

To Accreditation Council
Of Eurasian Centre for Accreditation and
Quality Assurance in Higher Education and health care
04/30/2021

REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS OF
EVALUATION OF EDUCATIONAL PROGRAMMES
7M10108 "MANAGEMENT IN HEALTH CARE" SCIENTIFIC AND
PEDAGOGICAL AND 7M10107 "MANAGEMENT IN HEALTH CARE"
PROFILE DIRECTIONS
LLP KAZAKHSTAN MEDICAL UNIVERSITY "KSPH "
IN COMPLIANCE WITH STANDARDS FOR ACCREDITATION OF
EDUCATIONAL PROGRAMMES OF MASTER'S SPECIALTIES (PRIMARY
ACCREDITATION)

period of external expert evaluation: 21.04.-23.04.2021

Almaty -2021

LIST OF SYMBOLS AND ABBREVIATIONS:

AD	Administrative department
HEI	Higher educational institution
SAC	State Attestation Commission
SCES	State Compulsory Education Standard
DPE	Department of Postgraduate Education
DSD&QMS	Department of Strategic Development and Quality Management System
DEiF	Department of Economics and Finance
ECAQA	Eurasian Center for Accreditation and Quality Assurance in Education and Health care
KMU "KSPH"	Kazakhstan Medical University "KSPH"
CT	Comprehensive testing
CED	Catalog of elective disciplines
CE	Comprehensive exam
MoH RK	Ministry of Health of the Republic of Kazakhstan
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
EMC	Educational and Methodological Council
OHPE	Organization of higher and postgraduate education
PHC	Public health care
RDMT	Registration and defense of a master's thesis
RC	Required component
Faculty	Faculty
RK	The Republic of Kazakhstan
Media	Media
TC	Typical curricula
AC	Academic Council
EDS	Electronic digital signature
CBL	Challenge Based Learning
GPA	Grade Point Average
MBA	<i>Master of Business Administration</i>
PhD	Philosophy Doctor
TBL	Team Based Learning
PBL	Problem Based Learning

1. Composition of the External Expert Commission

In accordance with ECAQA Order No. 9 dated 03/15/2021, an External Expert Commission was formed to conduct in the period 21-23.04.2021 external assessment within the framework of institutional and specialized accreditation of the Limited Liability Partnership "Kazakhstan Medical University" KSPH "



Chairperson of the External Expert Commission

MORENKO MARINA ALEKSEEVNA

Doctor of Medical Sciences, Head of the Department of Pediatric Diseases with courses of allergology, immunology, hematology and endocrinology of JSC "Astana Medical University"



Foreign expert

RAKHIMOV BAHODIR BAKHTIYOR ULI,

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National academic expert

ERMUKHANOVA LYUDMILA SERGEEVNA,

Candidate of Medical Sciences, Head of the Department of Public Health and Health care of the NJSC "West Kazakhstan Medical University named after Marata Ospanova ", trainer for training compulsory health insurance in the Western region.



National academic expert

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National academic expert

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specialty "Oncology"



Expert - representative of employers

ALFIA GUMAROVNA SHAMSUTDINOVA,

PhD, Deputy Director for Strategic Development and Education Helmir Hospital, President of the NGO "Association for Bioethics and Medical Law", member of the World Association of Medical Law, the European Association of Pediatrics and Adolescent Gynecology



Expert - representative of undergraduates

DZHAIMBETOVA ASEL PERNIBAYEVNA, doctor of the highest category, 2-year undergraduate student in the specialty "Management in health care" NJSC Asfendiyarov KazNMU, member of the European Association for Family Planning and Contraception



ECAQA Observer

UMAROVA MAKPAL ALDIBEKOVNA, Head of the Accreditation and Monitoring Department, Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care

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

The EEC report contains an assessment of educational programmes of magistracy **7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions** LLP Kazakhstan Medical University "KSPH" for compliance with Accreditation standards for educational programmes of magistracy specialties in ECAQA, recommendations of the EEC on the further improvement of the educational activities of the university in the field of postgraduate education.

2. General part of the final report of the EEC

2.1 Presentation of LLP Kazakhstan Medical University "KSPH" and educational programs of Master's degree 7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions

LLP "Kazakhstan Medical University" HSPH "was founded in 1997 by the decision of the Government of the Republic of Kazakhstan No. 1142 dated 21.07.1997 on the basis of the Kazakhstan School of Public Health.

KMU "KSPH" LLP carries out postgraduate education and additional professional education in accordance with the State license for educational activities, series No. KZ18LAA00006861, issued by the Committee for Control in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated April 21, 2016.

University "KSPH" has been working in the educational services market for over 20 years.

The Higher School of Public Health has become a Kazakh brand in the field of training health managers and public health professionals, specialists in medical and pharmaceutical organizations, government bodies and organizations of the Republic of Kazakhstan and Central Asia.

KMU "KSPH" LLP passed in June 2016 institutional accreditation (certificate of the Independent Kazakh Agency for Quality Assurance in Education dated June 27, 2016, number: IA No. 0075) for the levels of education: Master and Doctorate.

In the 2019 - 2020 academic year, the educational **programme 7M10108 "Management in health care"**, the scientific and pedagogical direction was entered in the register.

The nomenclature of positions of health care professionals provides for the profession of "manager", but their professional training lags behind modern requirements. A health care manager must be proficient in economic and legal issues of the activities of a medical organization, information technologies in medicine. A manager working in the health care system needs to have a broad outlook and be well-versed in the economic structures of medical organizations, clinics, pharmaceutical companies. Such a specialist should also be extremely creative and able to quickly develop new business ideas, find reliable partners, initiate new projects, optimally define tasks and organize the work of people involved in various structures of health care organizations.

KMU "KSPH" has cooperation agreements with universities in the countries of far and near abroad, including: Hungary - State Cancer Institute, Budapest, Denmark - University of Southern Denmark, Odense, Israel - Carmel MC International Medical Center, Haifa, India - Indian Public Health Foundation, Gurgaon, Italy - Bocconi School of Management, Milan, China – One Belt and One Road Association for International Cooperation, Shenzhen, China - Shenzhen University (SZU), Shenzhen, China - Holding of hospitals in Luohu district of Shenzhen, Kyrgyzstan - State educational institution of higher professional education Kyrgyz-Russian Slavic University, Kyrgyzstan - Kyrgyz State Medical Academy named after I. K. Akhunbaeva,

2.2 Information on previous accreditation

Accreditation of educational programmes Master's degree 7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions until now has not been carried out.

2.3 Analysis of the report on self-assessment of educational programmes Master's degree 7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions

Self-assessment report educational programme presented on 99 pages of the main text, annexes on page 27 and copies or electronic versions of documents on the organization of education located at the link [https://ksph.edu.kz/...](https://ksph.edu.kz/)

The report is characterized by the completeness of answers to all 9 accreditation standards, structuredness, taking into account the recommendations of the ECAQA Self-Assessment Guidelines, as well as the internal unity of information provided by the accredited educational programmes

7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions. The report is accompanied by a cover letter signed by the rector, Doctor PhD A.M. Auezova confirming the accuracy of the information and data contained in the report. The report contains information about the representative of the KMU "KSPH" responsible for the self-assessment of educational programmes Ph.D. A.A. Kauysheva, vice-rector for educational and scientific activities.

Specialized self-assessment of the educational programmes 7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions LLP KMU "KSPH" was carried out on the basis of order No. 143-n dated November 13, 2020 "On the creation of a commission for the preparation of Institutional and specialized accreditations".

The working group for the preparation of the self-assessment report did some work: the content of the accredited educational programme, the conditions for its implementation, staffing, educational resources were analyzed, the necessary information was collected in accordance with Accreditation Standards for Postgraduate Education Programmes (Master's Degree) of Medical Educational Organizations; 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.

Database, applications on 27 pages, are not presented in sufficient volume, not in order of sequence, but there are references to them in the text of the report. The report is written in a competent language, the wording for each standard is clear and understandable, the tables contain references in the text and are consecutively numbered.

In standard 1, it is necessary to describe the non-governmental organizations that participated in the development of the mission and review the SWOT analysis.

2.4 General assessment of master's study programmes 7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions for compliance with the Standards of accreditation of postgraduate education programmes (educational master's programmes) of medical educational organizations.

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 the ECAQA accreditation standards and the recommendations of the Self-Assessment Guidelines, at the same time, based on the results of the expert evaluation, recommendations for adjustments were made, which were taken into account by the working group.

The report is written sequentially in compliance with the logic in the description of the standards, the wording for each standard is clear and understandable, the tables contain references in the text and are consecutively numbered. There are links to regulations, model rules, regulations, teaching documents, website pages www.ksph.edu.kz

The self-assessment and description were carried out in accordance with the criteria of the ECAQA accreditation standards and answers were received to the questions formulated in the Self-Assessment Manual. All standards show actual practice of KMU "KSPH" for the preparation of masters of the educational programmes **7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions** taking into account the beginning of the admission of students in 2005, reasoned data, examples of the implementation of the tasks of the educational programme, national and international events, methodological support, confirming compliance with the requirements of accreditation standards. The description in the self-assessment report is quite complete and updated according to the number of undergraduates, teachers, administration, information about selection and admission, the results of training, the results of the assessment of knowledge and skills, the material and technical base of the university and clinical bases, contractual obligations with partners (universities, associations, bases), financial information, plans for development and improvement, etc.

Conclusion on each of the 9 accreditation standards includes a description of the strengths and areas for improvement identified in the course of introspection and development prospects for the specialty.

Thus, the self-assessment report of the accredited educational programmes **7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions** of the KMU "KSPH" contains objective, detailed, structured information on all types of activities in accordance with the ECAQA accreditation standards, and the university made the appropriate corrections in the report at the stage of expert evaluation.

3. Description of external expert evaluation

External expert work on the assessment of the master's educational programmes **7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions** of KMU "KSPH" LLP 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 "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care" No. 5 dated February 17, 2017) and according to the programme and the schedule approved on 03/15/2021. Director General of ECAQA Sarsenbayeva S.S. and agreed with the rector Auezova A.M.

To obtain objective information on the expert assessment of the accredited educational programmes, the members of the EEC used the following methods: interviews with management and administrative staff; interviews with undergraduates; observation, study of the website; interviewing employees of various structural divisions, teachers, as well as representatives of employers and graduates; questionnaires of teachers and undergraduates, a review of resources in the context of the implementation of accreditation standards; study of 52 educational and methodological documents both before the visit to the university and during the visit.

The team of LLP KMU "KSPH" ensured the presence of all persons indicated in the visit program and according to the lists of interview participants (Table 1).

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

No.	FULL NAME.	Position
1.	Auezova A.M	Rector
2.	E.L. Stepkina	Vice-rector for development
3.	Kauysheva A.A.	Vice-rector for educational and scientific activities
4.	More than 90 undergraduates	Trainees
5.	About 45 doctoral students	Trainees
6.	Karibaeva I.K	Director of the Department of Science and Consulting
7.	Kasymbekova A.N.	And about. Director of the Department of Postgraduate Education
8.	Minzhasarova K.A.	Director of the Department of International Affairs
9.	Zholdasbekova A.S.	Director of the Department of Strategic Development and QMS
10.	Brimzhanova M.D.	Department of Continuing and Professional Education
11.	F.A. Kadirbekova	CFO
12.	Nauruzov R.	Technical supervisor
13.	More than 40 PPP	Professors, associate professors, assistants of departments
14.	More than 20 employers	Chief doctors, directors of medical organizations, heads of departments
15.	About 30 graduates	Employees of various medical organizations

The sequence of the visit within 3 days is detailed in the Visit Program, which is in the documentation of the accreditation center and in the annex to this report.

The first day of the visit is 04/21/2021.

An interview with the management and key employees of the KMU "Higher School of Public Health" made it possible to determine the fulfillment of most of the criteria for accreditation standards 1, 2, 5, 7, 8, 9, namely, to identify approaches to the development of the mission of the educational programmes and its compliance with the strategic goals of the university, the role and place postgraduate education in scientific, pedagogical and specialized areas in the strategy of the university (plan), mechanisms in determining the educational programmes of the magistracy 7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions and qualified teachers, guarantees of the adequacy of educational resources through the planning of public procurements and the conclusion of agreements with country and international partners (more than 130 agreements). Realizing that the accredited master's programmes are relatively new, since the first enrollment of the student took place in the 2019-2020 academic year, the experts studied in detail the documentation, including progress and attendance journals (paper and electronic in Platonus), work curricula, syllabuses, control measuring instruments, examination sheets.

The experts found that the university strictly adheres to the requirements of regulatory legal acts and SCES in the implementation of educational programmes, and the management systematically monitors this process during internal audits (QMS, mutual control, control of the vice-rector for educational and scientific activities, reporting, etc.).

The basis of effective management is the Quality Assurance Policy of LLP KMU "KSPH" and developed at the departments of the magistracy "Policies of the Chairs", as well as adherence to the Quality Guidelines when documenting the educational process.

The conversation with the vice-rectors for educational and scientific activities, as well as strategic development allowed the experts to learn about approaches to attracting employees for teaching undergraduates, on the strategy and tactics of recruiting undergraduates, information security of undergraduates, and also to identify problems in the management and development of human resources, since most of the practicing doctors do not know the teaching methodology.

The day ended with interviewing undergraduates and doctoral students. It should be noted that more than 90 undergraduates and more than 40 doctoral students were present during the interview, that is, more than half of all students, which confirms the enormous interest and patriotism of students, commitment to their university. The interviewees were happy to inform the experts that once they have enrolled in a master's programme, the majority of students have a desire to continue their studies in doctoral studies or during retraining and advanced training.

The second day of the visit is 04/22/2021.

This day was devoted to a visit to the postgraduate education department, where all employees actively answered questions asked, provided supporting material, demonstrating good knowledge of their work and the work of the department as a whole.

KMU KSPH has a sufficient number of clinical bases (more than 50), where undergraduates carry out their practical work and collect materials for the preparation of a master's thesis. The programme of the visit announced a visit to 5 clinical bases, according to which the staff of the university prepared video reviews and organized online connection of undergraduates. In the course of interviews with undergraduates, experts established compliance with standard 6 and student satisfaction with scientific leadership (standard 2.5) and advisory support from the university. Unfortunately, due to quarantine, it was not possible to get to the declared clinical base "Persona", where doctoral students study on the most modern equipment with the resources of accredited educational programmes, their compliance with training courses, accessibility for teachers and students.

The experts obtained evidence of compliance with accreditation standards 2 and 6, as well as validation of the information in the self-assessment report of the educational programme.

Meetings were held on the same day with heads and employees of structural divisions involved in the implementation of the EP on *Standards 6.8, as well as interview* with teachers, undergraduates and doctoral students, employers (representatives of practical health care). It is necessary to take into account the fact that there has not yet been a graduation in the accredited educational programme.

The experts received answers about the teacher training programme, the financing of this training, the availability of teachers' certificates in teaching methods. On the same day, experts studied materials on the admission of undergraduates and the selection of teachers, the personnel policy of the university.

In order to validate the fulfillment of the data of the self-assessment report and obtain evidence of the quality of the programmes, interviews with undergraduates were conducted. More than 90 undergraduates attended. The experts asked questions about satisfaction with studying at the university, the adequacy of time for training, work with medical records, as well as satisfaction with teaching methods and the qualifications of teachers. In general, undergraduates are satisfied with the training, assessment methods, and purposefully entered this university, since they believe that the Higher School of Education has excellent bases and experience in teaching undergraduates. All undergraduates unanimously spoke about the help from the teaching staff on any issues regarding the topics of master's theses, design, preparation of material, etc. The undergraduates believe that they will receive a good education and will be able to work independently after graduating from the university.

The undergraduates showed their commitment to the organization of education, were active in answering questions from external experts, demonstrated their judgments on the organization of training, assessment of their skills, advisory support, the opportunity to participate in research, funding, etc. The experts studied the documents of undergraduates (portfolio, assessment results - check -sheets, the results of the survey of master students).

Interview with over 20 employers for the educational programmes of the master's degree declared for accreditation were conducted online. It included such issues as: knowledge of the mission of the university, participation in the development of the mission and proposals in the strategic plan, participation in the advisory bodies of the Higher School of Public Health, satisfaction with the basic knowledge and skills of undergraduates, participation in the training of undergraduates through mentoring, providing the department and undergraduates with the necessary resources for practical training and the formation of thinking, about the problems of interaction with departments and the university as a whole, the employment of graduates of the magistracy, etc.

A review of resources showed that the university has modern equipped lecture and practical classrooms with interactive whiteboards, projectors, computers with accessible Internet. The training base corresponds the goals and objectives of accredited educational programmes on modern equipment and its availability to all students, and the department staff ensure collegial and ethical relations with the leadership to achieve the final results of the educational programme.

Before the start of the discipline, according to the curricula of the educational programme, the master student receives a syllabus and knows what skills he/she must acquire and develop during his studies.

The experience and authority of the Higher School of Education in teaching undergraduates shows a high percentage of employment (100%) of graduates of other master's programmes and their demand by medical organizations in all regions of Kazakhstan.

Also, a questionnaire survey of students and teaching staff was carried out, which made it possible to supplement the knowledge of experts on the ongoing educational programme. At the end of the working day, the experts examined the documentation required as supporting documents for self-report.

As the creation of an environment for learning and the availability of educational resources, the presence of a coworking center that allows to solve many questions and problems outside of classes. The expert group also visited the 8-bed dormitory. Currently 5 seats are occupied due to the covid-19 pandemic. Living conditions for students are comfortable: the rooms are renovated, they are clean and tidy; the rooms have TVs, internet; utility rooms are equipped with washing machines, electric stoves. 1-2 students live in the rooms. In addition, there are improved rooms in the amount of 7 places for

doctors who are improving their qualifications. Exchange students also live in these hostels according to contracts. The experts toured the gym, which has a table tennis table, a room with mirrors and yoga mats, and a fitness machine. In the medical office, the presence of a device that is relevant in the context of a pandemic situation, received from Chinese colleagues, should be noted. The device simultaneously measures blood pressure, respiratory rate, saturation, which is very important in diagnosing the state of the respiratory system in students who applied for help.

The third day of the visit 04/23/2021

The final day of the experts' work was devoted to the study of the documentation for educational programmes. The experts studied the documentation of the Department of Management in Health care, which confirmed the compliance with the accreditation standards (nomenclature of the department's affairs, plan for 5 years, annual plan for the 2020-2021 academic year and report for 2020, journal of master's progress, feedback questionnaires with master students, teachers, reports on the results of the questionnaire and the measures taken, the code of ethics, etc., control and measuring instruments), including documentation (77 requests) at the request of EEC members.

The work of the experts was devoted to interviews with the staff of the Higher School of Public Health, studying at the request of the members of the EEC. So, in particular, the head teacher and the head of the department of management in health care were invited for the accredited educational programme of the magistracy, materials on the ethical commission were requested, the head of the personnel department and employees of the department of postgraduate education were invited. Then the experts began to develop recommendations, final discussion of the results of the external institutional and specialized assessment of the Higher School of Public Health for compliance with accreditation standards, individual completion of the quality profile and assessment criteria for compliance with ECAQA accreditation standards by each member of the EEC. Discussion of recommendations for improving the educational process at the Higher School of Education. The completion of the work of the commission was the final vote on each recommendation of all standards for the Higher School of Public Health.

Chairperson of the EEC Professor Morenko M.A. summarized the data of the EEC members and, together with experts, formed a draft final report of the EEC with recommendations for improving the university (18 in total). Then the chairperson of the EEC for the management and employees of the educational organization announced recommendations on the results of an external assessment in the framework of the accreditation of educational programmes for the specialties of magistracy and doctoral studies.

Results of the survey.

An observer from ECAQA in 21-23.04.2021 conducted an online survey of undergraduates and teachers of KMU "KSPH" LLP on the resource [https://webanketa.com/...](https://webanketa.com/)

Results of the survey of master's students:

The total number of responded master's students - 150...

Out of the total number of respondents, master's students of the first year of study prevailed - 96%, master's students of the 2nd year of study accounted for 4%.

Will recommend this university as an educational organization - 94% fully agree, partially - 4.85%.

Fully (90.3%) and partially (3.8%) are satisfied with the conditions and equipment of classrooms and classrooms of the university. According to the surveyed master's students, teachers assist in the preparation of scientific work 89.3% (in full) and 7.8% (in part). 93.3% of the respondents have access to the resources of the university, clinics, laboratories, where the preparation of master's theses is carried out. 5.8% are partially satisfied with this indicator.

98% of the respondents agree that the teachers and staff of the Higher School of Education are respectful of the students. 72.8% rate the organization of the university's research practice as "excellent" and 23.3% rate this work as "good".

93.2% of respondents (in full), and 5.8% (in part) believe that the methods of assessing knowledge and skills are fair. Fully 97% and partially 2.9% of respondents believe that the educational programme meets expectations.

91.3% of respondents believe that teachers use active and interactive teaching methods. Fully 94% and partially 5.8% of the respondents are satisfied with the organization of the educational process at the university.

To the question: "Did the heads or teachers of the university involve in the preparation for accreditation?" - 22% of the respondents answered "yes" when preparing the self-assessment report. 11.6% answered that they were involved at all stages of preparation for accreditation. 10.6% refused to participate in the preparation for accreditation for a good reason and 47.6% answered "negative".

Results of the survey of teachers of Master's programmes:

The total number of teachers on the list is 35. The total number of respondents is 26, including those with up to 5 years of experience - 23%, up to 10 years - 19%, over 10 years - 57%. Fully 88% are satisfied with the organization of the educational process, in part - 11.5%. At the university, ethics is observed and subordination is fully agreed by 92%, partially - 7.7%. 92.3% of the respondents are completely satisfied with the organization of work and workplace, partially 7.7%. In the organization there is an opportunity for career growth and development of competence for teachers - 92% fully agree, partially - 3.8%.

In this educational organization, teachers have the opportunity to engage in scientific work and publish the results of research work - 96% fully agree. Salary suits 69% of the surveyed teaching staff. 88% of the respondents are fully satisfied with the work of the HR department, and 7% are partially satisfied. The majority of those surveyed have undergone advanced training for the last 5 years. 77% of the teaching staff are satisfied with the microclimate in the team. Only 88% fully agree that they can realize themselves as professionals, and 3% partially. When asked whether the university supports the teacher in participating in international and national events, 53% answered positively.

At the practical lesson, teachers provide undergraduates primarily with syllabuses (100%), control and measuring tools (84%), cases (69%). The level of previous training of undergraduates when entering the training programs fully satisfies 46% of the respondents, partially-46%. 31% of respondents do not know about the implementation of social programs to support teachers and 8% of respondents doubt their availability. The management and administration systematically listens to the opinion of teachers-84%, sometimes-4% of the respondents. When teaching undergraduates, various teaching methods are used, but more often work in the analysis of situational tasks (96%), small groups (81%), oral surveys and analysis of the topic (77%), also problem-oriented training (58%), cases are compiled and solved (84%). 85% of respondents fully agree that this survey will be useful for developing recommendations for improving the university and master's degree programs, 11% partially agree with this.

The results of the questionnaire are presented in the appendix and, in general, demonstrate the effective management of educational programmes, the positive aspects of training in Master's programmes. At the same time, areas for improvement are identified (social support programmes for teachers, availability of leadership and administration for teachers, pedagogical competencies and professional development of teachers).

Conclusion on the basis of the external evaluation:

Members of the EEC have carefully studied and assessed the main indicators of accredited Master's degree programmes. The information received by external experts during the study of the self-assessment report, preparation of a written review with recommendations for improvement, implementation of the activities of the visit program for LLP KMU "KSPH" was analyzed. All the information received was compared with the data of the self-assessment report, which made it possible to make sure that the information provided by the Higher School of Public Health and the supporting documents for compliance with the ECAQA Accreditation Standards was valid.

Despite the fact that in the self-assessment report of the educational programme of the Higher School of Public Health described its best practice in adherence to accreditation standards, during the external expert evaluation, the members of the EEC studied the main documents (mission, strategic plan, syllables, control and measuring instruments, checklists, portfolios of masters, individual plans of undergraduates for the 2020-2021 academic year, publications of teachers, admission rules, personnel policy, an internal quality assurance system programme, resources (classrooms, office equipment available for undergraduates to work with literature, educational and methodological literature), which made it possible to identify the compliance of activities educational organization basic accreditation standards.

The volume of the study load for the sections of the accredited educational programmes is determined by the individual work plan of the master's student for one year and is monitored by the monthly reports of the master's student. The accounting of completed tasks is drawn up in the form of a portfolio according to the recommendations in the syllabus.

New edition of order No. 647 "On approval of state compulsory standards and standard professional training programmes in medical and pharmaceutical specialties" dated July 31, 2015 (as amended by the order of the Ministry of Health of the Republic of Kazakhstan dated 02.21.No. QR DSM-12/2020) reflected in the accredited EP.

The experts took into account the fact that the accredited educational programme for the current state educational standard is being implemented for 2 academic years, therefore, at this time there is no graduation of students, nevertheless, the entire educational, methodological, personnel and resource base has been assessed for compliance with accreditation standards. Through interviews with teachers and interviews with students, it was possible to determine their direct participation in the development (meetings of departments), the assessment of educational programmes, decision-making on a number of key issues in the choice of student bases, topics of electives, participation in the appeal commissions for the admission and assessment of undergraduates, the development of meaningful parts of individual plans of undergraduates.

At the same time, this substantiated the need for inclusion in post-accreditation monitoring, along with the implementation of the EEC recommendations, an analysis of the implementation of the criteria of Standard 9, an annual report on the contingent of students.

Recommendations for improving activities in the implementation of the Master's degree programmes **7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions** profile direction for compliance with the Accreditation Standards, developed by the EEC based on the results of an expert assessment, were presented at a meeting with the management on 04/21/2021.

The program of the 3-day visit of the external expert evaluation of the EEC has been completed in full. On the part of the staff of the Higher School of Public Health, the participation of all persons indicated in the program is ensured.

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

For the work of the EEC, comfortable conditions were created, access to all necessary information and material resources of accredited educational programmes was organized. Experts note the high level of corporate culture and discipline of those responsible for the education of undergraduates of the Higher School of Education of the Department, the high degree of openness of the team in providing information to members of the EEC.

4. Analysis for compliance with accreditation standards based on the results of external assessment of educational programmes 7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions and an overview of the strengths for each standard.

Standard 1: MISSION AND OUTCOMES

The team of the department implementing the master's programme as the basis of the mission of the educational programme and goals adopted the mission of the university and informed interested parties (teachers, employers, undergraduates) about it in order to clearly understand the tasks and strive to meet the needs of practical health care. The university organized safety training for all participants in the educational process (safety precautions, instructions before training).

Responsible for the master's programme, the Department of Health care Management applies a variety of innovations in the learning process, which allow developing the basic and special competencies of undergraduates, namely, solving situational problems, decision-making.

Experts received convincing data that the university is autonomous in making decisions in the development of an educational programme in terms of the elective component, the policy of assessing the current and final assessment, including the choice of methods (testing, oral questioning, exam), selection and admission of undergraduates (specialty exam), personnel policy in relation to teachers for accredited educational programmes, as well as the allocation of resources (classroom fund of bases in accordance with agreements).

At the same time, the participation of practical health care in the development of the mission and goals of the educational programme is not sufficiently reflected, feedback from practical health care is not collected when forming the components of choice.

Overall, Standard 1 demonstrates compliance.

Strengths:

1. Implementation of EP, developed jointly with stakeholders, with the definition of goals, objectives, learning outcomes and competencies...

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

Standard 1: completed

Standard 2: EDUCATIONAL PROCESS

Accredited educational master's programmes 7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions are implemented in accordance with the State Compulsory Standards and standard professional curricula for medical and pharmaceutical specialties of July 31, 2015 (as amended by the order of the Ministry of Health RK dated 02.21.No. KR DSM-12/2020 within 2 years and during this period, a lot of work has been done on the development of educational and methodological materials, the organization of the place of training for undergraduates, the formation of the composition of the departments and the determination of the heads of the master's theses. The structure, content and duration of the programme are clearly defined. The mechanism for the development and approval of the Master's programme has been determined.

The staff of the department has the necessary competencies for training. The teachers of the departments use a variety of methods of active (business games, brainstorming, case studies, etc.) and traditional (oral analysis, mini-lectures) training, according to which staff members are periodically trained within the university, in other organizations (NCIE, Nazarbayev University, NJSC "MUK", etc.). The Department of Postgraduate Education is monitoring this.

There are no precedents of inequality, lack of ethics or other violations of a gender, cultural or religious nature in the process of external evaluation.

During the examination of the educational programme, it was established that the scientific foundations and methodology of medical research, evidence-based medicine are applied

Thus, the educational programme of the magistracy 7M10108 "Management in health care" scientific and pedagogical and the profile direction 7M10107 "Management in health care" demonstrates the integration between teaching and research.

Strengths:

1. *Sensitivity and flexibility of educational programmes in accordance with the needs of society and the labor market.*

Conclusions of the EEC on the criteria. Out of 21 standards conform: completely - 13, significantly - 6, partially - 2, do not correspond - 0.

Standard 2: completed

Standard 3: ASSESSMENT OF STUDENT LEARNING

The Higher School of Education has developed and implemented an assessment policy for undergraduates, which includes the principles and methods of assessment, which are reflected in the "Academic Policy" (01/28/2021). Responsibility for the implementation of the policy for assessing the educational achievements of undergraduates is borne by the teaching staff of the departments, heads of departments (modules), the office of the registrar.

The assessment of the educational achievements of undergraduates covers the assessment of key competencies, and the assessment tools themselves are developed by departments / modules - control questions, tasks in test form (MCQ tasks with several options for correct answers), a list of practical skills, situational tasks, clinical situations. Information about the point-rating system of assessment is posted on the Academic Policy.

As an additional method for evaluating undergraduates, the portfolio is used, which the experts got acquainted with at the Department of Health care Management. Undergraduates are engaged in research work, which must necessarily end with the publication of a scientific article or a report at scientific and practical conferences, the defense of a master's project, in the case of a specialized master's degree and the defense of a master's thesis in the case of a scientific and pedagogical magistracy.

The number of exams in each course is regulated by the Standard Curriculum, which is an integral part of the State Educational Standard of the Republic of Kazakhstan 2015, 2020. for educational programmes of magistracy. The results of educational achievements of students are entered into an electronic educational journal through the programme "Platonus".

The possibility of appeal based on the results of intermediate and final certification of undergraduates is determined in the "Academic policy for the 2020-2021 academic year."

Planning procedure, organization, monitoring and analysis of assessment methods in the HSE ensures the reliability and validity of these methods. The development of new control and measuring instruments is carried out by teachers through the study of world experience in the assessment of knowledge in the magistracy, then it is introduced at the department.

Thus, this standard is being implemented at the university.

Strengths:

1. Electronic system "Platonus", providing transparency and speed of recording the results of the assessment of undergraduates.

2. A portfolio of undergraduates has been introduced, which allows you to evaluate the development of additional competencies of a undergraduate.

Conclusions of the EEC on the criteria. Out of 10 standards conform: fully - 2, significantly - 7, partially - 1, do not correspond - 0.

Standard 4: STUDENTS

According to the mission of the KMU "KSPH", the training of competitive specialists for health care "is the main activity of the university, and the admission policy is aimed at selecting the best candidates for the magistracy.

The policy and criteria for admission to the magistracy of the KMU "KSPH" are regulated in accordance with the regulatory documents of the Republic of Kazakhstan

The formation of the contingent of the Master's degree at the University is carried out in accordance with the state order for the training of specialists with postgraduate medical education. The selection and admission policy are fully consistent with the current legislation and the Charter of the KMU "KSPH". The number of admitted undergraduates is planned taking into account the total area of classrooms, the availability of the teaching staff, the availability of educational, methodological and scientific literature, the throughput capacity of the university's practical bases, the availability of social and living conditions for the training of undergraduates. Information about the beginning of the admissions committee is available to everyone on the university website

KMU "KSPH" provides assistance and support to the activities of undergraduates, including the provision of technical and financial support. Master students are provided with a working area with office furniture, cleaning and maintenance, access to wireless Internet, a library, and medical care. Conditions for the residence of undergraduates have been created. The effectiveness and efficiency of support services is carried out through reports, internal audits, performance assessment and consideration of issues at meetings of collegial management bodies - a meeting of departments / courses, EMC and the Academic Council of the University

But at the same time, none of the undergraduates during the interviews confirmed their participation in various bodies or at least in working groups in order to improve the quality of the educational process.

Strengths:

1. High commitment and continuity of students to this university.

Conclusions of the EEC on the criteria. Out of 12 standards conform: fully - 10, significantly - 1, partially - 1, do not correspond - 0

Standard 4: completed

Standard 5: STAFFING

The activities of the teaching staff and employees are carried out in accordance with the internal labor regulations and job descriptions approved by the Rector of the University. The selection and placement of scientific and pedagogical personnel is carried out by concluding labor contracts in accordance with the rules of the current legislation.

The qualification level of the teaching staff corresponds to the positions held. There are personal files with information about the employee, certificates of compliance with the required specialty and the level of scientific training in the relevant field of knowledge.

The administration of the KMU "KSPH" determines for each category of employees and implements a selection policy corresponding to the mission of the programme. The qualifications of teachers are confirmed by the appropriate academic degree, academic title, experience, professional experience and the trust of colleagues, and monitoring of the responsibilities of teachers in all disciplines of the educational programme is ensured. The qualifications and potential of teachers correspond to the direction of the educational programme being implemented and the level of their positions.

Thus, this standard is being implemented at the university.

Strengths:

1. Highly qualified and authoritative teaching staff, implementing educational programmes at the KMU "Higher School of Economics".

Conclusions of the EEC on the criteria. Out of 7 standards conform: completely - 4, significantly - 2, partially - 1, do not correspond - 0.

Standard 5: completed

Standard 6: EDUCATIONAL RESOURCES, SETTINGS AND SCHOLARSHIP

The learning environment, including the necessary material, technical and information resources, meets the objectives of the educational programme. For the efficient operation of the infrastructure, modernization of the software and hardware is being carried out. Computers of educational enclosures have access to the Internet with a bandwidth of channels of access to the Internet from 100 Mbit / s and internal exchange of information at a speed of up to 535 Mbit / s;

Students and teachers of the department have the possibility of free and free access to the Internet, via wireless points of access (Wi-Fi) from any computer in all study computers. Access to Internet resources is provided in computer rooms and lecture rooms equipped with interactive docks and other multimedia technology and reading rooms.

The book fund corresponds to the profile of preparation.

Library of KMU "KSPH" LLP for 2021, the library fund has 8128 storage units / 4779 titles, of which 1581 units in the state language, 5410 units in Russian, 1137 units in English. Of the 8128 units of the book fund, textbooks are 4426 units, 2004 units. - scientific literature, 67 units. - fiction, 954 units. - periodicals and 58 items. - electronic publications. The number of visits per year is 4657. All this meets the requirements and standards...

In order to improve the quality of service, improve the activities of the library at the end of 2020, LLP KMU "KSPH" purchased and installed AIS "KABIS", developed specifically for library processes, including automation of library processes and providing remote access to the electronic catalog fund via the Internet.

The material and technical characteristics and potential of the university are a guarantee of its sustainability. In accordance with the Mission, goals and objectives, KMU "KSPH" LLP annually conducts an analysis and a set of measures to improve the state of the material and technical base, as well as a number of actions to improve and introduce new trends in educational services based on information technologies.

In LLP KMU "KSPH" there is a dormitory for 15 places with a total area of 232 m².

The area of the classroom fund in educational buildings is 1404.0 m², which corresponds to the norms per student.

LLP KMU "KSPH" has access to the Internet via a local network. Centralized Internet - a system of statistics and administration, allows you to maintain precise control over all servers and services on the network, as well as distribute and control the use of the network.

All this confirms the fact of compliance with this standard...

Strengths:

- 1. Updated material and technical base.*
- 2. The presence of a stable relationship with domestic and foreign partners.*
- 3. Full automation of all stages of the organization of the educational process through a single automated information system "Platonus", "Moodle".*
- 4. The electronic document management system "Documentologist" has been introduced and is working.*

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

Standard 6: completed

Standard 7: MONITORING AND EVALUATION OF THE EDUCATIONAL PROCESS

KMU "KSPH" has a programme for monitoring educational activities, processes and learning outcomes, including the routine collection of data on key aspects of the educational programme. The purpose of monitoring is to ensure the quality of the educational process, to identify areas requiring intervention. To assess the educational programme. Quality assessment mechanisms educational activities and training of students for the educational programme of the master's programme is determined within the framework of the systems of internal and external assessment. KMU "KSPH" guarantees the quality of training of students in the implementation of the master's programme on the

basis of the standard, including through: monitoring, periodic review of educational programmes; development of objective procedures for assessing the level of knowledge and skills of students, competencies of graduates; objectivity can be ensured through the implementation of mechanisms - a multilateral assessment of the quality of training by the university and employers; ensuring the competence of the teaching staff through integration with scientific institutions, high-tech companies and employers. External assessment of the quality of educational activities under the master's programme within the framework of the state accreditation procedure is carried out in order to confirm the compliance of educational activities with the requirements of the state standard, taking into account the corresponding educational programme. To implement the procedures for monitoring progress and intermediate certification of students, the university creates assessment materials that allow assessing the achievement of the results of its development planned in the master's programme and the level of formation of all competencies

At the same time, the university does not have a clear assessment of the educational programme, no questionnaires are provided, and an analysis of feedback questionnaires is not provided.

Conclusions of the EEC on the criteria. Out of 8 standards conform: completely -5, significantly - 0, partially - 3, do not correspond - 0

Standard 7: completed

Standard 8: GOVERNANCE AND ADMINISTRATION

General management of the educational process and general control of all aspects of the implementation of accredited educational master's programmes at the university level is carried out by the vice-rector of educational and scientific activities

The university administration and teachers are responsible for the quality of the educational programme

Academic and programme leaders are suitably qualified as doctors of medical sciences. The university has administrative staff responsible for planning and implementation.

KMU "KSPH" has a clear range of responsibilities and authorities to provide the educational programme with resources, including the target budget for training.

The university has the autonomy to allocate the resources necessary for the implementation of the educational programme.

The stable financial position of the university allows annually to allocate significant funds to improve the material and technical base. the financial position of the academy allows significant funds to be allocated annually to

150 computers at the university have Internet access via a local network. The centralized Internet system of statistics and administration allows you to maintain precise control over all servers and services on the network, as well as to distribute and control the use of the network.

At the same time, it should be noted that in the last 5 years there has been a tendency towards a decrease in funding for advanced training of teaching staff.

Strengths:

1. *Flexible and dynamic management and administration system.*

2. *Close and effective communication with key stakeholders (alumni, employers).*

Conclusions of the EEC on the criteria. Out of 19 standards conform: fully - 12, significantly - 7, partially - 0, do not correspond - 0

Standard 8: completed

Standard 9: CONTINUOUS RENEWAL

Updating the educational programme of disciplines is carried out taking into account the needs of employers and the labor market, as well as in accordance with new regulations.

When developing and changing the educational programme with the participation of associations and employers, they are annually considered at an expanded meeting of the department, taking into account the interests of employers, adjustments are made to the EP and in the content of the taught

disciplines. Updating the EP is systematic, taking into account the interests of employers. The conditions for the effective promotion of a student along an individual educational trajectory in order to develop individual characteristics, needs and cultural experience of students meet all the requirements for the implementation of the EP.

The KMU "KSPH" conducts monitoring, performance evaluation, revision of the policy in the field of quality assurance of EP based on information management, depending on the requirements of the labor market and the environment. The implementation of the educational programme is based on the maintenance and development of the principles of academic integrity.

The process of constant renewal is carried out through the introduction of innovations and the use of information technologies, problem-oriented learning, the development of assessment methods, the organization of education based on competencies, the expansion of academic mobility, the revision of personnel policy, the improvement of the efficiency of operational processes and the transparency of the decision-making process. The curriculum is assessed and approved, analyzing the degree to which teaching and research methods are in line with European requirements and the requirements of the national health system.

Monitoring of the application of the educational programme is carried out on the basis of the results obtained: academic performance, feedback on the basis of the survey, protocols of departments, reporting of divisions.

Constant renewal and improvement of all types of activities of the KMU "Higher School of Health" is based on a regular and thorough study of models and trends of development and innovations in medical education in different countries. This is achieved by studying specialized literature, inviting international experts, applying the experience and skills acquired during the academic mobility of students, teachers and administration representatives in leading centers and medical universities in the world. Leaders of educational programmes, all interested persons have the opportunity to participate in conferences, seminars and trainings dedicated to the development of medical education, self-assessment and accreditation processes at the programme and institutional levels, quality assurance in education.

Overall, Standard 9 demonstrates compliance with the requirements for accredited programmes.

Conclusions of the EEC on the criteria. Conforms out of 4 standards: fully - 3_, significantly - 1, partially - 0, do not comply - 0.

Standard 9: completed

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

6. Recommendations for improving the educational programmes of the magistracy 7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions of LLP KMU "KSPH":

Standard 1. Mission and outcomes

1. Actively involve undergraduates in defining the mission of the educational programme;

Standard 2. Educational process

2. Implement the integration of existing educational programmes with foreign programmes;

Standard 3. Assessment of Student Learning

3. Regularly review and assess the quality of the methods used and the assessment format for validity and reliability in relation to the established learning outcomes and document the process;

Standard 4. Students

4. Ensure the representation of undergraduates and their respective participation in the development, management and evaluation of educational programmes, as well as other issues related to undergraduates;

Standard 5. Staffing

five. Contribute to improving the level of English among teachers by providing conditions and resources for learning;

6. Encourage and support teachers to improve their pedagogical and professional qualifications;

Standard 6. Educational Resources, Settings and Scholarship

None

Standard 7. Monitoring and Evaluation of The Educational Process

7. Carry out a regular analysis of the results of the questionnaire survey of stakeholders, reflecting the specifics of specialties and use the results to improve the quality of educational programmes;

Standard 8. Governance and administration

8. Develop academic mobility of students and teachers with internal and external partners;

Standard 9. Continuous renewal

9. Develop international cooperation in the framework of joint scientific research with the involvement of teachers and students;

10. Promote the implementation of double-diploma educational programmes in the specialty "Management in health care";

11. Provide assistance to the career and professional development of teachers.

6. Recommendation to the ECAQA Accreditation Council

The members of the EEC came to a unanimous decision to recommend to the Accreditation Council to accredit the Master's degree programmes in the specialty 7M10108 "Management in health care" scientific and pedagogical and 7M10107 "Management in health care" profile directions for a period of 5 years.

Chairperson

Morenko Marina Alekseevna

Foreign expert

Rakhimov Bahodir Bakhtierovich

Academic expert

Ermukhanova Lyudmila Sergeevna

Academic expert

Zhankalova Zulfiya Meyrkhanovna

Academic expert

Zhanturiev Bolat Meirbekovich

Academic expert

Orakbay Lyazat Zhadigerkyzy

Academic expert

Pack of Laura Alekseevna

Representative of practical health care

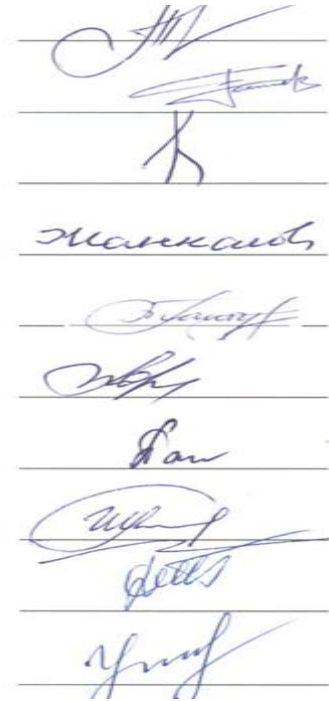
Alfiya Gumarovna Shamsutdinova

Master's student Representative

Dzhaimbetova Asel Pernebayevna

ECAQA Observer

Umarova Makpal Aldibekova



The image shows a list of handwritten signatures in blue ink, each written over a horizontal line. The signatures correspond to the names listed on the left side of the page. The signatures are: 1. A stylized signature for Marina Alekseevna. 2. A signature for Bahodir Bakhtierovich. 3. A signature for Lyudmila Sergeevna. 4. A signature for Zulfiya Meyrkhanovna. 5. A signature for Bolat Meirbekovich. 6. A signature for Lyazat Zhadigerkyzy. 7. A signature for Laura Alekseevna. 8. A signature for Alfiya Gumarovna Shamsutdinova. 9. A signature for Asel Pernebayevna. 10. A signature for Makpal Aldibekova.

**Quality profile and external evaluation criteria (summary) of
educational programme Master's degree 7M10108 "Management in health care" scientific and
pedagogical and 7M10107 "Management in health care" profile directions LLP KMU "KSPH"**

Standard	Criteria for evaluation Number of standards = BS * / SU	Evaluation			
		Totally coincides	Significantly corresponds	Partially compliant	Does not match
1.	MISSION AND OUTCOMES 5 = 5/0	5	-	-	-
2.	EDUCATIONAL PROCESS 21 = 19/2	13	7	1	-
3.	ASSESSMENT OF STUDENT LEARNING 10 = 10/0	2	1	1	-
4.	STUDENTS 12 = 12/0	10	1	1	-
5.	STAFFING 7 = 7/0	4	2	1	-
6.	EDUCATIONAL RESOURCES, SETTINGS AND SCHOLARSHIP 4 = 4/0	4	3	1	-
7.	MONITORING AND EVALUATION OF THE EDUCATIONAL PROCESS 8 = 8/0	5	-	3	-
8.	GOVERNANCE AND ADMINISTRATION 19 = 19/0	12	7	-	-
9.	CONTINUOUS RENEWAL 4 = 4/0	3	1	-	-
	Total: 90 = 88/2	57	25	8	-
		90			