

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 0304073 "DENTAL TECHNICIAN"**  
**OF LLP "REPUBLICAN HIGHER MEDICAL COLLEGE"**  
**FOR COMPLIANCE WITH STANDARDS FOR ACCREDITATION OF**  
**EDUCATIONAL PROGRAMMES IN MEDICAL AND PHARMACEUTICAL**  
**SPECIALTIES OF TECHNICAL AND VOCATIONAL EDUCATION**

**period of external expert visit to the college: 28.04-30.04.2021**

**Almaty, 2021**

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#### **LIST OF SYMBOLS AND ABBREVIATIONS:**

AMP - administrative and management personnel  
WHO - World Health Organization  
SCES - State Compulsory Education Standards  
MSE - municipal state enterprise  
UHS - unified Health care information system  
ECAQA - "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care"  
FA - final attestation  
IAS - Institute for Advanced Studies  
College - LLP "Republican Higher Medical College"  
MO - medical organizations  
ATD - advanced training department  
EP - educational programme  
QMR - Quality Management Representative  
WC - working curricula  
ST RK - standards of the Republic of Kazakhstan  
QMS - quality management system  
SRWS - student research work  
EW - educational work  
EMCD - educational and methodological complex of the discipline  
CMC - Cycle Methodical Commission  
IT - practical training  
PP - professional practice  
EPI - educational and practical internship  
AB - Applied Bachelor's Degree

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

In accordance with ECAQA Order No. 10 dated March 16, 2021, an External Expert Commission was formed to carry out external assessment procedures in the period 28.04-30.04.2021 within the framework of institutional and specialized accreditation of Republican Higher Medical College LLP (hereinafter referred to as the College) in the following composition:



#### **Chairman of the External Expert Commission**

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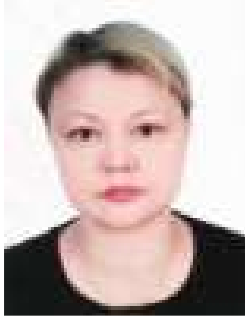
#### **Foreign expert**

**DOOTALIEVA SAYRAGUL CHYNYBEKOVNA**  
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**National academic expert**

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**ECAQA Observer** SARSENBAYEVA DARIYABANU BULATOVNA, head of the international department "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care" tel .: +77771471726, e-mail: info@ecaqa.org

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

The EEC report contains an assessment of the educational programme 0307000 "Orthopedic Dentistry", qualification 0304073 "Dental technician» of LLP "Republican Higher Medical College" for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education (hereinafter - Accreditation Standards), recommendations of the EEC for further improving the educational activities of the college.

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

### **2.1 Representation of Republican Higher Medical College LLP**

LLP "Republican Higher Medical College" was opened in 1937 as an obstetric school for girls orphans. In 1957, the School was renamed the Republican Medical School. In accordance with the Decree of the Government of the Republic of Kazakhstan No. 394, in 1996 it was reorganized into the Republican College for the training and retraining of secondary medical and pharmaceutical workers.

In accordance with the Resolution of the Government of the Republic of Kazakhstan dated December 30, 2015 No. 1141 "On some issues of privatization" On March 15, 2016, the sale of the Republican College for the Training and Retraining of Secondary Medical and Pharmaceutical

Workers of the Ministry of Health and Social Development of the Republic of Kazakhstan to the Institution "Dental College of Professor Ruzuddinov".

The institution "Dental College of Professor Ruzuddinov" transferred the property complex and material and technical base of the privatized MSE to the "Republican Higher Medical College" LLP.

By the decision of the National Commission of the Ministry of Health of the Republic of Kazakhstan in 2016, the college received the status of the Higher Medical College.

The college was re-registered at the Office of Justice of the Medeu region of the Department of Justice of the city of Almaty. Certificate of state re-registration of a legal entity 10100154971171. BIN 160540018804. Date of receipt 22.06.2016.

Legal address: 050010, Republic of Kazakhstan, Almaty, st. Sh.Kaldayakova, 54.

The educational activities of the college are carried out in accordance with the constituent documents:

- Charter of Republican Higher Medical College LLP, approved by the decision of the sole participant dated May 23, 2016;

- Agreement No. 001/2018 "On the transfer of real estate to the authorized capital of RHMC LLP";

- state license issued by the Department for Control in the Sphere of Education of Almaty city of the Committee for Control in the Sphere of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan No. KZ92LAA00007857 dated 24 November 2016 in the following specialties:

- 091430100 "Nursing", qualification 4S09130103 "General nurse";

- **09110200 "Orthopedic Dentistry", qualification 4S09110201 "Dental technician";**

- 09880100 "Hygiene and Epidemiology", qualification 4S09880101 "Hygienist Epidemiologist";

- 09110100 "Dentistry", qualification 4S09110102 "Dentist" (0304000 "Dentistry" qualification 0304023 "Dentist");

- 09120100 "General Medicine", qualification 4S09120101 "Paramedic";

- 09140100 "Laboratory diagnostics", qualification 4S09140101 "Medical laboratory assistant";

- 09160100 "Pharmacy", qualification 4S09160101 "Pharmacist";

- 09130200 "Obstetrics", qualification 4S09130201 "Obstetrician";

- 09130100 "Nursing", qualification 5AB09130101 "Applied Bachelor of Nursing".

In the 2020-2021 academic year, the college trains specialists in 7 specialties, full-time, full-time education, including "Orthopedic Dentistry". Admission is carried out on the basis of basic general and general secondary education by state order and on a paid basis, in the state and Russian languages of instruction.

The total contingent of students in the 2020-2021 academic year is 2,799 students, of whom 186 people are studying under the state order of the republican budget, and 2,613 people are studying on a contractual basis. Admission for 1 course was 708 people, including 30 people on a state order, 678 people on a contractual basis.

The college has implemented a quality management system developed in accordance with the requirements of ST RK ISO 9001-2016. There is a certificate of conformity ST RK ISO 9001-2016 "Quality Management Systems" KZ.O.02.0133 KSS No. 0093665 dated February 1, 2019 No. KZ.7500133.07.03.00511 valid until February 1, 2022, issued by the system conformity confirmation body management of "EUROASIAMS" LLP, Almaty, Radostovets st., 154/4.

Educational activities are carried out by 123 full-time teachers, the number of teachers of the highest and first category - 40.6%, the second category - 11.3%, with an academic degree - 39.8%. The share of nursing teachers with nursing education (applied, academic bachelor's and / or master's degrees) is 20%.

To implement the educational process in the college, there are 92 classrooms and laboratories, the equipment of which is 87%.

Modern innovative technologies are being introduced into the educational process of the college (modular credit technology, simulation training, point-rating assessment of knowledge, a system of

regular assessment of the survival of students' knowledge, the use of distance learning elements, etc.). In the educational process, computer and simulation equipment, high-tech robot simulators, an interactive anatomical table, training simulators, electronic textbooks, etc. are widely used.

Practical training of students is carried out in the Republican research institutes, SPCs, NTs, pharmacies, 24 medical organizations, dental clinics in Almaty with the participation of mentors-mentors from among experienced medical workers. Social partnership agreements have been concluded with medical organizations.

The college has an advanced training department in its structure.

In order to develop international cooperation, Republican Higher Medical College LLP concluded memorandums with foreign educational organizations:

- Memorandum of Understanding on strategic partnership with the University of Applied Sciences JAMK and LAMK, Finland. The main purpose of the Memorandum is to develop an internationally oriented nursing service;

- Memorandum of understanding and cooperation in the field of education and research work with LLC "Medical and Social College of Dushanbe". The main purpose of the Memorandum is to develop bilateral cooperation in educational, scientific and innovative activities;

- Memorandum of understanding and cooperation in the field of education and research work with the State Educational Institution "Republican Medical College" of the Ministry of Health and Social Protection of the Population of the Republic of Tajikistan. The main task of the Memorandum is the development of bilateral cooperation in educational activities for the training of specialists in technical and professional, post-secondary education;

- Medical College at the "Ural State University of Railways".

## **2.2 Information on previous accreditation**

IQAA specialized accreditation certificate, registration number: SA No. 0011 dated November 28, 2016

## **2.3 Analysis of the self-assessment report of the educational programme "Orthopedic Dentistry", qualification "Dental technician» of LLP "Republican Higher Medical College" for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education**

The specialized self-assessment of Republican Higher Medical College LLP was carried out on the basis of order No. 028o / d dated April 13, 2020 "On the appointment of those responsible for the preparation of self-assessment reports within the framework of institutional and specialized accreditation".

The working group on the preparation of the self-assessment report has done a certain amount of work: the key directions of the implementation of the educational programme were analyzed, the necessary information was collected in accordance with the standards for accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education of the ECAQA (hereinafter - the 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 structure of training specialists for the educational programme "Orthopedic Dentistry" meets the requirements of the needs of the labor market, as indicated by the monitoring of the analysis of the arrival of graduates to the place of employment. The content of the educational process for the educational programme, educational and methodological support meets the requirements of the State Educational Standard.

Study Programme Self-Assessment Report presented on 114 pages of main text, annexes on 28 pages. The report is characterized by completeness of responses to all 9 accreditation standards, structuredness based on the recommendations of the ECAQA Self-Assessment Guidelines, as well as



internal consistency of information provided by the accredited college.

The self-assessment and description were carried out in accordance with the criteria of the ECAQA accreditation standards and the questions formulated in the Self-Assessment Guidelines were answered. All standards show the real practice of the organization for the preparation of students for the educational programme "Dentistry orthopedic" of RHMC LLP.

The report is accompanied by a cover letter signed by director N.B. Ruzdenova, confirming the accuracy of the information and data contained in the report. The report contains a list of 11 members of the internal self-assessment commission, indicating the responsibility of each employee, information about the representative of the organization responsible for self-assessment - Zhanar Soltanovna Abzhanova, Deputy Director for Scientific and Methodological Work. Director General Ruzdenova N.B. is the chairperson of the working group on preparation for institutional accreditation.

The database, applications on 28 pages are presented in sufficient volume, consistently and there are links 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.

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 regulatory legal acts, standard rules, regulations, educational and methodological documents, pages of the website [www.alem-edu.kz](http://www.alem-edu.kz)

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

So, in college there is a validated teaching staff, experienced management team, the socio-psychological climate in the teaching staff is provided high-quality training of specialists in a professional educational programme provided for self-examination.

The college administration carries out targeted activities to update the material and technical base and the introduction of information and computer technologies in the educational programme.

The potential of social partnership is constantly growing. Employers are generally satisfied with the quality of training specialists with the qualification "Dental technician".

The stable financial position of the college is the key to the deduction of significant funds for educational, methodological and material and technical equipment of the educational process.

Based on the analysis of the self-assessment report by external experts, it was found that The content of the self-assessment report is structured in accordance with ECAQA accreditation standards and the recommendations of the Self-Assessment Guidelines. Prior to the external visit, ECAQA experts reviewed the self-assessment reports and based on the expert commissions provided to the college, the reports were revised.

Thus, the report on self-assessment of the educational programme "Dentistry", the qualification "Dental Technician" contains objective, detailed, structured information in accordance with the ECAQA accreditation standards.

### **3. Description of external expert commission**

External expert work on institutional accreditation and evaluation of educational programmes 0307000 Specialty "Orthopedic Dentistry". Qualification Dental technician (1 year 10 months) was organized in accordance with the Guidelines for conducting an external assessment of educational organizations and educational programmes of ECAQA (approved by order of the Director General of the NU "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care" No. 15 dated 09/11/2020 .) and according to the programme and schedule approved on September 25, 2020 by the Director general of ECAQA Sarsenbayeva S.S. and agreed with the chairperson of the EEC Amanzholova T.K., and director of LLP "RHMC" Ruzdenova NB.

An external expert commission for compliance with ECAQA Accreditation Standards began on March 17, 2021, which included expert commission of self-assessment reports, preliminary examination of documents, and examination of the college website.

To obtain objective information, the members of the EEC used the following methods: interviews with management and administrative staff, interviews with students, observation, study of the website, interviews of employees of various structural units, teachers, online questioning of teachers and students in the period 27-28.04. 2021, an overview of resources in the context of the implementation of the standards of the institutional and specialized accreditation, study of college documents and teaching materials for the accredited educational programme.

On the part of the college staff, the presence of all persons indicated in the visit programme and according to the lists of interviews, interviews and practical demonstrations in accordance with the requirements of the health officer of the region in a pandemic is ensured (Table 1, Attachment 2 - Lists of interview and interview participants are in ECAQA files).

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

No.	FULL NAME.	Position
1.	Ruzdenova Naylya Beksautovna, Ph.D.	Director
2.	Tatibekova Aizhan Musakulovna	Deputy Director for EPW
3.	Sakhova Guldan Kydyralievna	Deputy Director for PC, Chairperson of the Admissions Committee;
4.	Abzhanova Zhanar Soltanovna	Deputy Director for SMW
5.	Sakhova Guldan Kydyralievna	Department "General Medicine"
6.	Zeinoldina Bagdagul Kazhykenovna	Department "Nursing"
7.	Amanova Elmira Gazizvna	Department of Nursing Applied Bachelor's Degree
8.	Elshibaeva Bibigaysha Abdullaevna	Department of Hygiene and Epidemiology, Laboratory Diagnostics, Pharmacy
9.	Kusainov Amangeldi Mukushpaevich	Department "Dentistry", "Orthopedic Dentistry" -
10.	Zhanysbay Talgat Sagatovich	Deputy Director for BP
11.	Myrzalievna B.B.	psychologist
12.	Saitova M.M.	CMC "General and socio-economic disciplines"
13.	Nurumbetova A.M.	CMC "General medical and general professional disciplines"
14.	Sazanbaeva A.A.	CMC "Special disciplines No. 1" -
15.	Abdigalimova Zh.S.	CMC "Special disciplines No. 2"
16.	Mushrapilova F.A.	CMC "Special disciplines No. 3"
17.	Sarsembaeva M.Z.	CMC "Special disciplines No. 4"
18.	Onaltai E.B.	CMC "Applied Baccalaureate"
19.	Ruzdenova Sholpan Beksautovna	CFO
20.	Abdigapparova Shyryn Adilkhanovna	Chief Accountant
21.	Akish Khamza Mukhamedovich	Deputy Director for AHR
22.	Bakbergenova Gulnar Kenesovna	library manager
23.	Sabirova Zhanat Nurdzhakipovna	head of the simulation center
24.	Kozhabekova Tamara Audanovna	Teacher practical training on simulation equipment for discipline "Gynecology".
25.	Abisheva S.T.	Microbiology Lecturer
26.	Stambekov Bagdat	Responsible employee of the test center
27.	Nurzhanova Saida Dilshatovna	Museum employee "Anatomy"
28.	Zharylkasynova Asel Tleuzhanovna	Head of the educational department
29.	Alimbekov Berik Sadykovich,	Teacher, demonstrating gym
30.	Simakova Larisa Alexandrovna	Teacher, demonstrating gym

Preliminarily on 26.04.2021, a meeting of the commission was held, where an acquaintance and distribution of responsibility by the chairperson of the EEC Amanzholova Tatyana Kadyrovna among the members of the EEC was held. A Brief Review of Self-Assessment Reports has been completed. Key issues discussed, including the results of expert commission on self-assessment reports, familiarization of EEC members with recommendations for self-assessment reports. The experts shared their opinion on the results of studying the section on the educational activities of the college website, studying the documents provided according to the list of educational and methodological documents (Attachment 3), and also discussed additional documents that need to be requested at college administration for full awareness of the EEC members.

**The first day of the visit on April 28, 2021:** during the organizational meeting under Amanzholova Tatiana Kadyrovna chaired the planning of the first day of the visit and external expert assessment (photo 1).



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

In accordance with the programme and schedule of external expert work, EEC members held a meeting and interviews with **college leadership** (photo 2). Chairperson of the Commission Amanzholova T.K. took place on introduction of EEC members, acquaintance with the goals of external expert commission. Director Ruzdenova N.B. presented a presentation about the college, which reflects the strategy, mission and vision, international cooperation with 4 medical organizations from near and far abroad ("University of Applied Sciences JAMK and LAMK Finland", LLC "Medical and Social College of Dushanbe", SEI "Republican Medical College of the Ministry of Health and Social Protection of the Population of the Republic of Tajikistan ", Medical College at the "Ural State University of Railways "), agreements with 22 clinical bases of practice for students in Almaty, the institutional context of the college's achievements over 5 years and development prospects until 2023 (Programme college development), and also summarized the qualitative and quantitative characteristics of educational programmes for 9 accredited qualifications (8 specialties), while of them (Applied Bachelor's programme graduating in 2020, 48 people out of a total of 310 graduates) are accredited for the first time, information on employment ( 87.1%). Demonstrated information on community service, graduate employment, faculty and college resources. Were asked in surveys to the college director regarding the college's mission and strategy, financial sustainability and staffing, topical issues of interaction with the health care sector, cooperation with clinical sites, the correspondence of the college mission with the global goals of public health policy and the goals of accredited educational programmes, as well as members The EEC was interested in the financing of programmes by year, how the search and recruitment of teachers is carried out and what development programmes exist (School of a beginner teacher, internships), the prospects for the further development of those educational programmes that are most in demand and what activities are carried

out for those programmes that are to a lesser extent interested in applicants. By the director Ruzdenova N.B. exhaustive answers were given,



**Photo 2. EEC conducts an interview with heads of departments**

At a meeting of EEC members with **college academic leadership**, departments responsible for the admission and release of students. Deputy Director for PC, Executive Secretary of the Admissions Committee Sakhova Guldan Kydyralievna spoke about the strategy and tactics of recruiting students for college educational programmes. Including in the specialty "Dentistry" (vocational guidance in schools, image with the release of branded products and information triplets, information on the website and social networks are actively used). During the implementation of educational programmes, 3,385 students were enrolled. The most popular specialties are "General Medicine" and "Nursing" (photo 2).

Then, according to the programme of the visit, experts interviewed **heads of departments** on the organization of the educational process, provision of educational and methodological documentation, on academic counseling and support for students, analysis of the effectiveness of training programmes. Heads of departments took part in the interview: Department "General Medicine" - Sakhova Guldan Kydyralievna

Department "Nursing" - Zeinoldina Bagdagul Kazhykenovna

Department "Nursing" Applied Bachelor - Amanova Elmira Gazizvna

Department "Hygiene and Epidemiology", "Laboratory Diagnostics", "Pharmacy" - Elshibaeva Bibigaysha Abdullaevna

Department "Dentistry", "Orthopedic Dentistry" - Kusainov Amangeldi Mukushpaevich.

Further, an interview was conducted with the Deputy Director for **educational work Zhanysbay T.S. and psychologist Myrzalievna B.B.** The interview was conducted on educational and social work with students, support and counseling of students on personal issues; formation and development of communication skills, leadership; Events; projects; volunteer movement; feedback from students. According to the results of the interview, it was found that the college has a developed system of academic support for students by consulting on preparation for classes and exams. Students of LLP "RHMC" are provided with social support, children from large families in the amount of 10-30% are given a discount for disabled people in accordance with the Regulation "On social support for students." Sponsorship for the provision of social support is carried out by Karachaganak Petroleum Operating BV.

This interview validated accreditation standards 2.4 and 5.

According to the programme of the visit of the EEC, the next stage was to conduct interviews with the chairperson of the cyclic methodological commissions. The following chairperson of the CMC took part in the interview:

CMC "General educational and socio-economic disciplines" - Saitova M.M.

CMC "General medical and general professional disciplines" - Nurumbetova A.M.

CMC "Special disciplines No. 1" - Sazanbaeva A.A.

CMC "Special disciplines №2" - Abdigalimova Zh.S.

CMC "Special disciplines №3" - Mushrapilova F.A.

CMC "Special disciplines №4" - Sarsembaeva M.Z.

CMC "Applied Baccalaureate" - Onaltai E.B.

The functions and tasks of the CMC, their role in methodological work, research support of students, interaction with other departments is discussed. The experts are familiarized with the position of the CMC, the responsibilities of the chairperson of the CMC, 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).

On the same day, a meeting of EEC members with supporting services took place: Ruzdenova Sh.B. - Financial Director, Abdigaparova Sh.A. - chief accountant, Akish Kh.M. - Deputy Director for AHR, Bakbergenova G.K. - head of the library... The experts asked questions about the adequacy of MTB, financing of the educational sector, the allocation of resources for development programmes and material incentives for teachers, motivation of teachers and the academic mobility programme. In order to validate standard 8 (Management and Administration), the experts studied the organizational structure and structure of education management, the nature of the interaction of departments and office work in the college, the quality management system. It has been established that the college receives funding from the Republican budget, there are funds from self-supporting services (paid education) and income from the advanced training department.

Then an inspection was carried out, where **college libraries** were presented by 89170 fund of educational literature in the state and Russian languages, as well as electronic publications - 1004. The reading room has 25 computers with access to remote educational resources. Head of the library G.K. Bagdauletova informed that the average provision of educational literature per student is 30, there is an electronic and paper card index.

On the first day of the external evaluation, **overview of the Center for Simulation Technologies and Monitoring of Education Quality**, where **head Sabirova Zhanat Nurdzhakipovna** consistently taking into account the measures of sanitary and epidemic safety **demonstrated** experts learning opportunities for students. Teacher Kozhabekovo T.A. a lesson was held for the AD 01-19 group in the specialty "General Medicine" (Obstetrician) on the topic "Methods of examination for gynecological diseases". The total area of the simulation center is 250 m<sup>2</sup>, it consists of:

- simulation classes in disciplines (fundamentals of nursing, nursing in obstetrics and gynecology, nursing in surgery, nursing in pediatrics, nursing in therapy, "internal medicine", "propaedeutics of internal diseases");

- debriefing of the hall;

- material room.

Additionally, the Simulation Center includes the WorldSkills platform.

The Simulation Technology Center is largely equipped with modern digital mannequins, dummies and other equipment.

The members of the EEC examined the microbiology laboratory, which meets all the requirements for conducting practical training in this specialty.

On the same day visited **test center**, where the responsible officer B. Stambekov showed the base of test tasks in different disciplines, talked about how the test quality is validated, the base is updated taking into account changes in the programmes, how the tests are reviewed. The Test Center hosts 34 computers (from 249 total number of computers and laptops connected to the Internet).



Distance learning is conducted on the MOODLE platform.

Further, members of the EEC visited **Museum of Anatomy**. The excursion was led by a teacher of normal anatomy - Nurzhanova S.D. The museum is equipped in sufficient quantities with the necessary visual materials, wet macro-preparations, there is an anatomical table of Pirogov for studying this specialty.

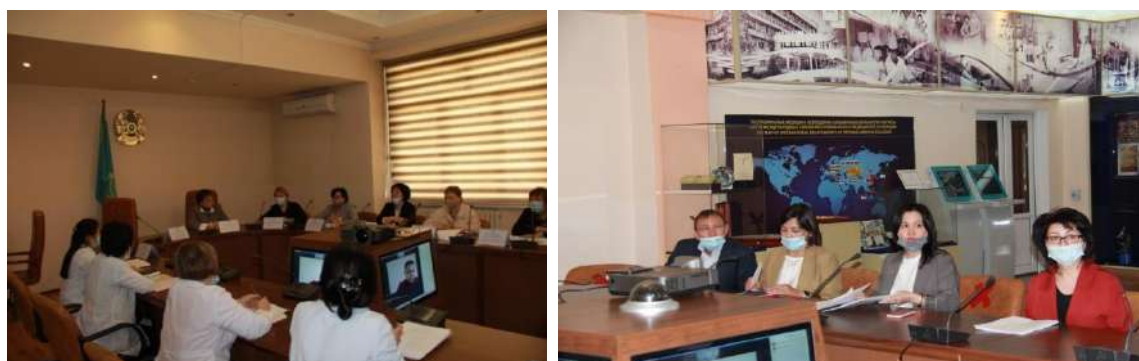
Reviewed **equipping classrooms** departments in the specialties: "Nursing", "General Medicine", "Applied Bachelor of Nursing", "Laboratory Diagnostics", "Hygiene and Epidemiology", "Pharmacy", "**Dentistry**", "Orthopedic dentistry". There are 92 classrooms in total.

The experts received indisputable evidence of sufficient material and technical equipment of all classrooms to conduct practical exercises and ensure the educational process as a whole.

Further, the expert commission visited the educational unit and the scientific and methodological center, where an interview was held with the head of the educational unit, A.T. Zharylkasynova and the head of the SMC Abzhanova Zh.S. In the specified divisions of the college, the members of the expert commission were shown: schedule classes, keeping relevant documentation, teaching material.

Further, an assembly hall with a total area of 152.4 square meters for 156 seats, equipped with modern multimedia and musical equipment, was examined.

According to the programme of the visit of the EEC, an examination of the premises for conducting physical education classes took place. For classes there is a sports hall with an area of 466 sq. m, for outdoor play sports events there is a fully equipped professional summer ground with a special soft floor covering with an area of 568 sq. m. In the sports block of the college there are utility rooms for sports equipment, there is a coaching room, a wall of fame for college sports achievements, modern locker rooms and shower room's function.



**Photo 3. EEC meeting with the internal self-assessment team**

**Further, in an online format, interviews with teachers took place (on the zoom platform). 61 teachers of the college took part.** Teachers answered questions about satisfaction with working conditions, wages, material incentives (bonuses, additional payments for leadership, methodological work, publications), talked about teacher development activities, noted the high corporate culture in the college and ethical leadership. Everyone noted that over the past three years, the appearance of the college has changed, equipment is being purchased, educational premises have been repaired. Teachers note the annual increase in wages, as well as moral incentives for employees.

After that, a meeting with F.A. Shakhaeva was held., the head of the personnel department. For the validation of standard 5 (Academic staff / Teachers), the experts are familiar with the Regulation on the personnel policy of the college, documenting the process of hiring and firing, with advanced training programmes for teachers. The staffing of programmes are – in a total of 123 teachers, of which 3 doctors of sciences, 11 candidates of sciences, 34 masters, 42 have the highest category, 9 first category, 14 second category - 80 employees with higher medical education, 47 with pedagogical education ...

**Further carried out EEC meeting following the results of the first day of the visit. The results of the external assessment were summed up, the results of the standards validation and verification of the data of the reports on self-assessment of educational programmes were discussed, and opinions were exchanged.**

At the end of the first visit by experts studied more than 30 documents on accredited educational programmes of the college: timetable, teaching materials, syllabuses, CIS, didactic materials, regulations, attendance and academic progress registers, electronic journals, work plans, reports, questionnaires and results of questionnaire processing, financial documents, etc. (list in Attachment 3).

The interviews and the study of the documentation allowed the experts to validate the data of the self-assessment report according to the standard 2,4,5.

### **Second day of visit: 04/29/2021**

**According to the work programme of the External Expert Commission, visiting the clinical bases of the college in the areas of training. To this end, the experts were divided into 3 groups and visited the following clinical practice bases:**

1. LLP "Invivo" - Chairperson of the EEC Amanzholova T.K., national academic expert - Sherimbetova A.A., expert - student representative - Reimbaeva B.M.
2. LLP "Social Pharmacy Sadykhan" - foreign expert - Dootalieva S.Ch., national academic expert - Klenina T.V., observer from ECAQA - Sarsenbaeva D.B.
3. MSE on REM "City polyclinic of the Second World War" of the DHC of Almaty - national academic expert - Sarybekova D.N., national academic expert - Karibaeva B.I., national academic expert - Zhakebaev A.M., expert - representative of practical health care - Shukurgaliyeva Z.A..

In the process of visiting clinical sites, the experts got acquainted with the conditions of training at clinical sites, received positive feedback from the heads of medical organizations regarding the high quality of professional training of college graduates and their demand in these medical institutions. So, LLP "Invivo "in 2021 will provide jobs for 15 graduates of the specialty" Laboratory diagnostics "and 40 graduates of the specialty" Nursing ".



**Photo 4. Visiting the practical bases of the college**

The experts received convincing evidence that all the necessary conditions for mastering professional competencies have been created at the RHMC clinical sites.

**When interviewing students,** the experts were divided into two groups, taking into account the number of accredited educational programmes, in total in a remote format, 102 students participated in the interview. Students took an active part in interviews with ECAQA experts, gave positive feedback on questions on material incentives (discounts for studies), social support (mentors, staff psychologist, student guide), participation in research work, college activities, learning satisfaction, communication

with teachers, the attitude of the management (director, head of department, chairperson of the cyclic methodological commission), questioning.

Further, according to the programme of the visit, the EEC members attended an open extracurricular event timed to coincide with the Day of the Unity of the Peoples of Kazakhstan: "We are the children of one country!" The event was prepared by the deputy director for educational work of Zhanysbay T.S. And the chairperson of the CMC "General educational and socio - economic disciplines" MM Saitova. 39 students took part in the event.

In the afternoon, in order to validate standards 2.5 and 6, experts attended practical classes on all educational programmes. To this end, the experts were divided into 5 groups. The following online workshops were attended:

- **Specialties: "Dentistry orthopedic "qualification" Dental technician "**

1) Discipline: Method of making artificial dental floss. Group: Sun 03/19 (1 pod.)

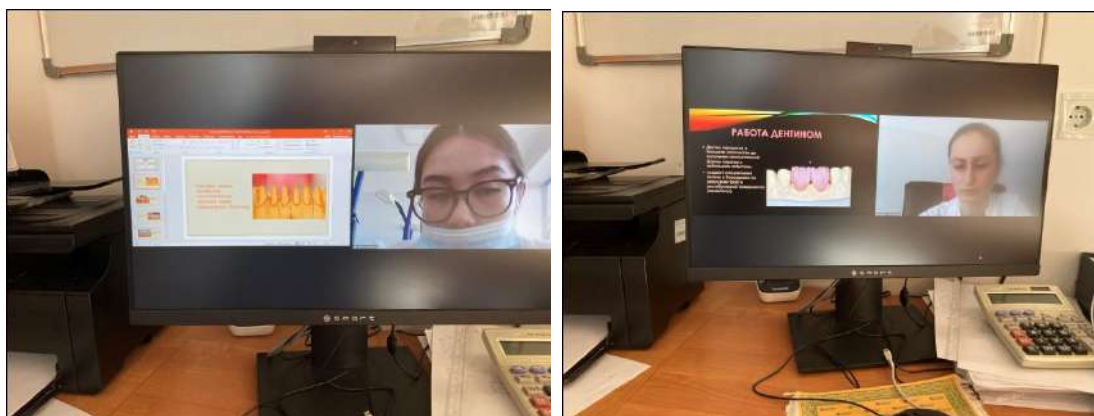
Subject: Kyuvetaga Kanyshtau. Balauzdan tazartu.

Teacher: Ənuarbek Ə.T.

2) Discipline: Undergraduate practice... Group: ZT04-19

Subject: Modeling the anatomical shape of the teeth.

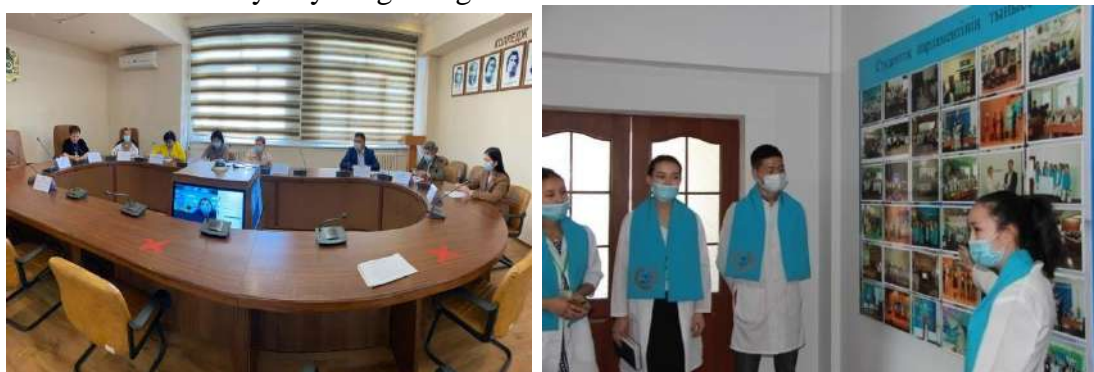
Teacher: Korabaeva A.A.



**Photo 5. Visiting practical classes**

To conduct practical classes, the teachers had educational and methodological material, work programmes, CTP, appropriate technical and material equipment. All practical classes were conducted at a high level, which confirmed the competence of the teaching staff of the college.

**After that, an interview was held with a representative of the student asset and representatives of the student parliament:** Adibay Zhuldyz - chairperson of the joint venture, Ayatkhan Gulimay - organizer of the "Mercy" fund, Azbergenov Abdigazy - organizer of trainings and debates. Responsible officer: Zhanysbay Talgat Sagatovich.



**Photo 6. Meeting of EEC with representatives of student activists and student Parliament**



The chairperson of the student community spoke about the goals and objectives of the Student Parliament, how they help freshmen to adapt to their studies, assist teachers in organizing events, volunteer work, and maintain pages in social networks. The experts were interested in the methodology for electing the chairperson of the asset, financing of events.

Active participants in the educational process are awarded certificates and gifts. Students are provided with social assistance in the form of discounts on tuition fees ranging from 10% to 50%. Students are satisfied with the library fund. There is also access to egov.kz. The experts concluded that social and educational work with students in the college was organized at a sufficiently high level (responsible officer Zhanysbay Talgat Sagatovich - deputy director for educational work) and received convincing data confirming the validation of standard 4.

Then, according to the programme of the visit, the experts evaluated the work of the medical office. Nurse -Sharipa J.K. When examining the medical office, it was found that in the context of the COVID-19 pandemic, there is no isolation ward in the college and the sanitary and anti-epidemic measures are not fully observed.

**One of the important elements of the external evaluation procedure is the interview with employers-representatives of health care practitioners, which was conducted through the zoom platform. Representatives of 21 clinical bases took part, who answered questions from experts on the demand for college graduates, their employability, competence, independence and organization.**

Representatives of practical health care confirmed the high level of knowledge of college graduates and their relevance in the labor market. So, representatives of Sadykhan LLP confirmed that in 2018 14 graduates of RHMC were hired, in 2019. - 15, in 2020 - 18. LLP "Invivo" provides jobs and employs in 2021 15 graduates of the educational programme "Laboratory Diagnostics" and 40 graduates of the educational programme "Nursing". In the course of the conversation, employers made several suggestions to improve the training of students in the specialty "General Medicine", to increase the number of hours to provide emergency care.

**Further, the study of the documentation on the educational programmes of the college continued, including at the request of the members of the EEC** (constituent documents. Regulations on the organization of the educational process, Regulations on divisions, job descriptions, strategic plan, annual plan and reports, Regulations on the pedagogical council and minutes of meetings, EMCD, RUEs, syllabuses, didactic materials, regulations, work plans, reports, questionnaire results, employers' reviews, documentation of the pedagogical council and other advisory bodies).

### **Third day of visit: 04/30/2021**

**The visit took place at college museum. Head of the Museum Sakhisheva S.Sh. spoke about the period of formation of the college, from its inception to the present.**

**Further on the zoom platform was carried out interviews with college alumni. The interview was attended by 30 college graduates, who confirmed the high level of training of specialists, the demand in the labor market. Many college graduates reported that the knowledge gained helped them to start their work independently. Among college graduates, it can be noted that there is a career growth in the workplace. Among the wishes of graduates of the specialty "General Medicine" it is necessary to pay more attention in the process of teaching the preparation of medical documentation for the SSMP.**

After an interview with college graduates, an interview was held with the employees responsible for the areas of work of the college at the request of the members of the EEC.

Further, the study of the documentation on the educational programmes of the college continued, including at the request of the members of the EEC (results of the questionnaire, feedback from employers, documentation of the pedagogical council and other advisory bodies).

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 20 documents, video presentation, video about resources (archived in ECAQA documents), as recommended in the Self-Assessment Guidelines.

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 college** and its educational programmes for compliance with the ECAQA 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 reports of the EEC.

The experts individually filled out quality profiles and external assessment criteria (institutional and for each educational programme) for the appropriate complying with ECAQA accreditation standards. Recommendations for improvement were discussed, draft reports were prepared (9) and a recommendation for improving implementation for each educational programme separately. The chairperson conducted a final open vote on college recommendations 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 as part of the institutional accreditation and accreditation of educational programmes of the college.

#### **4. Results of the questionnaire survey of students and teachers**

An online survey of teachers and students of the college was carried out.

**The ECAQA observer conducted an online survey of RHMC students from April 27 to April 29, 2021. The total number of respondents is 670.** A total of 39 questions were proposed.

Specialties of training, the following (in%):

general medicine (paramedic)	27.6
general medicine (midwife)	2.2
nursing (general practice nurse)	17.9
hygiene and epidemiology	1.6
laboratory diagnostics	16.0
dentistry	0.1
orthopedic dentistry	0.7
pharmacy	14.3
Medical optics	0.3
nursing (applied bachelor's degree)	19.1

72.5% will recommend to study in this educational organization to their acquaintances, friends, relatives - fully agree - 18.7%, disagree and doubt the answer - 8.8%. Programme managers and faculty are aware of students' college-related problems — 69.6% strongly agree, 20% partially agree, and 10.5% disagree and doubt the answer. Programme managers and teachers involve students in the work of advisory bodies (methodological council, pedagogical council, committees of educational programmes) - answered constantly - 55.1%, do not know about it - 45.9%.

69.6% are completely satisfied with the conditions and equipment of classrooms, college auditoriums, partially satisfied - 20%, dissatisfied and doubtful with the answer 7.8%. The college has created conditions for rest and nutrition for students in between classes - 71.8% fully agree, 11.6% partially agree, 16.3% disagree and doubt the answer. Office equipment (computers, laptops, printers) is available for students in the classrooms and practice bases of the college - 67% fully agree, partially agree - 18.1%, disagree and doubt the answer - 14.9%. Teachers provide students with methodological and didactic materials, additional literature to prepare for classes - 74.5% fully agree, 16.9% partially agree, disagree and doubt the answer - 8.6%.

The college has access to the participation of students in research work - 67.5% fully agree, 16.6% partially agree, disagree and doubt the answer - 15.9%. 74.3% of respondents are fully satisfied with the library fund / resources. Electronic educational resources are fully accessible for 73.5%. Satisfaction with the activities of mentors, curators, tutors - 77.35% are fully satisfied, 15.1% partially agree.

Student respondents are satisfied with the microclimate in the college and respectful attitude (86.7%). 75% of the respondents know about social programmes to support students and have used them. 66.7% of respondents are aware of the student career counseling service. Fully agree 71% of respondents that the college has established a system of self-study of students. 56.4% assessed the organization of training on the basis of college practice as excellent, 26% noted it as “good”, and 17.6% could not rate it. The overwhelming majority of those surveyed (83.3%) believe that there is sufficient time for practical training (patient management and care, nursing rounds, laboratory work, etc.). More than 78% of students are satisfied with the class schedule. Fully satisfied with the methods of assessing knowledge and skills 77.5%, in part - 15.5%. According to 68,

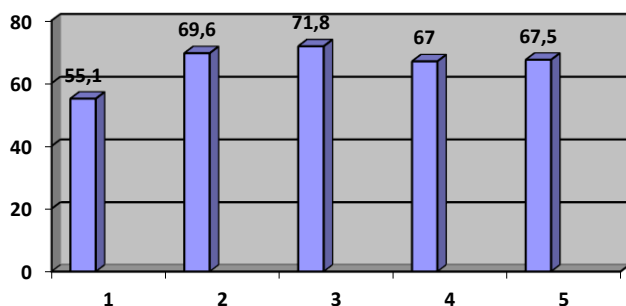
In the opinion of 72.2% of respondents, teachers constantly provide feedback after the end of classes, but 10.7% noted that it was “rare” and found it difficult to answer. The teacher (mentor, curator) of the college is an example for me - 77.3% fully agree, 5.2% partially agree, but not all teachers can be an example for students; more than 12% answered. More than 92% of respondents liked studying in college, but about 13% experienced unfair negative attitudes towards themselves from teachers. More than 94% noted the availability of college leadership for students.

At the same time, only 42.7% participate in the work of a scientific student circle and 17.3% are just planning to start scientific work. College allows you to acquire the necessary knowledge and skills in your chosen specialty - 76.6% fully agree, 3.9% partially, and about 19% cannot answer.

Almost 49% noted the positive work of the external expert commission as satisfactory. - 36%. At the same time, 68% believe that the accreditation of college and educational programmes must be carried out, but 13.9% do not know what it is. At the same time, almost 61.4% of respondents were involved in the preparation of self-assessment reports and were involved in organizing the work of an external expert commission.

**Conclusion:** in general, a high degree of student satisfaction with the organization of college education (content of the educational programme, resources, practice bases, qualifications of teachers) was noted, the microclimate and ethical attitude towards students were highly appreciated. However, students are not fully satisfied with the availability of office equipment. Not all respondents are aware of the availability of a graduate career service. Students are rarely involved in advisory bodies or working groups. Unaware of the college being accredited and unaware of this quality assurance mechanism. Not a high level of coverage of R&D students.

In this regard, the management of the college should more actively involve students in the work of advisory and advisory bodies, in particular when considering and approving educational programmes, planning research work, and developing the college's mission. It is necessary to more actively involve students in the implementation of scientific research. Inform students about accreditation.



**Diagram 1. Results of feedback (questioning) of students during the visit to the ECAQA expert commission**

- 1) In this educational organization, ethics and subordination are respected in relations between colleagues, teachers, management
- 2) I am satisfied with the organization of labor and workplace in this educational organization
- 3) The organization has an opportunity for career growth and development of teacher competencies
- 4) In this educational organization, I have the opportunity to engage in scientific work and publish the results of research
- 5) I am satisfied with the organization of the educational process in this educational institution
- 6) I attended professional development courses (programmes)
- 7) Characteristics of the microclimate in the team of the department / department / department / department where I work
- 8) In this educational organization, I have the opportunity to realize myself as a professional in my specialty

**The ECAQA observer conducted an online survey of RHMC teachers from April 27 to April 29, 2021. The total number of answers - 89. A total of 26 questions were proposed.**

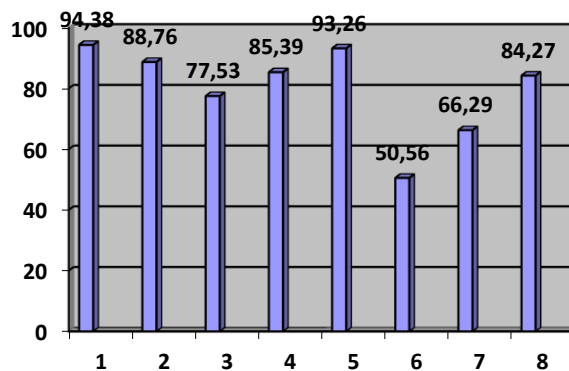
Pedagogical experience up to 5 years - 47.2%, from 5 to 10 years - 12.4%, more than 10 years - 40.45%.

Satisfied with the organization of the educational process in this educational institution - fully 93.3%, partially - 6.74%. In college, ethics and subordination are respected in relations between colleagues, teachers, management - 94.4% fully agree, 4.49% partially, 1.12% disagree. Satisfied with the organization of work and workplace in college - 88.8% fully agree, partially - 11.24%. In college, there is an opportunity for career growth and the development of teacher competencies - 77.53% fully agree, 17.98% partially, 5.5% disagree. In this educational organization, I have the opportunity to engage in scientific work and publish the results of research work - 85.4% fully agree, partially - 9%, no answer - 5.62%. During the last year, 77.6% of respondents attended professional development courses (programmes), more than 3 years ago - 7.78%, over 5 years - 3.37%, but more than 10% of teachers did not answer. The microclimate in the college staff was noted as satisfactory by 66.3% and quite satisfactory for the respondent by 30.34%, unsatisfactory by 1.12%. In college, the teacher has the opportunity to realize himself as a professional in his specialty - 84.3% fully agree, 12.4% partially, disagree and doubt the answer - 3.37%. The college supports participation in conferences - 41.57% answered that by paying for travel and travel expenses, 1.12% - by paying the registration fee, the rest are financed themselves or do not contact the management. College students have free access to patients at clinical sites and all the conditions for improving their practical skills - 76.4% fully agree, 16.85% partially, disagree and doubt the answer - 6.74%. The college implements a programme of social support for teachers - 59.5% know about it, don't know about it or doubt the answer 41.6%, disagree - 1.12%. The leaders of the college systematically listen to the opinion of teachers on various aspects of work - 79.78% answered, sometimes 12.4%, rarely and never - 7.82%. Teachers use a variety of teaching methods, but more often lectures and oral analysis of the topic (81%), work in small groups (83.15%), analysis of situational problems (83.15%), often solve tests (85.4%), half of

respondents uses problem-oriented learning (56.2%). The leaders of the college systematically listen to the opinion of teachers on various aspects of work - 79.78% answered, sometimes 12.4%, rarely and never - 7.82%. Teachers use a variety of teaching methods, but more often lectures and oral analysis of the topic (81%), work in small groups (83.15%), analysis of situational problems (83.15%), often solve tests (85.4%), half of respondents uses problem-oriented learning (56.2%). The leaders of the college systematically listen to the opinion of teachers on various aspects of work - 79.78% answered, sometimes 12.4%, rarely and never - 7.82%. Teachers use a variety of teaching methods, but more often lectures and oral analysis of the topic (81%), work in small groups (83.15%), analysis of situational problems (83.15%), often solve tests (85.4%), half of respondents uses problem-oriented learning (56.2%).

More than 97% of respondents consider this survey to be useful for developing recommendations for improving the key areas of college activities.

**Conclusion:** in general, a high degree of satisfaction of teachers with the working conditions in the college, relations in the team, and interest in work was noted. At the same time, there is a low awareness of teachers about social programmes.



**Diagram 2. Results of feedback (questionnaires) of teachers during the visit to the ECAQA expert commission**

- 1) Programme managers and teachers involve students in the work of advisory bodies (methodological council, pedagogical council, committees of educational programmes)
- 2) I am satisfied (satisfied) with the conditions and equipment of classrooms, college classrooms
- 3) The college has created conditions for rest and nutrition for students (rest rooms, benches / gazebos on the territory, a canteen) in between classes
- 4) Office equipment (computers, laptops, printers) are available for students in classrooms and practice bases
- 5) The organization of education has access to student participation in research work.

**5. Analysis for compliance with accreditation standards based on the results of an external assessment of the educational programme 0307000 "Dentistry orthopedic", Qualification 0304073" Dental technician "and an overview of the strengths for each standard**

**Standard 1: MISSION AND END OUTCOMES**

The expert commission received convincing data that LLP "Republican Higher Medical College" has a clearly formulated mission, goals and expected results of the educational programme, which are communicated to all stakeholders.

The mission, vision and goals of the educational programme 0307000 "Orthopedic Dentistry" corresponds to the Mission and Vision of the Republican Higher Medical College in the orientation towards training a competent specialist with an appropriate foundation for a further career in any field of health, capable of performing functions in accordance with the established requirements of the health sector.

To implement the goals of the educational programme, the educational institution has a dynamically developing material and technical base, a qualified teaching staff, active cooperation with medical organizations in both the region and the country, and applies innovations in the educational sphere.

The presented materials sufficiently trace the criteria of this standard, correspond to the national policy in the field of education, science and information development.

LLP "Republican Higher Medical College" has a clear strategic plan developed and approved by the collegial management body, defining all types of its activities and revised in connection with the modernization of the medical education system.

The strategic plan for the development of the college corresponds to the stated mission and ensures the achievement of the set goals in the field of education.

To prove compliance with the standard, the expert studied the following documents: the strategic plan for the development of the college, the operational plan for the development of the college, work plans of the pedagogical and methodological council, educational work, minutes of meetings of collegial bodies, work plans of the CMC, orders and orders of the director in the areas of activity, documents on personnel employees and students, planning, reporting, financial and accounting documents.

**Strengths:**

- LLP "Republican Higher Medical College" has a clearly formulated mission, goals and strategic development plan

- All dynamics of EP activity in all directions is carried out in accordance with the mission, strategy and available resources of the college, which meets the needs of the market, region, TVE system and educational policy of the Republic of Kazakhstan

- The mission, goals and policies of the college are revised in a timely manner, both at the planning stage and in the execution of decisions

- The Medical College has a strategic development plan that corresponds to the stated mission of the educational programme and ensures the achievement of the final learning outcomes.

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

*Standard 1: completed*

**Improvement recommendation identified during the external visit:**

- 1) Improve access to information posted on the official website of the educational organization.
- 2) Engage students more actively in developing the college mission.

**Standard 2: EDUCATIONAL PROGRAMME**

The implementation of the educational programme 0307000 "Orthopedic Dentistry" is carried out in accordance with the mission, determined by the goal and objectives of the programme and the end results of training.

The educational programme of the specialty 0307000 "Orthopedic Dentistry" is compiled on the basis of the State Educational Standard of Education 2016, 2020. The educational process is carried out on the basis of normative educational and methodological documents.

The EP documentation developed by the college includes standard curricula, working curricula, educational process schedule, class schedule, discipline working curricula, thematic schedules, and professional practice programmes.

The content of the educational programme in the college is built in accordance with the Model curriculum of the specialty.

Working curricula for all specialties were considered at meetings of the methodological council and approved by the director of the college.

For the implementation of the educational programme, the resource provision of the following disciplines was studied and examined:

**1. List of educational literature on the specialty Orthopedic Dentistry**

No.	Specialties	Training fund	including		Electronic textbooks	including	
			rus.	kaz.		rus.	kaz.

1.	Orthopedic dentistry	3768	1830	1938	65	65	-
	<b>Total:</b>	3768	1830	1938	65	65	-

2. Teaching staff, attracting qualified specialists from practical health care
3. Availability of EMCD disciplines

To master practical skills in EP, there is a simulation center, an ergonomics center, a communication skills center, preclinical practice rooms, and equipping with the necessary equipment for mastering professional competencies.

In order to form and consolidate the practical skills and abilities of the student of EP 0307000 "Orthopedic Dentistry", the leadership of the RHMC signed 2 agreements on cooperation with medical organizations in Almaty.

For the organization of PO / PP, schedules of their implementation, work programmes, samples of diaries for all types of practices have been developed and approved. To the development of which representatives of practical health care are involved.

Nevertheless, during the implementation of the educational programme "Dentistry", members of the external expert commission noted that the management of the college should take into account the proposals of employers when developing topics for elective disciplines in accordance with the needs of practical Health care, as well as improve the mechanisms of student participation in their development and improvement of educational programmes.

Also, EEC members emphasized that Republican Higher Medical College LLP has the necessary resources to introduce the elements of dual education into the educational process.

As evidence of compliance with the standard, the expert studied the following documents: schedules of the educational process; standard working curricula; professional practice contracts; work programmes of disciplines; work programmes for practical and professional practice; syllables; catalog of elective disciplines; Timetable of classes; EMCD, etc.

**Strengths:**

– The EP model is defined in accordance with the mission, goals, focused on international education standards, national qualifications framework and developed according to modular - credit technology of education

– Compliance of curriculum documentation: curriculum model, standard working curricula and programmes, individual curricula with the goals and content of the educational programme to achieve the expected learning outcomes

– To implement the EP, teaching and learning methods are used based on modern teaching principles that support and provide students with the formation of basic and professional competencies.

**Conclusions of the EEC on the criteria.** Out of 19 standards conform: completely -17, significantly - 2, partially -0, do not correspond - 0.

**Standard 2: completed**

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

1) To increase the number of clinical bases for the educational programme "Orthopedic Dentistry"

2) Introduce the elements of the dual form of training in the specialty "Orthopedic Dentistry" qualification "Dental Technician"

3) To more actively involve students in the work of advisory and advisory bodies, in particular when considering and approving educational programmes, planning research

### Standard 3: ASSESSMENT OF STUDENTS

The assessment of students is reflected in the rules of the internal curriculum and in the methodological recommendations of the college "Organization and conduct of intermediate and final certification", which determine the assessment criteria and the number of allowed retakes. External examiners from practical health care are involved in the assessment of students in order to increase transparency, fairness, and quality. New assessment methods have been introduced in accordance with the need: criteria-based assessment, point-rating system, assessment interview. In the College, according to the SCES 2020, the knowledge, abilities, skills and competencies of students are assessed on a 100-point scale, corresponding to the letter system adopted in international practice (positive marks, in descending order, from "A" to "D", "unsatisfactory" - "F")

The criteria for assessing current control, midterm control, intermediate certification are reflected in the syllabuses for each discipline.

In the college, the implemented teaching and learning methods, the applied innovative technologies correspond to the mission of the college and provide for the achievement of the final learning outcomes.

#### The results of assessing the knowledge and skills of graduates in the context of the speciality over the last 2 years since the introduction of an independent examination

No	Names of specialties	2018-2019		2019-2020	
		Theoretical part	Practical part	Theoretical part	Practical part
1	"Orthopedic Dentistry"	51.3%	81.3%	66.1%	100%
	Total:	66.3%		83.5%	

To confirm the compliance with this standard, the following were studied: journals of theoretical and practical studies; transcripts, examinations, summary statements of students' progress; checklists; instrumentation of disciplines; bank of test items of the studied disciplines according to the educational programme; practice diaries.

#### Strengths:

- Students are assessed using sequential procedures based on uniform criteria and provisions
- Implementation of OSCE into the educational process
- Satisfaction of students with the quality of educational services

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

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

- 1) To coordinate the quality management of education, introduce the Antiplagiat programme

### Standard 4: STUDENTS

To address issues related to professional training, the development of student creativity, social protection, the organization of leisure, health preservation, prevention of offenses of students in the college, the Student Self-Government was created. The management of the college constantly provides assistance and support to students and the student parliament.

#### The contingent of students in the context of specialties for 5 years

Name of specialties	2016-2017		2017-2018		2018-2019		2019-2020		2020-2021	
	Scholarship	Aggr	Scholarship	Aggr	Scholarship	Aggr	Scholarship	Aggr	Scholarship	Aggr
"Orthopedic Dentistry"	25	125	-	155	-	210	-	207	-	194



Total	25	125	-	155	-	210	-	207	-	194
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To address issues related to professional training, the development of student creativity, social protection, the organization of leisure, health preservation, prevention of offenses of students in the college, the Student Self-Government was created. The management of the college constantly provides assistance and support to students and the student parliament.

The college has established feedback with students on the assessment of the conditions and organization of the educational process: the information stands contain the names of cycles and academic disciplines, the schedule of classes, the schedule for passing the software, PT, exam schedules and consultations, the schedule of additional classes.

The college provides a flexible system of payment for tuition, there is a system of social support for the period of study for students with disabilities for health reasons, orphans and children left without parental care., Large families with 4 or more minor children

The college has created conditions for the development of creative, sporting achievements: circles, sports sections, a canteen, a first-aid post, an assembly hall, a reading room, a library, and there is also a psychological support service for students. In the college, research work is carried out by 30 subject circles covering 56% of students.

The experts studied: regulations on social support for RHMC students; regulation on student self-government;

**Strengths:**

- The college provides an opportunity for students to participate in the management of the educational programme
- The college provides social and psychological support to students in need
- Conditions have been created for the realization of the creative potential and personal growth 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:**

- 1) Increase the percentage of students enrolled in research work;
- 2) Ensure the formation of competencies in the preparation and conduct of scientific research by students.

**Standard 5: ACADEMIC STAFF / FACULTY**

To achieve its mission and final learning outcomes, improve the practice of recruiting personnel in the college, the Regulation "On the personnel policy" of the college was developed and approved (dated September 1, 2019).

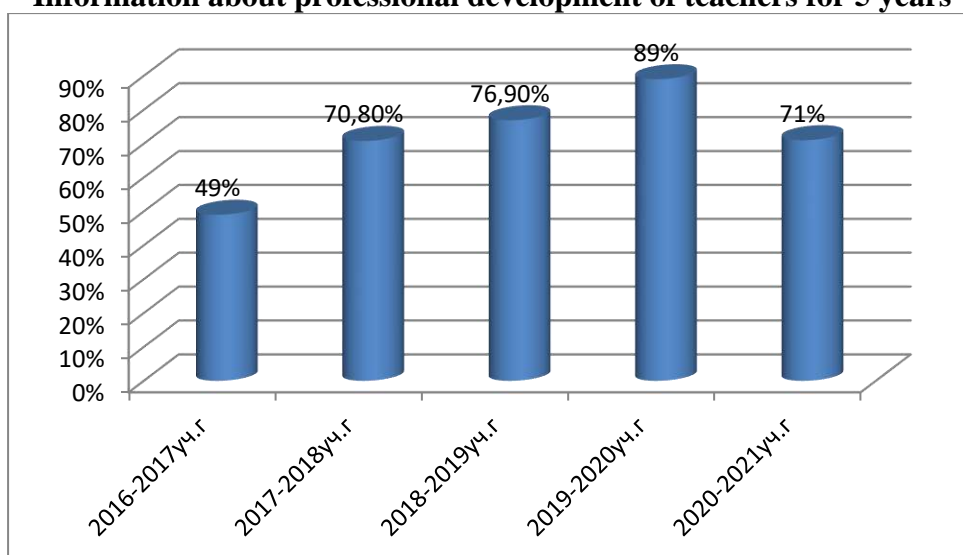
The personnel potential of the teaching staff meets the qualification requirements for licensing educational activities. The quantitative and qualitative composition of teachers corresponds to this educational programme.

**QUANTITATIVE AND QUALITATIVE COMPOSITION OF PPS  
in 5 years**

Academic years	Number of teaching staff			Qualitative composition						Experience of scientific and pedagogical work			Average age of teaching staff		
	Total teaching staff / of them	Established	Part-timers	Highest category	First category	Second category	No category	Doctors of Science / Candidates of Science	Masters	Up to 5 years	5-15 years old	Above 15 years old	Up to 35 years old	35-50 years old	Over 50 years old / of which retirement
<b>2016-2017</b>	45	45	-	28	8	2	6	-	1	5	27	13	16	28	1
<b>2017-2018</b>	43	41	1	20	7	2	8	-	5	14	21	8	16	25	2
<b>2018-2019</b>	41	39	2	9	3	1	17	-	8	6	31	14	18	30	3
<b>2019-2020</b>	41	39	2	7	2	4	16	-	10	6	31	14	18	30	3
<b>2020-2021</b>	42	39	3	5	2	4	18	-	10	49	42	53	48	45	51

The annual teaching load of full-time teachers of the specialty varies on average from 720 (1 rate) to 1080 (1.5 rate) hours.

**Information about professional development of teachers for 5 years**



In the college, to improve the professionalism, qualifications and creative potential of novice teachers, there is a “School for a novice teacher”. In the 2020-2021 academic year, the School is attended by 7 teachers according to the accredited programme, of which 5 people. in general education disciplines, 2 in special disciplines.

College teachers are constantly involved in continuous development. In accordance with this, the college is carrying out systematic work to develop and support educational and distance learning technologies. College

teachers have developed educational and methodological complexes for disciplines, in accordance with the State General Education Standard of Technical and Vocational Education of the Republic of Kazakhstan.

Along with traditional teaching methods, various innovative technologies and methods are used in the educational process: problem presentation method, electronic presentations, work in small groups, quizzes, role-playing games, etc.

The personnel policy provides for the advancement (career growth) of employees, its implementation is carried out taking into account work experience, achievements in work, compliance with qualification requirements.

The college has a flexible system of incentives and bonuses for teachers.

The experts studied: regulations on the personnel policy of the college; work plans and minutes of CMC meetings; provision "On the organization of mentoring"; position and programme of the "School for the beginning teacher"; individual work plans for teachers; advanced training plan for the 2020-2021 academic year, certificates of completion of advanced training courses.

**Strengths:**

–To achieve its mission and final learning outcomes, to improve the practice of recruiting personnel in the college, the Regulation "On personnel policy" has been developed;

– Availability of qualified staff of teachers for the accredited educational programme;

– Carrying out active work to improve the professionalism of teachers (School of the novice teacher);

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

**Standard 5: completed**

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

one) To intensify activities to involve the teaching staff of special disciplines in scientific research work.

2) The teaching staff to intensify the work on the creation and increase in the number of copyright teaching aids.

**Standard 6: EDUCATIONAL RESOURCES**

The college has a well-developed material and technical base that allows to implement the educational process of the accredited programme 0307000 "Orthopedic Dentistry". The educational activity of the college is provided with sufficient resources and meets the requirements of the sustainability of the educational organization.

The college has its own typical building with with a total area of 9882.7 square meters, per student - 7.0 square meters, which meets the established requirements. For the implementation of educational programmes, 92 classrooms and laboratories are deployed in the college, of which: in general education disciplines - 26, general medical / general professional disciplines - 38, special disciplines - 28.

Classrooms and laboratories are equipped with modern technical and audiovisual teaching aids, simulators, phantoms, dummies, medical instruments and equipment, teaching materials...The equipment of classrooms and laboratories is 89%.

For physical education classes there is a gym and a summer sports ground. The area of the sports hall is 466 sq.m., the area of the summer ground is 568 sq.m. In the sports block of the college there are utility rooms for sports equipment. there is a coaching room, a wall of fame for college sports achievements, locker rooms, shower rooms. Revealing the real level of qualifications of teaching staff, their readiness for professional practice, solving innovative problems, control and monitoring of the quality of training implemented through Centre simulation technologies and monitoring the quality of education

The college has a modern level of material and technical base with its constant updating and expansion, the allocation of funds for the purchase of equipment, educational literature, periodicals, information resources and computers; resources to provide quality educational services.

Material and technical resources are available in sufficient quantity, quality and scale necessary for the implementation of the mission and strategy of the educational programme, as well as for its effective implementation.

The experts studied the financial and accounting reporting documentation for 5 years.

**Strengths:**

-The college has a sufficiently equipped material and technical base equipped with modern technical training aids that meet sanitary and epidemiological standards and requirements;

-The college creates a learning environment that promotes the formation of basic and professional competencies.

-Ability to form and develop professional competencies in the simulation center of the college.

**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) To intensify work on international cooperation, the exchange of teachers and students with organizations from near and far abroad with the allocation of funds.

2) In the conditions of quarantine for COVID-19, create an isolator in compliance with sanitary and anti-epidemic requirements.

**Standard 7: PROGRAMME EVALUATION**

The assessment of EP 0304000 "Dentistry" is carried out on the basis of studying the results of academic performance and the quality of knowledge of students, monitoring data on the satisfaction of students, teachers and employers, as well as the achievements of students.

For regular assessment and monitoring of the educational programme 0307000 "Orthopedic Dentists" in the college, the evaluation of educational programmes is carried out primarily through the created 7 cyclic methodological commissions by discussing the content of educational programmes, teaching materials, evaluating criteria for assessing students' academic achievement. The results of the provided analyzes of the CMC are considered at meetings of the methodological and pedagogical councils and decisions are made on the basis of discussion that affect the formation of future professional skills of the graduate.

In order to monitor the quality of training of specialists in the college, an intracollege control plan has been developed and approved by the director general. The results of the measures taken in accordance with the CWC plan are considered at the meetings of the PS and MC and, according to the decisions made, corrective actions are taken to prevent the identified inconsistencies.

The EP is also assessed by the method of feedback from students, graduates, teachers and employers through a questionnaire survey.

The results of the survey confirmed a fairly high degree of student satisfaction with the educational process (96%), the quality of the organization of the educational process (88%). Over the past 4 years, there has been a positive dynamics of feedback to improve the educational process. In general, the percentage of satisfaction with the quality of education is 89 - 93%.

Graduates working in 48 medical organizations confirm a sufficient level of training -88%, above average - 12%. Feedback on the quality of training of graduates from 22 clinical sites is positive.

The results of an independent examination of graduate students, conducted by the National Center for Independent Examination, testify to the sufficient training of specialists by the Republican Higher Medical College.

We have supplemented the expertise according to this standard: questionnaires and results of the questionnaire survey for satisfaction with the educational process for students, teachers, employers; Theoretical and practical training journals; Transcripts, examination, summary sheets; grade books of students; FSA results (statements, protocols)

**Strengths:**

- Based on monitoring results Leading 3rd place among higher medical Colleges (2020)

- Using an effective system for assessing real practical knowledge and skills of students during the

FSA

**Conclusions of the EEC on the criteria.** Out of 10 standards conform: fully - 7, significantly -3, partially -0, do not correspond - 0

**Standard 7: completed**

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

1) To intensify the work of the QMS in assessing educational programmes and keeping records of the college.

2) Identify research priorities in context educational programmes in the specialty "Orthopedic Dentistry"

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

LLP "Republican Higher Medical College" is an independent legal entity carrying out educational activities in accordance with the Constitution of the Republic of Kazakhstan, the Code of the Republic of Kazakhstan "On people's health and the health care system", the Law of the Republic of Kazakhstan "On education" and other legislative acts in the field of health care and education ...

RHMC has an independent balance sheet, bank accounts in accordance with legislation, letterheads, a seal with the image of the State Emblem of the Republic of Kazakhstan and the name of the College.

The organizational structure of the college reflects the horizontal and vertical subordination of divisions, which contributes to the achievement of the mission, goals and objectives of the "Republican Higher Medical College". The staff structure of the college management determines the composition of the divisions and the list of college positions.

The Director general of the College independently solves all issues of the College in accordance with his competence, determined by the legislation of the Republic of Kazakhstan and the Charter of the College..

The main structural divisions of the college are: departments, departments that manage certain areas of the college.

The functions and activities of each structural unit are enshrined in the relevant regulations. Direct management of the work of a subdivision, departments is carried out by its head.

The head of the structural unit is appointed and dismissed by the order of the Director general.

The main activities of the college are coordinated by deputy directors, who are appointed and dismissed by order of the director general of the RHMC.

The structural divisions of the college are defined in the main areas of activity: academic work, practical training, methodological support of the educational process, educational work, financial and economic activities, food and medical care, safety, fire safety and emergency situations.

The functions and activities of each structural unit are enshrined in the relevant regulations on structural units. The College has collegial governing bodies: Pedagogical Council, directorate, methodical council, council of curators.

Students, interested employers, scientists, representatives of public associations and organizations, parents of students are involved in the work of collegial bodies.

To achieve the mission and end results, the college funding system is based on the principles of efficiency, effectiveness, priority and transparency.

In general, the financial and economic activities of the college are aimed at ensuring financial stability and ensuring the efficient use of financial resources.

A quality management system has been introduced, developed in accordance with the requirements of ST RK ISO 9001-2016. There is a certificate of conformity ST RK ISO 9001-2016 "Quality Management Systems" KZ.O.02.0133 KSS No. 0093665 dated February 1, 2019 No. KZ.7500133.07.03.00511 valid until February 1, 2022, issued by the system conformity confirmation body management of "EUROASIAMS" LLP, Almaty, Radostovets st., 154/4.

The scope of the college's QMS extends to educational activities in accordance with state compulsory education standards in specialties and areas in accordance with the area of licensing.

Republican Higher Medical College LLP interacts with the health sector on the basis of the order of the Ministry of Education and Science of the Republic of Kazakhstan dated November 2, 2018 No. 611 "On amendments and additions to the order of the Minister of Education and Science of the Republic of Kazakhstan dated January 28, 2016 No. 93 "On approval of the forms of a standard agreement for the provision of educational services and a standard agreement for conducting professional practice"...

We supplemented the examination of this standard with information on the structure of the college for 2020; Regulations on the structural divisions of the college; Work plans and reports of the CMC, the financial report of the college for 2020-2021.

**Strengths:**

- Management systems and operations are open, transparent and accessible;
- The college has constructive engagement with the health sector.

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

**Standard 8: completed**

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

- 1) Ensure the functioning of the QMS in all main areas of activity, including documentation and evaluation of the educational programme

**Standard 9: CONTINUOUS RENEWAL**

The college annually revises the organizational structure of management in accordance with the ongoing reforms in the field of education and health care of the Republic of Kazakhstan.

A new position was introduced - Deputy Director for Scientific and Methodological Work.

Taking into account changes in health care needs, new regulatory and legal documentation, the development programme of Republican Higher Medical College LLP for 2018-2022 has been updated in terms of short-term and long-term measures to improve educational programmes and technologies.

In college, the process of updating the educational programme is carried out taking into account previous experience, current activities. The main principle of assessing the educational achievements of students is continuous control over the learning process, consolidation of acquired skills and regular assessment of the achievement of the final learning outcomes.

The mission and goals of the educational programme are adapted to the current state of health care and society as a whole. In order to improve the quality of training and competitiveness of personnel, the college effectively interacts with the local executive authorities, the Ministry of Education, the public health department of Almaty, the KRIOR of the Ministry of Health of the Republic of Kazakhstan, the Ministry of Education and Science of the Republic of Kazakhstan, medical universities, colleges. The mission and goals specified in the educational programme show that the programme is relevant and all the necessary conditions have been created for its implementation in the college.

**Strengths:**

- Continuous updating of the material and technical base, taking into account the relevance and reform of the health care system of the Republic of Kazakhstan

- In order to improve the scientific and methodological activities of the college, the position of deputy director for scientific and methodological work was introduced

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

**Standard 9: completed**

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

- 1) Improve educational programmes in line with professional standards, national qualifications frameworks, health needs and new learning technologies.

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 commission programme were found.

## **6. Recommendations for improvement educational programme in the specialty "Orthopedic Dentistry" Republican Higher Medical College LLP:**

### **Standard 1 Mission and end outcomes**

1. Improve access to information posted on the official website of the college
2. Engage students more actively in the development of the mission of the educational programme

### **Standard 2 Educational Programmes**

3. To increase the number of clinical bases for the implementation of the educational programme "Orthopedic Dentistry"
4. Introduce the elements of the dual form of training in the specialty "Orthopedic Dentistry" qualification "Dental Technician"
5. To actively involve students in the work of advisory and advisory bodies, in particular when considering and approving an educational programme, planning research

### **Standard 3 Assessment of students**

6. In order to control the quality of education, introduce the "Anti-plagiat" programme

### **Standard 4 Students**

7. Increase the percentage of student enrollment in research work
8. Ensure the formation of competence in the preparation and conduct of scientific research by learners

### **Standard 5 Academic Staff / Faculty**

9. To intensify activities to involve teachers of special disciplines in scientific research work
10. To intensify work on the creation and increase in the number of copyright educational and methodological manuals

### **Standard 6. Educational resources**

11. To intensify the work on international cooperation, the exchange of teachers and students with organizations from near and far abroad with appropriate funding
12. In the conditions of quarantine for COVID-19 in the medical office, create an isolator in compliance with sanitary and anti-epidemic requirements.

### **Standard 7. Programme evaluation**

13. Identify research priorities in context educational programme in the specialty "Orthopedic Dentistry"

### **Standard 8. Governance and administration**

14. Ensure the functioning of the QMS in all main areas of activity, including documentation and evaluation of the educational programme

### **Standard 9. Continuous renewal**

15. Improve the curriculum in line with professional standards, national qualifications frameworks, health care needs and new learning technologies.






## 7. Recommendation to the ECAQA Accreditation Council

According to the results of the expert evaluation of the educational programme in the specialty **0307000 "Orthopedic Dentistry", qualification 0304073 "Dental technician"** of the Republican Higher Medical College LLP for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education of the EEC, the members of the EEC came to a unanimous opinion to recommend to the ECAQA Accreditation Council to accredit the above-mentioned educational programme for a period of 5 years.

### Chairperson of the External Expert Commission

Amanzholova Tatyana Kadyrovna  
Foreign expert  
Dootalieva Sairagul Chynybekovna  
National academic expert  
Nurgalieva Sarybekova Jamila  
National academic expert  
Ilyasovna Karibaeva Botagoz  
National academic expert  
Aitbayevna Sherimbetova Akmaral  
National academic expert  
Klenina Tatyana Viktorovna  
National academic expert  
Zhakebaev Azamat Makhambetovich  
Expert-Health representative  
Zagira Alipbaevna Shukurgalieva  
Expert-representative of students  
Reimbayeva Botagoz Makhmutovna  
ECAQA Observer  
Sarsenbayeva Dariyabanu Bulatovna



Handwritten signatures of the members of the External Expert Commission, each on a horizontal line.

**Quality profile and external assessment criteria (generalization) of educational programmes of specialty 0307000 "Orthopedic Dentistry", qualification 0304073 "Dental technician" for compliance with Accreditation Standards**

standard	Criteria for evaluation	BS / SU	Total Standards	Evaluation			
				Totally coincides	Significantly meets the requirements	Partially compliant	Does not meet the requirements
1	MISSION AND END OUTCOMES	9/0	9	8	1	0	0
2	EDUCATIONAL PROGRAMMES	15/4	19	17	2	0	0
3	ASSESSMENT OF STUDENTS	2/3	5	4	1	0	0
4	STUDENTS	8/5	13	13	0	0	0
5	ACADEMIC STAFF / FACULTY	2/2	4	4	0	0	0
6	EDUCATIONAL RESOURCES	8/5	13	10	3	0	0
7	PROGRAMME EVALUATION	6/4	10	7	3	0	0
8	GOVERNANCE AND ADMINISTRATION	6/6	12	10	2	0	0
9	CONTINUOUS RENEWAL	1/3	4	4	0	0	0
	<b>TOTAL</b>	<b>57/32</b>	<b>89</b>	<b>77</b>	<b>12</b>	<b>0</b>	<b>0</b>

\* BS - the basic standard must be fulfilled by each medical educational organization, and the fulfillment must be demonstrated during an external assessment of the medical educational and scientific organization.

Lists of interview participants are in the archives of the accreditation center

List of documents requested by members of the EEC in the framework of the specialized accreditation of the educational programme in the specialty 0307000 "Orthopedic dentistry", qualification 0304073 "dental technician"

No.	Names of documents
1.	College charter
2.	Educational licenses
3.	College Development Programme
4.	College structure
5.	The contingent of students in the context of specialties
6.	Information about the staff of teachers, indicators of degree of degree and categorization in the context of educational programmes
7.	Memorandums of International Cooperation
8.	Intracollegiate control plan
9.	Internal curriculum rules
10.	Regulations on the current control of progress and intermediate, final certification of students
11.	Student guide
12.	Regulations on Personnel Policy
13.	Regulations on the Local Ethics Commission
14.	College Annual Reports
15.	College financial report for 2020-2021
16.	Library report
17.	Working curricula
18.	Materials of the methodological and pedagogical council (plans, protocols, materials for them)
19.	EMCD by discipline
20.	CTP
21.	Lesson plan
22.	Clinical Practice Work Programmes
23.	Diary-report on the passage of professional practice
24.	Contracts with clinical bases for practice
25.	Catalog of elective disciplines
26.	Practical skills assessment checklists in midterm assessments
27.	Questionnaires and results of questioning students' satisfaction with material and technical support
28.	Feedback from employers on satisfaction with the quality of training college graduates
29.	The plan of educational work of the curators of the department
30.	Educational and methodological materials published by the college staff (standards for patient examination methods, collection of tests, collection of tasks, methodological manual for the assessment and monitoring of practical skills)
31.	Results of employment in specialties (with supporting documents) for 5 years
32.	Circle plans (SRWS) of clinical disciplines and work
33.	Plan and report of the work of the CMC for the 2020-2021 academic year
34.	Personal files of teachers of special disciplines
35.	Theoretical Learning Journal
36.	Practical training journal

37.	Exam sheets
38.	Advanced training plan for the 2020-2021 academic year
39.	The work plan of the school of the novice teacher and documents for them
40.	Regulation "On the provision of benefits to students"