

**REPORT  
OF EXTERNAL EXPERT COMMISSION  
ON THE RESULTS OF THE ASSESSMENT OF THE EDUCATIONAL PROGRAMME IN  
SPECIALTY 0306000 "PHARMACY"  
OF LLP "WEST - KAZAKHSTAN HIGHER MEDICAL COLLEGE"  
FOR COMPLIANCE WITH STANDARDS FOR ACCREDITATION OF EDUCATIONAL  
PROGRAMMES FOR MEDICAL AND PHARMACEUTICAL SPECIALTIES OF  
TECHNICAL AND VOCATIONAL EDUCATION**

**period of external expert evaluation: from 7 to 9 April 2021**

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

In accordance with ECAQA Order No. 8 dated March 11, 2021, an External Expert Commission was formed to conduct external evaluation procedures within the framework of institutional and specialized accreditation from April 07 to April 09, 2021 of LLP "West Kazakhstan Higher Medical College" (hereinafter referred to as the college) in the following composition:



**Chairperson of the External Expert Commission**

TOKBERGENOVA GULMIRA TELMANOVNA,  
Candidate of Pedagogical Sciences, Honorary Worker of Education of  
the Republic of Kazakhstan,  
excellence in health care of the Republic of Kazakhstan,  
Director of LLP "Higher Medical College "Interdent"  
tel.: +77016557484, e-mail: [tokbergenova@bk.ru](mailto:tokbergenova@bk.ru).



**Foreign expert**

OLEINIKOVA TATIANA ANATOLIEVNA,  
Ph.D., Head of Education Quality Management Department  
Educational and methodical management, associate professor of the  
department  
FME "Kursk State Medical University"  
Tel.: + 7 (919) 272 22 74, e-mail: [ol\\_tanja@mail.ru](mailto:ol_tanja@mail.ru)



**National academic expert**

KUMAROVA ALTYNAI BALTABAYEVNA,  
Deputy Director for teaching and educational work  
SPE on REM "Taldykorgan Higher Medical College"  
tel. : +77058881798, e-mail: [altynay\\_kumarova@mail.ru](mailto:altynay_kumarova@mail.ru)



**National academic expert**

ABZHANOVA ZHANAR SOLTANOVNA,  
Deputy Director for Scientific and Methodological work  
LLP "Republican Higher Medical College"  
tel .: +7 7475576783,  
e-mail: [z.abzhanova@mail.ru](mailto:z.abzhanova@mail.ru)



**National academic expert**

EVDOMASHCHENKO TAMARA VITALIEVNA,  
general practitioner, teacher of special disciplines  
MSE "Kostanay Higher Medical College"  
Health Department of Akimat of Kostanay region  
tel .: 8776 702 85 85,  
e-mail: [tamaradubina@mail.ru](mailto:tamaradubina@mail.ru)



**Expert - employers' representative**

ESLYASHOVA DINA MURATOVNA,  
chief nurse  
SPE on REM "City Polyclinic No. 2", Uralsk  
Tel .: 87058112598,  
e-mail: [dina\\_mirkiyasova@mail.ru](mailto:dina_mirkiyasova@mail.ru)



**Expert - student representative**

BASEROV RUSLAN BEKTEMIROVICH,  
4th year student in the specialty "Medical care"  
PI "Ural Medical College" Maksat "  
Tel .: 8 776 2267153,  
e-mail: [basirov.ruslan@list.ru](mailto:basirov.ruslan@list.ru)



**ECAQA Observer**

UMAROVA MAKPAL ALDIBEKOVNA,  
Head of Accreditation and Monitoring Department  
"Eurasian Centre for Accreditation and Quality Assurance in Higher  
Education and Health Care".  
tel .: +7 747 5609212, e-mail: [info@ecaqa.org](mailto:info@ecaqa.org)

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

The EEC report contains an assessment of the educational programme of the specialty 0306000 "Pharmacy" for compliance with the accreditation standards of educational programmes in medical and pharmaceutical specialties of technical and vocational education (hereinafter - the Accreditation Standards), recommendations of the EEC for further improving the educational programme.

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

### **2.1 Presentation of LLP "West Kazakhstan Higher Medical College" and the educational programme**

West Kazakhstan Higher Medical College is one of the oldest educational institutions in the country. The history of the West Kazakhstan Medical College begins in 1916. At the end of 1916, the newspaper "Uralskiy Listok" published an announcement: "Zemskaya feldsher-obstetric school opens in the city of Uralsk on November 1, 1916, the course of training for feldshers - 3 years, for feldshers-obstetricians - 4 years. Scholarships are awarded for the best students".

On the instructions of the All-Russian Central Executive Committee on May 14, 1923, the Ural Feldsher-Obstetric School was transferred to the city of Orenburg, where it remained until 1929 and received the name of the "Kazakh Regional Medical College".

In 1929, the medical college was again transferred to the city of Uralsk.

Since 1954, the name of the Feldscher and obstetric school has changed again, it was renamed into a medical school. This name survived until June 14, 1996. Since 1996, this educational institution has been called the "West Kazakhstan Medical College".

For more than a century of its existence, the educational institution has trained and graduated more than 23,000 mid-level medical workers in the following specialties: dentists, Feldschers, midwives, children's nurses, sanitary Feldscher, dental technicians, dental assistants, Feldscher, laboratory assistants, nurses. More than 2,000 graduates received honors diplomas. Some of them received higher medical education, became scientists and heads of medical services and departments.

Other graduates successfully work in various medical and medical institutions in our country and abroad (Cuba, Germany, USA, Canada, Israel, etc.)

In various years, famous scientists worked - academician K. Zhumaliev, I.M. Malecha, Z.M. Rachmanin, F. Ya. Tripurov, A.A. Koblik, as well as doctors known in Kazakhstan - surgeon N.T. Alibaev, infectious disease specialist K.D. Tazhimanov, S.A. Lebedev, obstetrician-gynecologist I.I. Berlyand, S.P. psychiatrist Pisman, I.S. Edelzon, T.V. Cheusov, V.O. Miller, L.N. Anshakova and Dr.

There are many scientists among our graduates, whose names are known throughout Kazakhstan:

Imasheva Rozaliya Galievna - Doctor of Medical Sciences, Professor, Academician - a graduate of our educational institution, the first Kazakh woman, a child psychiatrist, worked at the Alma-Ata State Medical Institute.

Zhumatov Hamza Zhumatovich - Soviet virologist, Academy of Medical Sciences of the USSR, studied in 1929 at the Kazakh Regional Medical School.

Karakulov Ishanbai Karakulovich - studied at the Kazakh Regional Technical School in 1929 - 1931. - a famous Soviet epidemiologist, organizer of public health, a corresponding member of the Academy of Medical Sciences of the USSR, Kazakh SSR, Honored Scientist of the Kazakh SSR, Karakalpak SSR.

Tyurin Nikolai Alekseevich - in 1939 he entered the Feldscher department of the Ural dental school. In August 1941, when he was 18, he went to the front. In 1952 he graduated from the Moscow Medical Institute, worked in Moscow at the Peoples' Friendship University named after Patrice Lumumba, was the dean of the medical faculty, doctor of medical sciences, academician.

The leaders of the educational institution were: G.I. Koltsov (1916-1920), A.V. Genke (1920-1922), V.S. Ponomarev (1922), I.V. Stepanov (1922-1923), M.A. Kutin (1923-1924), M.T. Batalov (1924-1931), I.S. Zobnin (1931-1932), I.Z. Shnibekov (1932-1936), M. Sundetkaliev (1937-1938), E.A. Shipulin (1937-1938), M.G. Sokolov (1938-1940), P.A. Pryanin (1940-1941), R.S. Podolskaya

(1941-1944), E.I. Shchelkov (1944-1954), N.T. Alibaev (1954-1960), A.V. Tikhonov (1960-1979), A.N. Ibatov (1979-1984), M.K. Bergen (1984-2012). They worked hard and left an indelible mark on the development of the regional health care sector and in the training of medical personnel. Since 2012, the college was headed by N. M. Shumbalov, candidate of medical sciences, associate professor of the Department of Social Hygiene and Health Organization, who for many years previously worked as head of the department, dean, vice-rector of the West Kazakhstan State Medical University named after M. Ospanov in Aktobe, "Excellence in Education", "Excellence in Health care of the RK"

Since 2018, the college has been headed by Irmenov Kamidolla Mutigollaevich, candidate of medical sciences, honorary professor of the NJSC Asfendiyarov KazNMU, who has been the head of health care in EKR for more than 10 years.

The legal address of the college: 090009, West Kazakhstan region, Uralsk, Zhangirkhana, 67. Phones: 8 (711) 2-24-31-34, email address <https://www.zko-medcollege.kz/> Founder - EKR Health Department. The legal address of the founder: 090000, Uralsk, Dostyk avenue, house 201.

Educational activities in the specialty 0306000 "Pharmacy" with qualification 0306013 "Pharmacist" are carried out on the basis of a state license issued by the Department for Control in Education of the West Kazakhstan region of the Committee for Control in the Sphere of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated March 30, 2018 No. KZ79LAA00011389.

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

In 2013, the first recruitment of trainees was carried out, since 2016 79 pharmacists have graduated.

22 teachers participate in training in this specialty, of which 20 are full-time and 2 are part-time teachers.

## **2.2 Information on previous accreditation**

Educational programme 0306000 "Pharmacy" is accredited by the Independent Kazakhstani Agency for Quality Assurance in Education (IQAA) on December 23, 2017 for a period of 5 years.

## **2.3 Analysis of the report on self-assessment of the educational programme of the specialty 0306000 "Pharmacy" LLP "West Kazakhstan Higher Medical College" for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education**

Report on specialized accreditation organization of an educational programme specialty 0306000 "Pharmacy" LLP "West Kazakhstan Higher Medical College" is presented on 94 pages of the main text, 13 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 0306000 "Pharmacy".

The report is accompanied by a letter signed by an authorized person of the Medical College - Ph.D. Irmenova K.M., confirming the accuracy of the information and data contained in the report.

List of 3 members of the internal committee - representatives of the self-assessment organization, indicating the responsibility of each for conducting specialized evaluation managers of the TCS: Zh.T. Isimova - "General humanitarian and social disciplines", MT Tarzhmanova - "General professional disciplines", S.D. Dzhidebaeva - specialty "Pharmacy". The chairperson of the working group on preparation for specialized accreditation is Almagambetova Gulmira Ibragimovna, deputy authorized person for educational work.

On the basis of the order "On the creation of a working group for self-assessment within the framework of specialized accreditation, a self-assessment of the educational programme was carried out specialty 0306000 "Pharmacy".

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

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. Description of the key activities of the college fairly complete and updated software the number of students, teachers, administration, information on selection and admission, learning outcomes, knowledge and skills assessment results, material and technical base, contractual obligations with partners, financial information, plans for development and improvement, etc.

Conclusion on each of the 9 accreditation standards includes a description of strengths and areas for improvement.

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 evaluation of the educational programme 0306000 Pharmacy LLP "West Kazakhstan Higher Medical College" was organized in accordance with the Guidelines for the external evaluation of educational institutions and educational programmes of ECAQA and according to the programme and schedule approved on March 15, 2021. Director General of ECAQA Sarsenbayeva S.S. and agreed with the chairperson of the EEC Ph.D. G.T. Tokbergenova and director Ph.D. Irmenov K.M.

To obtain objective information on the expert assessment of the educational programme 0306000 "Pharmacy", 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 divisions, teachers, questioning teachers and students, review of resources in the context of the implementation of accreditation standards, study of educational and methodological documents.

On the part of the staff of West Kazakhstan Higher Medical College LLP, the presence of all persons indicated in the visit programme and according to the lists of interview sites (Table 1, Attachment 2 Lists of students, teachers and employers for interviews) was ensured.

Preliminary on 06.04.2021, a meeting of the commission was held online, where distribution by the chairperson of the EEC the responsibility among the members of the EEC. A Brief Review of Self-Assessment Reports took place. Discussion of key issues, including the results of expert evaluation of self-assessment reports, familiarization of EEC members with recommendations for self-assessment reports. Experts shared their views on the results of studying the section on educational activities of the college website, studying the documents provided according to the list (Attachment 3) of an educational, methodological nature, and also discussed additional documents that must be requested from college administration for full awareness of the EEC members.

**The first day of the visit - April 7:** During the organizational meeting under chairmanship Tokbergenova Gulmira Telmanovna the programme of external expert evaluation has been clarified, the events of the first day of the visit are planned (photo 1).

In accordance with the programme and schedule of external expert work, EEC members held a meeting and interviews with college leadership (photo 2). Held presentation members of the EEC, familiarization with the objectives of external expert evaluation. The interview questions related to the mission, strategic goal and directions of strategic development of the organization and the relationship of the mission with educational activities.

Deputy authorized person for educational work - Almagambetova Gulmira Ibragimovna made a presentation about the college, which reflects the strategy, mission and vision, international cooperation with 3 Russian medical colleges and far abroad (Samara, Kazan, Saratov, Lithuania, University of Applied Sciences JAMK Finland ), 91 mentors were trained, contracts with 41 bases for



the practice of students of the city and the region, the institutional context of the college's achievements over 5 years and development prospects until 2021 (strategic plan), also summarized the qualitative and quantitative characteristics of educational programmes for 7 accredited qualifications (5 specialties), with one of them (Pharmacy graduated in 2021. - employment 77%), over the years the total number of graduates was released - 1108). Demonstrated information about community service, employment of graduates, staff of teachers and resources for these programmes.

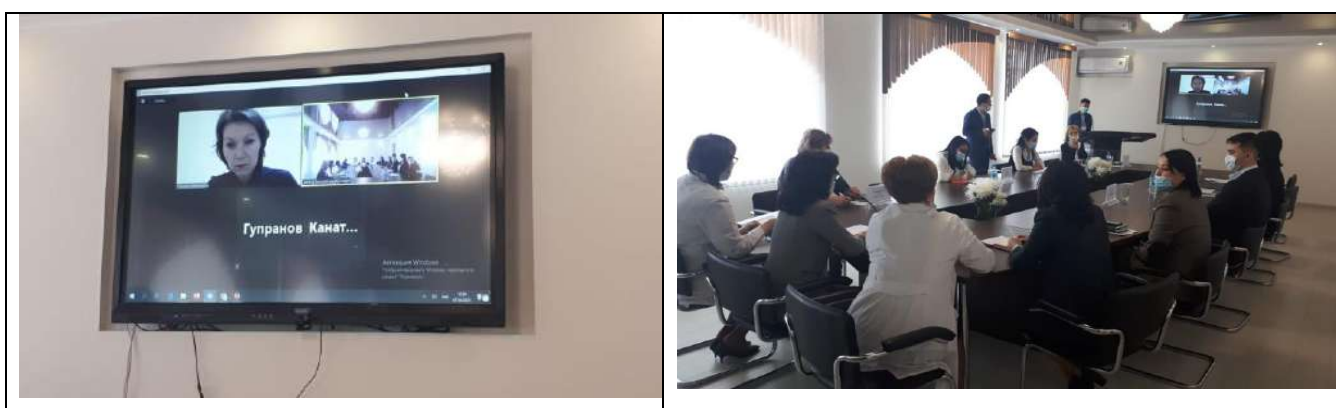
The interview questions with the authorized representative of the college Irmenov K.M. related to the mission and strategy of the college, financial sustainability and staffing, topical issues of interaction with the practical health sector, cooperation with clinical sites, the correspondence of the college mission with global goals of public health policy and the goals of the accredited educational programmes, what funding for the programmes by year, the prospects for the further development of those educational programmes that are most in demand and what activities are carried out according to those programmes that are of lesser interest to applicants.



**Photo 1. Organizational meeting of the EEC**

The authorized person of the college Irmenov K.M. comprehensive answers were given, the vision and key measures for the implementation of the development strategy, practical and scientific activities and how these tasks are integrated with educational activities for the preparation of students in pharmacy, taking into account the needs of practical health care, were voiced.

This interview validated accreditation standards 1.8 and 9.



**Photo 2. EEC conducts an interview with the management of LLP "West Kazakhstan Higher Medical College"**

Experts interviewed on the development strategy of the organization as a whole and the educational direction, financing of the educational programme 0306000 "Pharmacy" LLP "West Kazakhstan

Higher Medical College", provision of resources, including personnel, statistical information on the admission and release of specialists for 5 years, analysis of the effectiveness of programmes learning, development prospects.

Under the external expert evaluation programme, the EEC members met with the internal self-assessment and accreditation preparation team (Table 1). The interview was conducted in order to validate and verify the data of the self-assessment report of the Pharmacy educational programme. The members of the working group were interviewed about the contribution of each to the self-assessment and the preparation of the self-assessment report.

Interview **with heads of departments: Almagambetova G.I., Shunaeva B.K., Temiralieva N.A., Mukhambetzhanova A.S.** allowed EEC members to ask questions about the policy of attracting employees to teaching, the strategy and tactics of recruiting students for this specialty, information security of postgraduate education, problems in the field of human resource management and in the implementation of educational programmes. In total, 23 employees of West Kazakhstan Higher Medical College LLP took part in the meeting (**photo 3**).

Participated in the responses **472** students, staff involved in the preparation of methodological documentation on nursing education.



**Photo 3. Interview with the heads of structural units responsible for recruiting, hiring, and developing teachers**

Experts conducted an interview on the organization of the educational process, provision of educational and methodological documentation with **chairperson of the TSC and heads of departments in areas** (see Table 1). The functions and tasks of the TSC, their role in methodological work, research support of students, interaction with other departments are discussed. The experts are familiar with the position of the TCS, the composition, duties of the chairperson of the TCS, how the meetings are planned (work plan), the meetings are recorded. Questions were asked about approaches to reviewing and approving programmes (external and internal reviews, feedback from employers), the frequency of updating, taking into account the needs of practical health care (annually). Teachers of specific disciplines are responsible for the validation of test items. The college has a developed system of academic support for students by consulting on preparation for classes and exams.

On the first day of the external evaluation, a review of resources was conducted, which included a visit to the simulation center, where experts were consistently shown opportunities for training students, taking into account sanitary and epidemic safety measures. The availability of phantoms, dummies, devices for practicing practical skills and providing emergency care, skills that are also included in the programs of the accredited specialty, was demonstrated.

Then the library of the college with a reading room for 80 seats was examined, presented by 4885 copies of educational literature, of which 3109 are in the state language.

On the same day visited **test center**, where the responsible employees **Kabdullina G.E.,**

**Gupranov K.S., Kabiev I.F.** showed the database of test items for different disciplines, told about how the quality of tests is validated, the database is updated taking into account changes in the programmes, how tests are reviewed, **electronic journal on the platform, digital content of the platform, conducting current and intermediate certification.**

A review of the equipment of the training rooms of the departments for the programmes was held: Feldsher, Obstetrician, General nurse, Applied Bachelor of Nursing, Hygienist-epidemiologist, Medical laboratory assistant, Pharmacist.

The interview was attended by the inspector of the HR department Nurmukhambetova Asel Batyrgalievna and the expert of the quality management department Musina Kunzada Mutigullaevna. The experts received answers about the teacher training programme, the financing of this training, the availability of certification in teaching methods for teachers.

On the same day, experts studied materials on the admission of students and the selection of teachers. The staff of the department made a report on educational programmes, then demonstrated the achievements of the organization as a whole, problems and outlined the prospects for development in the educational direction, including measures for the development of educational programmes in a strategic plan, statistics of student recruitment over the years.

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.

**The second day of the visit - April 8:** After the EEC meeting, it was **visiting the college bases in the areas of training:**

**0301000 "General Medicine"**

**0302000 "Nursing"**

**0303000 "Hygiene and Epidemiology"**

**0305000 "Laboratory diagnostics"**

**0306000 "Pharmacy".**

Took place demonstration of teaching methods used in educational programmes applying for accreditation. Teaching special disciplines in English using the CLIL, TBLT methods and the BOPPPS model: specialties 0306000 "Pharmacy" of the discipline "Pharmacology" by teachers Ismagulova T.M. and Umbetova A.A. on the topic: "Means used for poisoning. Detoxification agents. Resuscitation correction of vital body functions. Detoxification methods of blood purification"

This day was devoted to interviews with stakeholders of the educational process - representatives of practical health care (employers), with teachers and students (photos 4 and 5)



**Photo 4. Interview with students**

In order to validate the implementation of accreditation standards, interviews were conducted with students in an online format. 25 students attended. Exhaustive answers from students were received for all questions (there is a video recording). College students showed their commitment to the



organization of education, were active in answering questions from external experts, demonstrated their judgments on the organization of training, assessment of their skills, advisory support, opportunities to participate in research, funding, etc.). The experts examined the students' documents (portfolio, assessment results, student questionnaire results, etc.).

Further, in an online format, interviews with teachers took place (on the zoom platform). 35 college teachers took part. The foreign expert participated remotely (ZOOM record in ECAQA affairs). Teachers answered questions about satisfaction with working conditions, wages, material incentives (bonuses, additional payments for leadership), talked about teacher development activities, noted the high corporate culture in the college and ethical leadership.

After interviews with college teachers (photo 5), experts studied the prepared documentation for the educational programme 0306000 "Pharmacy" (strategic plan for 5 years, annual plan, reports for 2019-2021, student progress journals, Regulations on the educational advisory point (TCS), minutes of the meeting in 2019 and 2020, Typical curricula, Working curriculum, EMCD, calendar and thematic plan for 2019-2021, guidelines for drawing up an educational and methodological complex of disciplines, journals, feedback questionnaires with students, teachers, reports on the results of the questionnaire and the measures taken, the code of ethics, etc., control and measuring instruments), including documentation at the request of EEC members. To obtain evidence of compliance with the standards of accreditation and verification of the data of the self-assessment report, external experts are requested additionally 27 documents, video presentation, video about resources, as recommended in the Self-Assessment Guidelines.



**Photo 5. Interview with teachers and employers**



**Photo 6. Overview of educational programme resources**

**The third day of the visit - April 9:** The experts were presented with video material and presentations interaction with Kazakhstani universities and international cooperation (in the context of

additional education and educational programmes) Syzdykova D.M., Almagambetova G.I. Were provided for study documentation: contracts, memorandums, membership in the association, the results of cooperation (**photo 6**)

The external evaluation programme included an overview of the resources of the educational organization. In the educational building for conducting classes in the specialty "Pharmacy", the work of offices is organized:

- for special and general professional disciplines - 35 classrooms;
- on subjects of the general education cycle -10 classrooms;
- educational laboratories - 4.

Classrooms are equipped with interactive whiteboards and LED screens, office equipment, small and large (with a total area of 200 square meters for 300 seats) assembly halls, a sports hall with a total area of 421.1 square meters.

Experts visit a practical lesson in the specialty 0306000 "Pharmacy", qualification 0306013 "Pharmacist" 3-course, subject - Organization of the economy of pharmacy with the basics of management and marketing on the topic: "Promotion of goods in the pharmaceutical market" teacher Dzhidebaeva S. D.

Thus, there is evidence of compliance with Standards 2,5,6

Further, a meeting of members of the EEC took place on the basis of the external evaluation of the educational programme of the specialty 0306000 "Pharmacy" for compliance with accreditation standards. 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.

A meeting of the EEC members took place. EEC members made generalizations of the results of the external assessment of educational programme in the specialty 0306000 "Pharmacy". The experts individually filled out the quality profile and criteria for external evaluation of the programme submitted for examination for the appropriate complying with ECAQA accreditation standards. Recommendations for improvement were discussed, a draft report and a recommendation for improving implementation were prepared educational programme specialty 0306000 "Pharmacy". The Chairperson conducted a final open vote on recommendations for West Kazakhstan Higher Medical College LLP and a final vote on recommendations for the ECAQA Accreditation Council. Then the chairperson of the EEC for the management and employees of the educational organization announced recommendations based on the results of an external assessment in the framework of the specialized accreditation of the educational programme 0306000 "Pharmacy".

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

The ECAQA observer conducted an online survey of college students on the resource <https://webanketa.com/> from April 7-9, 2021. 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 499. The total number of respondents is 499.

By specialties: "Medical Care" qualification "Feldscher" - 44.2%, qualification "Midwife" - 10.14%, "Hygiene and Epidemiology" - 23.91%, "Nursing" - 19.57 %, "Laboratory diagnostics" - 15 **"Pharmacy" - 2.17%.** Fully agree with the statement that they will recommend college as an organization of training - 86.23%, partially agree with this statement - 10.87%, disagree with the statement 0%, doubted the answer 2.9%. Programme managers and teachers are aware of the problems of students associated with studying in college - 86.96% of respondents strongly agree, 9.42% - partially, strongly disagree - 2.17%, the rest doubted the answer - 1.45%. According to 84.06% of respondents, programme managers and teachers constantly involve students in the work of advisory bodies, the rest answered differently (they do not involve - 2, 17%, I do not know anything about it - 9.42%, doubted the answer - 0.72%, sometimes 3.62%). Fully satisfied with the conditions and

equipment of classrooms, college auditoriums 84.78% of respondents, partially satisfied 12.32%, not satisfied 0.72%, partially dissatisfied - 1.45% and doubted with the answer 0.72%.

The college has created conditions for students to rest and eat (recreation areas, benches on the territory, buffet) in between classes - 79.71% 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 86.23% of students, partially for 7.25%, not available for the rest of the respondents. The majority (88.41%) answered that teachers provide students with methodological and didactic materials, additional literature to prepare for classes. In the opinion of 87.68% in the college there is access to the participation of students in research work, 6.52% partially agreed with this, and the rest - 2.17% deny it. Fully and partially satisfaction with library resources 89.13% and 10.87%, respectively. The majority (91.3%) have access to electronic educational resources. The availability of medical services for a college student is characterized as sufficient by 89.86% of surveyed students. 89.86% are completely satisfied with the activities of mentors, curators and tutors, partially - 5.8%, are not satisfied in one way or another - 4.34%, 0% do not know their mentor / curator. College teachers and staff treat students with respect - 95.65% strongly agree. Most of the respondents (90.58%) know that the college has and is implementing social programmes to support students, and 9.42% have not heard and do not know about it. The college has a career counseling service for students know about this - 87.68% of respondents. Fully agree that the college has established a system of self-study of students / pupils 86.23%, partially agree - 10.87%, the rest of the respondents disagree (2.9%), or doubted the answer. 76.09% of the respondents assessed the organization of training at the practice bases as excellent, 15.22% as good, 2.9% as satisfactory, 2.17% as unsatisfactory, and a considerable percentage of respondents - 3.62% - could not rate at all ... Approximately 84.06% 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 or partially agreed with the answer (13.04%) either disagree (2.17%) or doubted the answer (0.73%). unsatisfactory - 2.17%, and a considerable percentage of the respondents - 3.62% - could not evaluate at all. Approximately 84.06% 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 or partially agreed with the answer (13.04%) either disagree (2.17%) or doubted the answer (0.73%). unsatisfactory - 2.17%, and a considerable percentage of the respondents - 3.62% - could not evaluate at all. Approximately 84.06% 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 or partially agreed with the answer (13.04%) either disagree (2.17%) or doubted the answer (0.73%).

More than 89.13% of the respondents are satisfied with the schedule of classes in the disciplines of the educational programme, partially - 7.97%, no - 2.9%. Fully and partially satisfied with the methods of assessing the knowledge and skills of students 85.51% and 14.49%, respectively. The content of the educational programme (list of disciplines) in the chosen specialty fully meets the expectations of the majority - 89.86%, partially - 8.7%, no - 1.45%. In the classroom, teachers use active and interactive teaching methods regularly considered by 84.78% of respondents. Sometimes - 12.32%, rarely - 0.73%, the remaining 2.17% either do not know what the question is about or doubted the answer. To the question: how often the teacher is late for the beginning of classes - 92.03% of the respondents answered that there was no such thing, 7.25% answered that sometimes, I do not know what to answer - 0.72%. According to 92, After completing classes, 75% of the students surveyed, the teachers constantly provide feedback (listens to opinions, conduct mini-questionnaires, work on mistakes), and 3.62% write that "sometimes", 1.45% answered "rarely", 2, 18% answered never. Two-thirds of the respondents - 91.3% - 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, 17%), doubted the answer (1.45%) and 5.08% 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 - 86.96%. 87.68% of respondents like to study at this college. Experienced

personally negative attitude of teachers more than 87.68% of students answered “no”, 7.97% answered “it happened deservedly”, 2.17% “answered yes is not fair”, 2.18% answered “no answer”. They are satisfied that more than 88.41% of respondents study at this particular college, partially 8.7%, do not know how to answer 1.45, but about 1.44% are either disappointed or did not know how to answer. The college leadership is available to students, according to the majority of respondents - 98.55%.

To the question "Are you currently in a scientific circle or participate in a scientific project", 71.01% answered "yes", and 18.12% - "no", the rest are in search, plan to start or do not want to do research.

93.48% of the respondents are fully confident that college allows them to acquire the necessary knowledge and skills in the chosen specialty, but 1.45% are not sure about this, 4.35% cannot yet give an answer, 0.72% want to believe it, and 0% began to doubt. 90.58% are completely satisfied with the organization of teaching in the college, partially 7.97%, 1.45% answered no.

80.43% of respondents assessed the work of the external expert commission positively, 14.49% were satisfactory, 1.45% were unsatisfactory, 3.63% doubt the answer. According to 84.78% of respondents, the accreditation of college or educational programmes is necessary, at the same time, 5.8% did not know what kind of procedure it was, 5.07% answered no, 4.35% 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 preparedness of students during the period of industrial practice testifies to a fairly high level of quality of training in an educational institution.

**Areas for improvement:** it is recommended to continue to work on attracting students to develop research skills in specialized disciplines.

**An online survey of 60 teachers was conducted on 12-14.04.2021, the number of respondents was 60 (according to the staffing table - 60).**

Pedagogical experience up to 5 years - 26.39%, from 5 to 10 years - 25%, over 10 years - 48.61%. 94.44% are satisfied with the organization of the educational process in college, 4.17% partially, 1.39% partially disagree. In college, ethics and subordination are considered by 90.28% of respondents, and 8.33% partially, partially disagree with 1.39%. Satisfied with the organization of labor and workplace in college, 88.89% of respondents are completely satisfied, 9.72% partially, 1.39% partially disagree. In the organization, there is an opportunity for career growth and development of teachers, 88.89% of respondents believe, and 11.11% - partially. In this educational organization, I have the opportunity to engage in scientific work and publish the results of research in the opinion of 88.89% of teachers. The wages are completely satisfied with 88.89%, in part with 11.12%. 94.44% of teachers are completely satisfied with the work of the personnel department and personnel policy, and partly - 5.56%. During the year 54.17% of the respondents improved their qualifications in their specialty, in the near future 41.67%. More than 77.78% of respondents characterize the microclimate in the team as satisfactory, 1.39% - unsatisfactory, 0% do not pay attention to it. 20.83% are satisfied with everything. 87.5% of respondents believe that in college there is an opportunity to be realized professionally.

Of the respondents, 88.89% believe that the students of this educational organization have a high level of knowledge and practical skills after completing the training programme, 11.11% of teachers partially agree.



When asked if the educational organization supports my participation in conferences (international, republican), 73.61% answered that travel expenses are paid, 4.17% - only travel expenses, 1.39% answered that they prefer self-financing, 2, 78% paid only the registration fee 11.11% did not contact the management about this, 6.94% did not give an answer.

Completely according to 97.22% of respondents that students have free access to patients at clinical sites and all conditions for improving their practical skills, 1.39% partially agree, 1.39% doubt the answer. For the theoretical part of the lesson, 80.56% of respondents spend up to 30% of the total time, and 11.11% of teachers spend 50% of the time, and 0% of respondents - about 70% of the time, almost 90% - 2.78%, no answer 5.55%, 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 76.39% of respondents, partially - 23.61%. In response to the question about mentoring work, 5.56% wrote that they are mentors, 73.61% a curator, 8.33% a tutor, and 12.5% had no answer.

22.22% of the respondents are not involved in clinical work, and 61.11% believe that it is the optimal combination of teaching and clinical activities.

88.89% of respondents are aware that the college implements programmes of social support for teachers, 11.11% are not aware of this. The availability of the manual was assessed by 100% of the respondents. Teachers use different teaching methods.

This questionnaire is useful for developing recommendations for improving the key areas of the college's activities fully supported by 90.28% of respondents, and 8.33% partially, 1.39% did not answer.

**Conclusions:** the team has a corporate spirit and support from the management. The basic education of the entire teaching staff fully complies with the requirements for the content of student training, carried out in general, humanitarian, general professional, special disciplines and meets the goals, objectives and areas of educational activities of the college. Job descriptions of teaching staff correspond to the typical qualification characteristics of the positions of teaching staff and persons equated to them. The teachers are satisfied with the working conditions and the organization of the educational process, at the same time it is necessary to complete special disciplines with qualified teachers, to strengthen the issues of professional development.

**Areas for improvement:** Continue work to strengthen the teaching staff with masters, bachelors of clinical disciplines.

### **3. Conclusions of the EEC on external expert evaluation**

As part of an external expert assessment of the educational programme in the specialty 03060000 "Pharmacy" for compliance with the ECAQA Accreditation Standards, members of the EEC were carefully studied and evaluated the main indicators of the educational activities of the college and the educational programme.

The information obtained 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 administrative workers, interviews with students, teachers, employers, and questionnaires of 499 students, 66 teachers was analyzed. All the information received was compared with the data of the self-assessment report, which made it possible to ensure the reliability and validation of the provided college information and supporting documents for compliance with the above-mentioned ECAQA Accreditation Standards.

Despite the fact that in the self-assessment report of the educational programme of LLP "West Kazakhstan Higher Medical College" described his best practice in adhering to accreditation standards, during an external expert evaluation by EEC members, in addition to the 20 documents previously reviewed, additionally requested 15 documents and videos on learning resources, which made it possible to identify the conformity of the activity educational organizations to the standards of accreditation of educational programmes of TVE...

Recommendations for improving performance in implementation of the educational programme in the specialty 03060000 "Pharmacy" LLP "West Kazakhstan Higher Medical College for compliance with Accreditation Standards, developed by the EEC based on the results of the expert evaluation, were presented at a meeting with the management of the college.

On the last day of the visit, members of the EEC conducted an assessment of the compliance of the educational programme in the specialty "Pharmacy" according to the developed ECAQA "Quality profile and criteria for external evaluation of the educational programme in the specialty "Pharmacy" for compliance with ECAQA Accreditation Standards". The above document was individually completed by each member of the EEC. No comments were made by the EEC members.

The programme and schedule of the external expert assessment of the EEC has been completed in full. From the side of the staff of LLP "West Kazakhstan Higher Medical College, participation of all persons specified in the programme is ensured.

Thus, the external assessment and the visit of the EEC members made it possible to verify and validate the data of the self-assessment report of the educational programmes in full in accordance with the Regulation on the External Expert Commission, Guidelines for external evaluation of a medical organization ECAQA education.

For the work of the 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 LLP "West Kazakhstan Higher Medical 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 educational programme in the specialty 03060000 "Pharmacy" LLP "West Kazakhstan Higher Medical College" and an overview of the strengths for each standard.**

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

External experts have obtained evidence that the mission of the college is consistent with the development of the country, the national system of technical and vocational education, the health care system, and the development of human resources in the field of pharmacy.

The development and approval of the mission and vision took place in accordance with the existing procedure, which ensures the involvement of all stakeholders, both at the planning stage and in the implementation of decisions made. Students of the specialty 03060000 "Pharmacy" are adherents of their college and are informed about the mission of the organization from the website, information stands and communication with teachers. All students - pharmacists are aware of the qualification requirements from the first lesson and strive to achieve the final learning outcomes of the programme. There are no unsuccessful students.

The mission and development programme of the college is unique and relevant not only for the training of medical specialists, but also for the implementation of the reform of the pharmaceutical business, published in the Strategic Plan and posted on the college website. Link <https://www.zko-medcollege.kz> The mission of the college is communicated to the interested parties through publication on the college website, involvement in discussions at meetings of collegial bodies: the supervisory board, the pedagogical council, through information stands. The final version of the college mission (Minutes of the pedagogical council No. 1 of 09/02/2020).

##### **Strengths:**

- 1) all types of activities of the accredited EP are carried out in accordance with the mission and strategy of the college;
- 2) timely revision of the mission and strategy is carried out in accordance with the standards of technical and professional, post-secondary education in medical and pharmaceutical specialties, the needs of society in medical services;
- 3) information about the mission, goals and objectives of the medical college is available on the college website;

- 4) the merits of the college are recognized in the Republic and abroad in the educational field and are confirmed by diplomas and certificates;
- 5) close cooperation with Kazakhstani universities;

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

**Standard 1: completed**

**Recommendations for improvement identified during the external visit: not.**

## **Standard 2: EDUCATIONAL PROGRAMME**

The purpose of the EP is to train highly qualified personnel in the specialty 03060000 "Pharmacy" and the formation of fundamental knowledge, skills and abilities in the field of vocational training and special disciplines necessary in professional activities.

EP meets the interests of consumers of educational services and adequately provides the expected level of professional training of graduates.

The objectives of the EP are aimed at satisfying the needs of consumers. The mechanism for achieving the set goals is constantly being improved and modernized. The college uses an educational programme and teaching methods, teaching based on modern teaching principles. The model of the educational programme of the specialty is represented by the state compulsory education standards of 2016 and 2020, standard curricula and standard curricula of academic disciplines.

The content of academic disciplines, the sequence of studying topics and their relationship is determined in a typical curriculum, work programme, in accordance with the requirements of the State Educational Standard of Education. The educational process is carried out on the basis of normative educational and methodological documents that allow high-quality training of specialists in full compliance with the standards, there is a sufficient material technical base and the potential of the teaching staff, which allows to effectively carry out educational activities under this programme.

The educational programme reflects the professional orientation, the intended areas of activity of graduates. To satisfy the educational goals of the programme, the needs of stakeholders, agreements were signed for students to undergo practical training with leading companies in the city and region.

Achievement of these EP goals is carried out through elective disciplines that develop creativity and special competencies. They are included in the working curriculum. Based on the results of annual monitoring and joint discussions on the quality of implementation, with the participation of students and employers, adjustments are made to the methods and technologies of teaching elective disciplines. Students in accordance with SCES-2020 at the beginning of the academic year choose topics from the CED elective.

Analysis of changes in the labor market, reforms in health care, priority areas of health care, taking into account national and regional needs, require updating the educational programmes of disciplines. This work is carried out through close interaction with employers, inviting heads of the Federal District to the college to meetings of Pedagogical Councils, methodological councils, as well as in the course of practical classes, visits by college teachers to meetings, seminars, round tables held in medical organizations. For the high-quality passing of internships at basic medical institutions, the necessary conditions have been created for students, the administration of the college and basic medical schools are jointly responsible for organizing and conducting the practice. Providing them with jobs that fit the content of the internship programmes.

The objectives of educational programmes 0306000 "Pharmacy" meet the needs of economic development and the needs of the labor market in the region with an emphasis on student-centered training, as evidenced by the percentage of employment of graduates and feedback from employers.

In the educational process, disciplines and elective ones are introduced, determined by the organization of education, taking into account their professional competencies.  
[https://drive.google.com/drive/folders/1wC\\_VKreZfU9STMA6ixQ4EUyum2NzHylW?usp=sharing](https://drive.google.com/drive/folders/1wC_VKreZfU9STMA6ixQ4EUyum2NzHylW?usp=sharing)

Students have the opportunity to choose an individual trajectory of learning at CMLT. Local acts of the college from 03.02.2020 "Internal regulations" for students were provided.

There is a list of basic medical organizations, approved by orders of the HD WKO No. 50 n / a dated 09.04.2018 and No. 1584-k dated 27.12.2018, educational and production and clinical bases. The college signed contracts with medical and 6 pharmaceutical bases in Uralsk and the West Kazakhstan region, selected practical training bases in accordance with the requirements.

**Strengths:**

- 1) availability of high-quality information and methodological support;
- 2) educational training programmes have a practical focus;
- 3) highly qualified teaching staff, skillfully applying active methods and information technologies of teaching;
- 4) introduced disciplines and elective, determined by the organization of education, taking into account the competence of specialists in demand in the labor market.
- 5) the possibility of choosing an individual trajectory of training at CMLT by students.
- 6) introduction of credit technology and innovative teaching methods into the educational process;

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

**Standard 2: completed**

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

- 1) The college needs to introduce dual training of the educational programme 0306000 "Pharmacy"...

**Standard 3: ASSESSMENT OF STUDENTS**

The knowledge assessment process is a multilateral process, the results of which are influenced by a number of factors: the quality of the examination material (tests, exam questions), the organization of the examination process, etc.

The principles, methods and practices used by the college for assessing the professional competencies of students guarantee openness, accessibility, ensure that students achieve the final learning outcomes and are comparable to the teaching methodology. The methods and practices of control and assessment of knowledge in the college operating in the college are carried out in accordance with the Order of the Minister of Education and Science of the Republic of Kazakhstan dated March 18, 2008 No. 125 "Standard rules for conducting current monitoring of progress, intermediate and final certification of students."

The list of disciplines and the form of intermediate certification of students are established in accordance with the state compulsory standards of education in the specialty, and is included in the schedule of the educational process at the beginning of the academic year.

The college uses various types of control: introductory, current, intermediate, final; control methods: oral, written, programmed. Examinations are conducted in the form of computer testing, as well as in written and oral forms, there is a bank of test tasks on paper and electronic media in the specialty 0306000 "Pharmacy". Test tasks are corrected, updated, periodically replenished.

The forms of the final control of academic disciplines correspond to the State Educational Standard of the Republic of Kazakhstan and TUP of academic disciplines, are annually discussed and approved at meetings of the TSC, UMC of the college. The EP is responsible for quality assurance, implementing this PCD programme, a documentation procedure has been established. (QMS. 09. KP.04 On the procedure for assessing students' knowledge.).

In the specialty 0306000 "Pharmacy", journals of theoretical and industrial training, examination sheets, progress books are maintained in accordance with Order No. 130 of April 6, 2020 of the Ministry of Education and Science of the Republic of Kazakhstan "On approval of the List of documents mandatory for teachers of organizations of secondary, technical and vocational post-



secondary education, and their forms ”; the final attestation protocol is maintained in accordance with order No. 502 dated October 23, 2007 of the Ministry of Education and Science of the Republic of Kazakhstan "On approval of the form of strict reporting documents used by educational organizations in educational activities."

For all disciplines, the form of control is an exam, the choice of the assessment method, in which format to conduct the exam, is decided at a meeting of the TCS, and is carried out in 2 stages: stage 1 - test and 2nd stage - practical exam. This methodology of the practical stage of the exam is comparable and corresponds to the methodology of conducting, familiar and close to the students. All criteria for the development of the educational process (year, integration, component, final learning outcomes) are taken into account when developing and conducting final and current control.

**Strengths:**

- 1) high satisfaction of students with the quality of educational services provided by the College;
- 2) a consistently high percentage of progress when passing the Final State Attestation;
- 3) participation of health care practitioners and other external examiners in the Final Assessment;
- 4) introduction of a credit - modular training system.

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

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

- 1) replenish and systematize the electronic database of test items by discipline;

**Standard 4: STUDENTS**

LLP West Kazakhstan Higher Medical College pursues an academic policy of tolerance: openness, transparency and accessibility, both at the admission stage and throughout the entire period of study. Information on academic policy is updated annually, updated, published on the website and is publicly available.

In the activities of the college to ensure the quality of the educational process, the interests of students remain priority. The college guarantees students the acquisition of sufficient knowledge and professional skills to assume appropriate responsibilities. Continuous monitoring of learning progress is carried out, which allows us to carry out the necessary corrective measures to improve the quality of the educational programme.

The college has defined and implemented a policy of admission to an educational programme in accordance with the requirements of the State Educational Standard of the Ministry of Health of the Republic of Kazakhstan for medical and pharmaceutical specialties of TVE, based on the established rules and requirements of the authorized body in the field of education

The procedure for admission to study at the West Kazakhstan Higher Medical College LLP is carried out on the basis of the "Rules for admission to the West Kazakhstan Higher Medical College", developed in accordance with the Law of the Republic of Kazakhstan "On Education", the decree of the Government of the Republic of Kazakhstan of the Order of the Ministry of Education and Science of the Republic of Kazakhstan <https://adilet.zan.kz/rus/docs/V1800017705> and <http://adilet.zan.kz/rus/docs/P1200000264...>

The admission rules indicate the requirements for candidates and a list of required documents. The composition of the admission, examination and appeal commissions is approved by the director of the college, responsible and technical secretaries of the selection committee are appointed.

For this category of persons with disabilities, an admission quota is provided. Applicants of this category submit supporting documents upon admission to this specialty. The size of the quota is set in accordance with clause 4.1.2 [rulings](http://adilet.zan.kz/rus/docs/P1200000264...) Governments <http://adilet.zan.kz/rus/docs/P1200000264...>

The admission plan for the 2019-2020 academic year in the specialty 0306000 "Pharmacy" was 21 people. Currently, there is a need for pharmaceutical personnel in the region, 26 students were admitted.

The college administration pays special attention to supporting students from different social categories. The college provides social support to students in need; The contingent in the specialty

0306000 "Pharmacy" with qualification 0306013 "Pharmacist" is 66 students, of which 1 (1.5%) is an orphan; with disabilities -3 (4.5%). Employment of graduates for the period 2016-2020 averages 93.2%.

At the beginning of the academic year, together with the educational department, the curators of the groups draw up a social passport for the groups and the college. Students of this specialty take an active part in the management of the EP through the Student Council. To implement the main areas of activity, the council includes the following sectors: educational and scientific centre, cultural centre, formation of healthy lifestyles, informational. During interviews with students, it was told about volunteer movement, which is represented by the club "Ashyk zhurek", which includes the work of the circles "Meyirimdi zhurekter", "Meyirim", "Ayaly alagan". The club closely cooperates with the Centre for the Formation of a Healthy Lifestyle, the Centre for the Fight and Prevention of AIDS, the Regional Blood Centre, and the Regional Police Department. Volunteer members of the subject circle "Meyirimdi zhurekter" were awarded a letter of gratitude from the head of the WKO Police Department Major General of Police M. Ablazimov "For an active civil position and support of the internal affairs bodies in drug prevention organizations."

[https://m.facebook.com/story.php?story\\_fbid=834584783784115&id=100016978039085&sfnsn=mo](https://m.facebook.com/story.php?story_fbid=834584783784115&id=100016978039085&sfnsn=mo)  
[https://drive.google.com/drive/u/1/folders/1m8y\\_4fBmgHZ8uY2P4JKDQSrgPGOL\\_ch8](https://drive.google.com/drive/u/1/folders/1m8y_4fBmgHZ8uY2P4JKDQSrgPGOL_ch8)

Information about the college policy in education, changes in educational programmes is promptly, clearly and consistently communicated to students using information technologies, the admission procedure for a specialty is based on the principles of transparency and openness.

Analysis of the survey of students shows satisfaction with the quality of the educational process, material and technical base and educational resources of the college.

#### **Strengths:**

- 1) college social support is provided to students;
- 2) the demand for this profession in the labor market;
- 3) stable employment of graduates;
- 4) the presence and functioning of the Student Council;
- 5) the work of an active volunteer movement;

**Conclusions of the EEC on the criteria.** Out of 13 standards conform: fully - 11, significantly -2, partially - 0, do not correspond - 0

**Standard 4: completed...**

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

- 1) to intensify work on vocational guidance work with applicants 0306000 "Pharmacy";
- 2) continue to work on attracting students for the development of research skills in special disciplines.

#### **Standard 5: TEACHERS**

The educational programme is sufficiently provided with qualified teaching staff. The teaching staff that ensures the implementation of EP 0306000 - "Pharmacy" meets the qualification requirements for licensing educational activities. To date, the teaching staff of the department, implementing the EP 0306000- "Pharmacy", according to the total experience of teaching activity is as follows: the average teaching experience of the AMP is 20 years, the experience in the education system is 25 years, including in managerial work for more than 10 years, all have specialized higher education.

The implementation of the educational process in the preparation of this qualification is carried out by 22 teachers, of which 20 are full-time, 2 part-time. They have the highest category - 3, the first category -7, category 2 - 7, b / c - 3. The staff potential of the college possesses modern pedagogical technologies and methods, contributes to the development of the educational component of the educational process, actively and creatively interacts with students, which makes it possible to effectively implement vocational education programmes.

The potential of the educational institution and the quality of training of specialists, as well as the volume of educational work carried out meet the established standards and the requirements of the State Educational Standard of the Republic of Kazakhstan.

Documents examined: staffing, personnel policy, individual plans of teachers, personal files of teachers, job descriptions of teachers, teacher rating, teacher portfolio, methodological developments of open classes, protocols of methodological council, orders for billing, questionnaires of teaching staff, certificates and diplomas of participants in competitions for teachers and students.

**Strengths:**

- 1) availability of qualified teaching staff;
- 2) a rating system for assessing the competence of the teaching staff;
- 3) stimulation and motivation of the teaching staff;
- 4) regular work to improve the qualifications of college teachers;
- 5) a sufficient number of full-time teachers for the successful implementation of the EP;
- 6) enough work School for the novice teacher.

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

**Standard 5:** completed.

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

## **Standard 6: EDUCATIONAL RESOURCES**

West Kazakhstan Higher Medical College has a sufficient level of material, technical and social base, resources to provide quality educational services in the specialty 0306000 - "Pharmacy", which corresponds to the implementation and content of the state compulsory education standard.

The college conducts systematic work on the development, renewal and replenishment of the material and technical equipment for the educational programme and the introduction of new information and communication technologies in the educational process.

The availability of material and technical resources for students was confirmed in interviews with students. The necessary educational information is provided by the presence in the syllabuses and in the educational-methodical complexes of disciplines, reflected on information stands and is available on the electronic educational platform, on the college website.

The college is located in a 4-storey typical building. The total area is -7890.9 sq.m., the educational area is 5000 sq.m. There are small and large assembly halls for 300 seats (200 sq. M.), A sports hall (421.1 sq. M.).

In the building for conducting classes, the work of classrooms is organized special disciplines in the specialty 0306000 "Pharmacy", the material and technical equipment of which meets the requirements of the "Approximate table of equipment of offices" is on average 98%. The classrooms and classrooms are equipped with educational furniture, interactive whiteboards and LED screens, technical teaching aids, office equipment and meet the safety requirements of students. They contain materials for self-training and self-control of knowledge - collections of standards and tests, video standards, presentations, videos, methodological development of classes.

The college has implemented a policy of using information and communication technologies. In order to improve the material and technical base, the following were purchased: a server, 60 computers, 6 interactive panels. To provide students with free Internet access, Wi-Fi access points are connected 30 Mbps 20 Mbps. In college there is library with a reading room for 80 seats, in it 8 access points are connected: "Student Advisor" ([www.studmedlib.ru](http://www.studmedlib.ru)) - 3, "Medical books" ([www.books-up.ru](http://www.books-up.ru)) - 5 access points, information system "Paragraph" ([www.online.zakon.kz/Medicine/](http://www.online.zakon.kz/Medicine/)). For the automation of library processes, the programme "Librarianship" was purchased (contract No. 1/10 of 01.10.2013). Per over the past 5 years, 4885 copies of educational literature have been purchased, of which 3109 are in the state language. Electronic access to the library during DOT is provided through the platform [www.college.snation.kz](http://www.college.snation.kz). in the "Library" section, educational literature on subjects, educational-

methodical complexes on disciplines are loaded. For publishing and printing activities of teachers, there is a mini-printing house. On the 1st floor of the college there is an educational and clinical centre, equipped with a new generation of mannequins. On the basis of which the department of advanced training of medical workers and a simulation centre operates.

Documents examined: Cooperation agreements with the Ministry of Defense, orders on the passage of industrial practices (on the appointment of managers), safety magazines, timesheets of equipment for offices, agreements on international cooperation.

**Strengths:**

- 1) the availability of computer and interactive equipment, the number of lecture halls, classrooms;
- 2) availability of information and multimedia technologies, the Internet for students and staff;
- 3) wide coverage of pharmacy bases for practical training;
- 4) traces the work of the system of international cooperation between medical colleges;

**Conclusions of the EEC on the criteria.** Out of 13 standards conform: completely - 9, significantly - 4, partially - 0, do not correspond - 0

**Standard 6: completed.**

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

- 1) the college to continue work on equipping the material and technical base with auxiliary and information and communication technical means of education;
- 2) continue work on updating sports equipment, equipment and modern exercise equipment;
- 3) continue work on replenishing and updating the library fund in the state and Russian languages;
- 4) supplement the library fund with electronic educational publishing houses.

## **Standard 7: PROGRAMME EVALUATION**

An effective system for monitoring the assessment of college educational programmes is focused on the satisfaction of students with the received level of education. The systematic collection, analysis, adjustment and addition of the results of feedback from teachers and students allows the college to carry out its activities in accordance with the stated mission, goals, objectives and strategic plan.

EP is reviewed when introducing a new Working curriculum specialty and is considered at a meeting of the methodological council, drawn up by the minutes of the method council, submitted to the decision of the pedagogical council and, based on the decision of the pedagogical council, is approved by the deputy director for educational work. The result of the evaluation of the educational programme is the intermediate certification of students.

Comparative analysis of the quality of knowledge of students in the specialty 0306000 "Pharmacy" in dynamics for 3 years showed that the results of intermediate certification are stable and amount to 80%.

In graduation groups, to determine the competence of graduates, control sections of knowledge, abilities and skills in the subjects submitted for the State examination are carried out. The analysis of the results is carried out with the correction of gaps in knowledge through additional group and individual consultations. The results of the work are confirmed by good indicators of students' knowledge, in the disciplines taken out in the exams. Progress is 100%, the quality indicator of intermediate certification is 97%.

Sociological methods are carried out that are used in the monitoring process, which provides a reliable measurement of the expected quality and existing satisfaction: document analysis, interviews with participants in the educational process, mass and expert polls, c.

Documents examined: Working curricula, SWOT analysis, schedules of consultations and additional classes, minutes of the methodological council, minutes of the pedagogical council.

**Strengths:**

- 1) There is rather high degree of satisfaction of practical health care with the quality of training in the college for specialists of qualification 0306013 "Pharmacist";



- 2) there is sufficient experience in the participation of employers and other social partners in solving the problems of vocational education, interaction with medical organizations, which makes it possible to train qualified specialists;
- 3) the results of the questionnaire gave a positive assessment of the EP by students and employers;
- 4) satisfaction of employees and teachers with their own activities.

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

**Standard 7: completed.**

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

- 1) Continue work to provide quality educational services that meet the requirements and expectations of students and employers.

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

The college management has a sufficient level of managerial competence, which takes responsibility for the implementation of all processes that ensure the achievement of the mission. In the organizational structure, there are persons responsible for the management of the educational programme. The structure of the college reflects the horizontal and vertical subordination of divisions, which contributes to the achievement of goals and objectives LLP "West Kazakhstan Higher Medical College" ", posted on the website of the college. (<https://www.zko-medcollege.kz/ru/o-kolledzhe/struktura>).

The Charter of WKHMC LLP, Regulations on the Supervisory Board of WKHMC LLP were approved by the resolution of the Regional Akimat of WKO.

The College has collegial governing bodies: the pedagogical council, the methodological and educational councils of the college, where issues are considered based on the measures imposed by the Charter of the college, Mission and Policy of the College.

For the availability of information about the activities of the college, about the educational services provided to interested parties in the college, website <https://www.zko-medcollege.kz> in three languages (state, Russian in English), advertisements in social networks, there are booklets for applicants, articles about the college are published in the regional "Oral  niri" and regional newspapers, the scientific and practical medical journal " Medical Journal of the akzhayyk region ", where feedback is provided for all categories of interested persons.

There is a quality management system, the college management is ready and capable of changes, all this together ensures the effectiveness of management activities.

**Documents examined:** Self-assessment report, SWOT analysis, college organizational structure, college charter, quality management system.

### **Strengths:**

- 1) management structures have been defined and their functions have been established;
- 2) there is a constructive engagement with the health sector, which contributes to the provision of qualified professionals in accordance with the needs of the community.
- 3) budget funds are targeted in nature and are based on the principles of efficiency, effectiveness, priority, transparency, responsibility.

**Conclusions of the EEC on the criteria.** Out of 2 standards conform: significantly - 1, partially - 1, do not correspond - 0.

**Standard 8: completed**

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

- 1) systematize the work of the QMS.

## **Standard 9: CONTINUOUS RENEWAL**

LLP "West Kazakhstan Higher Medical College" strives to improve the quality of educational services.

The college improves its performance in all key areas of activity, and especially educational. Continuously revises the organizational and staff structure, regulatory documents, taking into account the needs of health care and society, updates the goals and functions of the strategic development plan of the college, modernizes the material and technical base, improves modern educational technologies and innovations in the learning process to implement the institutional goals and objectives of the college, needs of students and practical health care.

One of the priority tasks of the college is the formation of a high-quality composition of the PP. The process of implementing educational programmes is under the control of the college management. The teaching staff, on the basis of a competency-based approach, introduces and effectively uses modern educational technologies focused on the continuous improvement of the quality of education, and the administration of the organization provides all the conditions for improving the qualifications and growth of the professional level of teachers.

**Strengths:**

- 1) the status of a higher medical college;
- 2) the policy of the College is aimed at continuous improvement of the quality of educational services provided;
- 3) the development of the college is updated taking into account changes in health care needs, new regulatory documents;
- 4) involvement of representatives of practical health care in teaching activities.

**Conclusions of the EEC on the criteria.** Out of 6 standards conform: completely - 5, significantly -1, partially - 0, do not correspond - 0.

**Standard 9: completed**

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

- 1) find funds to purchase and implement an electronic catalog;
- 2) introduce digitalization at the level of the educational and clinical centre (document flow, KZUN).

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 peer review programme were found.

**5. Recommendations for improvement educational programme in the specialty 0306000 "Pharmacy" LLP "West Kazakhstan Higher Medical College":**

1. Continue updating the material and technical base of the college.
2. Constantly update the library fund of the college with modern educational literature in the state and Russian languages.
4. Strengthen international cooperation in the field of medical care.
5. To strengthen the scientific research work of students with efficiency in the form of publications and speeches.
6. To systematize educational planning documentation for dual education.
7. Expand the catalog of elective disciplines, taking into account the needs of practical health

**5. Recommendation to the ECAQA Accreditation Council**

EEC members came to a unanimous opinion to recommend to the Accreditation Council accredit the educational programme in the specialty 030600000 "Pharmacy" LLP "West Kazakhstan Higher Medical College" for a period of 5 years.

|                                          |                                      |                                                                                       |
|------------------------------------------|--------------------------------------|---------------------------------------------------------------------------------------|
| Председатель Внешней экспертной комиссии | Токбергенова<br>Гульмира Тельмановна |    |
| Зарубежный эксперт                       | Олейникова<br>Татьяна Анатольевна    |    |
| Национальный академический эксперт       | Кумарова<br>Алтынай Балтабаевна      |  |
| Национальный академический эксперт       | Абжанова Жанар<br>Солтановна         |  |
| Национальный академический эксперт       | Евдомашенко Тамара<br>Витальевна     |  |
| Эксперт–представитель здравоохранения    | Есляшова Дина Муратовна              |  |
| Эксперт–представитель студентов          | Басеров Руслан<br>Бектемирович       |  |
| Наблюдатель от ЕЦА                       | Умарова Макпал<br>Альдибековна       |  |

**Quality profile and external evaluation criteria (summary) of  
educational programme 0306000 "Pharmacy" LLP "  
West Kazakhstan Higher Medical College"  
for compliance with the Standards of accreditation of educational programmes in medical and  
pharmaceutical specialties of technical and vocational education**

| standard | Criteria for evaluation                  | BS /<br>SU   | Total Standards | Evaluation        |                                         |                     |               |
|----------|------------------------------------------|--------------|-----------------|-------------------|-----------------------------------------|---------------------|---------------|
|          |                                          |              |                 | Totally coincides | Significantly meets<br>the requirements | Partially compliant | Does not meet |
| 1        | MISSION AND END OUTCOMES                 | 9/0          | 9               | 9                 |                                         |                     |               |
| 2        | EDUCATIONAL PROGRAMME                    | 15/4         | 19              | 18                | 1                                       |                     |               |
| 3        | ASSESSMENT OF TRAINEES                   | 2/3          | 5               | 4                 | 1                                       |                     |               |
| 4        | TARINEES                                 | 8/5          | 11              | 11                | 2                                       |                     |               |
| 5        | TRAINERS                                 | 2/2          | 4               | 4                 |                                         |                     |               |
| 6        | EDUCATIONAL RESOURCES                    | 8/5          | 13              | 9                 | 4                                       |                     |               |
| 7        | PROGRAMME EVALUATION                     | 6/4          | 10              | 9                 | 1                                       |                     |               |
| <b>8</b> | <b>GOVERNANCE AND<br/>ADMINISTRATION</b> | <b>6/6</b>   | <b>12</b>       | <b>10</b>         | <b>1</b>                                | <b>1</b>            |               |
| <b>9</b> | <b>CONTINUOUS RENEWAL</b>                | <b>1/3</b>   | <b>4</b>        | <b>3</b>          | <b>1</b>                                |                     |               |
|          | <b>TOTAL</b>                             | <b>57/32</b> | <b>89</b>       | <b>77</b>         | <b>11</b>                               | <b>1</b>            |               |



**Attachment 2.**

**Attachment 3.**

**List of documents studied by members of the EEC in the framework of the specialized accreditation of the educational programme in the specialty 0306000 "Pharmacy"**

1. Strategic plan, college charter.
2. EMCD on disciplines.
3. Work programmes by discipline, by practice, working curricula.
4. Diary-report on the passage of professional practice (2019, 2020)
5. Agreements with pharmaceutical bases for practice.
6. Catalog of elective disciplines for students to choose.
7. IED- (2019,2020)
8. Checklists for assessing practical skills in interim assessments.
9. Student satisfaction questionnaires with material and technical support (2018,2019,2020)
10. PP graduates' questionnaires (2019,2020)
11. Employers survey (2019, 2020)
12. The plan of educational work of the curators of the department.
13. Plans for special disciplines circles.
14. List of students of programmes of the specialty "Pharmacy" for 20-21.
15. Documentation of teachers and achievements of students (diplomas, diplomas, certificates)
16. Work plan of special offices and documentation.
17. Individual plans of teachers of disciplines "Pharmacy".
18. Works of methodical exhibitions of teachers "Pharmacy", the development of open lessons, the development of a conference, the development of educational work,
19. Textbooks published by college staff (standards for patient examination methods, a collection of tests, a collection of tasks, a methodological guide for assessing and monitoring practical skills)
20. List and number of educational literatures on the specialty "Pharmacy"
21. Student and teacher portfolio.
22. Sample diaries.
23. Results of employment in the specialty "Pharmacy" for 5 years
24. The schedule of additional classes, the schedule of the educational process.
25. Journals of optional classes, practical and theoretical studies, grade books.