</b>	<b>0</b>	<b>0</b>