

Submitted to the Accreditation Council  
of the Eurasian Centre for Accreditation  
and Quality Assurance in Higher  
Education and Health Care

June 8, 2021

**REPORT  
OF EXTERNAL EXPERT COMMISSION ON THE RESULTS OF THE  
EVALUATION OF THE KAZAKH-RUSSIAN MEDICAL UNIVERSITY  
FOR COMPLIANCE WITH THE STANDARDS FOR ACCREDITATION OF  
HIGHER EDUCATION INSTITUTIONS FOR HEALTH PROFESSIONS  
EDUCATION**

**Period of the external expert evaluation: June 3-4, 2021**

**Almaty, 2021**

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## LIST OF SYMBOLS AND ABBREVIATIONS

AC – Academic Council (“Uchenyy sovet”)  
AMP – administrative and management personnel  
ATS – academic teaching staff (faculty)  
BS – basic subjects  
CEP – Committee for Educational Programmes  
CES – catalogue of elective subjects  
CPD – Continuing Professional Development  
CTC – clinical training centre  
DG RK – Decree of the Government of the Republic of Kazakhstan  
ECAQA – Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health Care  
EEC – External Expert Commission  
EP – educational programme  
GES – general education subjects  
GOSO – State Compulsory Educational Standard of the Republic of Kazakhstan  
HEI – higher education institution  
L&R – laws and regulations  
LEC – Local Ethics Commission  
MC – Methodological Council (“Akademicheskiiy sovet”)  
MES RK – Ministry of Education and Science of the Republic of Kazakhstan  
MoH RK – Ministry of Health of the Republic of Kazakhstan  
MS – major subjects  
MSIWSI – master’s student independent work under supervision of an instructor  
MSSR (MSER) – master’s student scientific research (master’s student experimental research), including a master’s thesis  
NUO – Non–State Educational Institution  
PFR – physical facilities and resources  
PH – public health  
PMA – primary medical assistance  
R&D – research and development  
REC – Research Expert Council  
RK – Republic of Kazakhstan  
SAC – State Attestation Commission  
SRS – Student Research Society  
TAT – testing and assessment tools  
WCurr – working curriculum

## **1. EEC Composition**

In accordance with the ECAQA order No. 20 dated April 28, 2021, the External Expert Commission (EEC) was formed to conduct institutional accreditation of the Kazakh-Russian Medical University (KRMU) on May 03-04, 2021:

### **Chair of the External Expert Commission**

ALMAGUL AMANGELDINOVNA KAUYSHEVA,  
MD, PhD in MedSc, Vice-Rector for Educational Activities and Research  
KSPH Kazakhstan Medical University, Accredited independent expert in quality evaluation of medical services, Deputy Chair of the Board of the Kazakhstan Alliance of Medical Organisations

### **International expert (online)**

VERA VLADIMIROVNA CHAYKOVSKAYA,  
DMedSc, Director of the Centre for Continuing Professional Education,  
Head of the Laboratory of Social Gerontology of the D.F. Chebotarev Institute of Gerontology of the National Academy of Medical Sciences of Ukraine,  
Professor of the P.L. Shupyk National Healthcare University of Ukraine, expert of the Ministry of Health of Ukraine, expert of the Ministry of Social Policy of Ukraine, expert of the National Health Service of Ukraine

### **National academic expert**

GULMIRA MENDIGIREYEVNA MULDAYEVA,  
DMedSc, Professor of the Department of Family Medicine of the Karaganda Medical University, general practitioner of the highest professional category

### **National academic expert**

NURGUL UMIRBEKOVNA ALECENOVA,  
MD, PhD in Public Health, Head of Academic Affairs Department  
West Kazakhstan Marat Ospanov Medical University

### **Expert – representative of employers**

RASH SHARIPBAYEVNA SHALBAYEVA,  
DMedSc, Professor,  
Deputy Director for Quality Control of Medical Services  
Almaty Regional Multidisciplinary Clinic

### **Expert – student representative**

KHALYK YELDES TUTKABAYULY,  
3rd year student in General Medicine  
S.D. Asfendiyarov Kazakh National Medical University

### **Coordinator from ECAQA**

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

The EEC report contains the evaluation of the Kazakh-Russian Medical University for compliance with the ECAQA Standards for Accreditation of Higher Education Institutions for Health Professions Education, EEC recommendations for further improvement of the strategic directions of the KRMU.

## **2. General Part of the Final Report of the EEC**

### **2.1 Representation of the Kazakh-Russian Medical University**

The Kazakh-Russian Medical University (KRMU) was established in 1992 as the Kazakhstan Medical Institute (KMI). In 2010, the KMI was renamed the Kazakh-Russian Medical University (certificate of state re-registration No. 9833-1910-U-ye dated May 4, 2010).

The Kazakh-Russian Medical University is an educational institution that provides students with competitive higher and postgraduate medical education with issuance of a state diploma.

The university currently represents a medical education organisation with a private form of ownership, which has necessary physical facilities, research and educational resources, highly qualified pedagogical and academic personnel (license for educational activities AB No. 0137388, issued by the Committee for Control in Education and Science of the MES RK on June 02, 2010). The university trains health professionals at bachelor's degree, internship, residency and master's degree levels on the basis of existing state licenses of higher and postgraduate, continuing education in accordance with the current State Compulsory Educational Standard of the Republic of Kazakhstan, and also implements continuing education programmes.

Following the order of Acting Chair of the Committee for Control in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan No. 264 dated February 15, 2018, master's degree programmes in 6M110100 Medicine (license No. 0137388) and 6M110200 Public Health (license No. 0162831) were introduced at the Kazakh-Russian Medical University.

Over the years, the university has formed its brand (identity), traditions and values and continues to follow the course outlined by the leadership of the country towards the international level universities. The principles of the Bologna Process and the credit system of education have been implemented in all undergraduate specialties.

Since 2011, the university has been quarterly publishing the periodical titled Current Problems of Theoretical and Clinical Medicine (“Aktualnyye problemy teoreticheskoy i klinicheskoy meditsiny”).

In accordance with Article 23 of the Law of the Republic of Kazakhstan “On Science”, the university was accredited by the Ministry of Education and Science of the Republic of Kazakhstan as a subject of research and scientific and technical activities, certificate number of Series MK No. 005269 dated October 08, 2018.

The university budget is formed from several sources: the republican budget (state order for the training of health professionals in higher, postgraduate and continuing education), the provision of paid educational services.

KRMU funding is stable and helps to improve the physical facilities and resources and increase the student population.

The main applied research direction of the university is the development of innovations for implementation in practical healthcare, including the development of mobile medicine for rural population. For instance, on July 1, 2015, the KRMU Rector, DMedSc, Professor N.T. Dzhaynakbayev was awarded the International Quality Certificate by the Swiss Institute for Quality Standards (SIQS) for achievements in the development of mobile medical units.

In order to develop cooperation, 30 contracts, agreements and memoranda have been concluded with Kazakhstani and foreign higher educational institutions.

In 2012, the university successfully passed the State Attestation of the Ministry of Health of the Republic of Kazakhstan. In 2018 and 2020, the KRMU passed a preventive control of the Committee for Control in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan.

Training of students is conducted in the state language (Kazakh), Russian and English. The mode of study is internal, full-time. Over 29 years of its activities, the university has trained over 6,000 health professionals who successfully work in the practical healthcare of the Republic of Kazakhstan.

## **2.2 Data on Previous Accreditation**

In 2016, the university was accredited by the Independent Agency for Quality Assurance in Education, Kazakhstan (certificate of institutional accreditation dated May 31, 2016 IA No. 0066, valid from May 31, 2016 to June 01, 2021). In 2016, 6 bachelor's degree educational programmes, 13 residency educational programmes were accredited in the framework of specialized (programmatic) accreditation of the Independent Agency for Accreditation and Rating (IAAR).

## **2.3 Analysis of the Institutional Self-Evaluation Report of the Kazakh-Russian Medical University for compliance with the Standards for Accreditation of Higher Education Institutions for Health Professions Education of the Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health Care**

Preparation for institutional accreditation (hereinafter referred to as IA) of KRMU was carried out on the basis of the Order No. 26-02-04-n/q dated January 12, 2021 "On the creation of an internal commission and subcommissions for institutional self-evaluation". The composition of the internal commission for self-evaluation for compliance with the Standards for Accreditation of Higher Education Institutions for Health Professions Education was approved indicating the responsibility of each member of the internal commission.

Self-evaluation report of the educational organisation contains 283 pages: 135 pages of the main text and 40 annexes. Electronic versions of documents are located in Google Drive and accessed via link.

The report presents responses to the criteria for each of the 9 accreditation standards, it is structured taking into account the recommendations of the ECAQA Guide to Self-Evaluation and provides the internal unity of information.

The report is accompanied by a cover letter signed by the KRMU Rector N.T. Dzhaynakbayev confirming the accuracy of the information and data contained in the report.

The report also includes information about the head of the Strategic Development and Accreditation Department A.M. Karzhaubayeva who was the KRMU representative responsible for institutional self-evaluation to request and obtain the necessary information.

The working group for the preparation of the self-evaluation report analysed the requirements of the IA standards, the conditions for their implementation, staff, material and technical resources, educational resources, collected the necessary information in accordance with the Standards for Accreditation of Higher Education Institutions for Health Professions Education, analysed and updated methodological and educational materials, relevant documents (regulations, rules), their content is reflected in the report. The content of the self-evaluation report is structured in accordance with the ECAQA accreditation standards.

The self-evaluation report contains reasoned data, examples of mission implementation, university strategy, objectives, educational technologies, international cooperation, own innovative developments, social projects, philanthropic activity, student events, maintenance, and other aspects confirming compliance with the requirements of the accreditation standards. The description in the self-evaluation report is complete and adequately updated according to data regarding students, educators, administration, physical facilities and resources of the university and clinical sites, contractual obligations with partners (medical organisations, training sites, international cooperation), etc.

The conclusion for each of the 9 accreditation standards includes a description of the strengths and areas for improvement identified in the course of self-evaluation and prospects for development.

Thus, the KRMU self-evaluation report contains objective, detailed, structured information on all activities in accordance with the ECAQA accreditation standards.

### 3. Description of the Stages of External Peer Review and the Conclusion

External expert work on evaluation of the compliance with the IA standards was organised in accordance with the ECAQA Guidelines for External Evaluation of a Higher Education Institution and Educational Programmes (approved by order of the Director General of the Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health Care No. 5 dated February 17, 2017) and in line with the programme and schedule approved by the Director General of ECAQA S.S. Sarsenbayeva and agreed with the KRMU Rector N.T. Dzhaynakbayev.

To obtain objective information on the expert evaluation of the organisation seeking accreditation, EEC members used the following methods: interviews with management and administrative staff, interviews with students and educators, survey, study of the website, interviews with employees of various structural divisions, questioning of educators and students, review of resources and visits to clinical sites in the context of fulfilling the accreditation standards, studying regulatory, educational and methodological documents both before and during the site visit to the KRMU.

The presence of all persons indicated in the visit programme and the interview lists (Annex 1) was ensured on the part of the university employees.

The sequence of the visit during 03.06.2021-04.06.2021 is detailed in the visit programme which is located in the documentation of the ECAQA and in the annex to this report.

**First day of the site visit: June 03, 2021.** Interview with the administration including the Rector, Vice-Rectors and key employees of the KRMU made it possible to determine the fulfilment of most of the criteria for the accreditation standards 1, 2, 5, 7, 8, 9, to identify approaches on mission issues, strategic planning, integration of education-science-practice, internationalization of education, provision of the resources of educational programmes, their compliance with the strategic goals of the university, the role and place of higher and postgraduate education in the strategy of the university (plan), mechanisms for determining the appropriate specialty, clinical facilities and qualified educators, guarantee of the sufficiency of educational resources through planning public procurement and concluding agreements with country and international partners.

Interviews with employees of departments made it possible to clarify information about the dynamics of student population, to find out approaches to admission and selection. These interviews gave the experts an opportunity to learn about approaches to attracting clinical staff to teach students, PhD students and master's degree students, information support of the educational process, as well as to identify problems in the management and development of human resources.

Interview with the deans of KRMU, the secretary of the Admission Committee helped determine the issues of organising and monitoring the educational process, enrolling students, carrying out educational work, getting feedback from students, providing social and material support for students. Answers were given to questions about the possibility of inclusive education, social support for students, etc.

The meeting with the employees of the departments responsible for organising the educational process (the head of the Department for Planning and Controlling the Educational Process, the head of the Department for Academic Work; the chair of the Methodological Council, the chair of the CEP), gave the opportunity to form an opinion that programme management was carried out at a high-quality level, employees were aware of all the problems and achievements of students, maintained regular contact with them, especially in the context of distance learning during the pandemic, 100% of master's degree students defended theses; questions were asked regarding the relationship with employers, university graduates and employment of graduates. Issues of planning the educational process, training schedules, work with departments, planning, discussion and approval of educational programmes, making changes to EPs, evaluation of EPs, assessment of teaching methods, introduction of innovative teaching methods, representation of students in the MC and the CEP and their role in the development and evaluation of EPs, feedback from students and the impact on improving EPs were discussed.

During an interview with the head of the Strategic Development and Accreditation Department, questions were received on the implementation of strategic planning, monitoring its implementation. In an interview with the head of the Alumni Career Centre, experts evaluated approaches to monitoring the employment of KRMU graduates. In general, the employment rate is very high and is about 100%,

at the same time it is necessary to conduct monitoring for several years. The experts studied the results of a survey of graduates and employers on the level of satisfaction of employers and other stakeholders with the quality of training of graduates in the context of EPs.

Further, the EEC held an interview with the chief specialist of the Department of International Cooperation and Academic Mobility Kanagat Yermekbay on the issues of internationalization of education, cooperation with partner organisations, strategies for academic mobility. Visit to the Department of Distance Educational Technologies (Head of the Department Aleksandr Viktorovich Vdovtsev) was organised. The capabilities of modern educational technologies and the creation of original distance educational technologies, the creation of a special Department of Distance Educational Technologies, a recording studio, and the availability of sufficient content to ensure the educational process in distance educational technologies were demonstrated.

Meetings with heads of departments in accordance with the programme of the EEC visit contributed to the verification of the data of the self-evaluation report, as the heads of the relevant departments gave specific and clear explanations to the questions of the experts.

KRMU resource survey included visiting the gym, Clinical Training Centre, museum, Department of Anatomy, registrar's office; testing centre, mobile medical unit, microbiology laboratory and was aimed at verifying the data of educational resources indicated in the self-evaluation report. The library has a large fund of literature in three languages. Students are provided with a sufficient amount of educational literature, access to databases of professional and scientific literature is provided. The library is a member of the Association of University Libraries of the Republic of Kazakhstan (2018) and a member of the CIS Medical Library Association (2020).

The unified information and library fund at the beginning of the 2020-2021 academic year is 536,840 thousand items, taking into account the funds of partner libraries in the context of signed cooperation agreements. Publications of all types and kinds are available in the state language (Kazakh) (243804 copies), in Russian (288924 copies), in a foreign language 4112 copies).

The fund of educational literature comprises 330,721 copies, which is 62.6% of the total fund. The fund of scientific literature constitutes 108280 copies, including 58384 copies in the state language. The library has signed agreements with 20 Kazakh and 8 international organisations, libraries and scientific funds, including the Republican Interuniversity Electronic Library.

The experts studied the documentation, working curricula, syllabuses, assessment and testing tools, examination records.

The experts determined that the university strictly complies with the requirements of laws and regulations and state educational standards in the implementation of educational programmes, and the administration systematically monitors this process during internal audits (QMS, mutual control, control of the vice-rector for academic work, reporting, etc.).

Interviews with the heads of departments (Head of the Personnel Department Vera Ivanovna Verevkina; Head of the Department of Quality Management System Gulnar Zhaksylykovna Isatayeva; Head of the Department of Marketing and Public Relations Asel Bolatkyzy Yegizbayeva; Director of the Department of Financial Work Madina Timurovna Yelemesova; Head of the Department of Security Service Aydyn Oralbekovich Nakisbekov) allowed to get acquainted in detail with the policy of human resources development, measures of moral and financial incentives, the university QMS, the availability of designers, marketing specialists (six employees) in the Department of Marketing and Public Relations. KRMU has conducted rebranding, employees wear branded clothes, corporate culture and conduct is encouraged and implemented. The financial situation is stable, the budget consists of government orders, paid educational services. The Department of Security Service provided responses to questions about ensuring the safety of employees and students. A security company is outsourced, a panic button is provided, round-the-clock video monitoring of the building and the surrounding area is ensured.

### **Second day of the site visit: June 04, 2021**

The second day was devoted to visiting clinical training sites, interviews with educators, employees of structural divisions, and students.



The experts' activities included visiting the KRMU's clinical sites for surveys of resources for educational programmes, studying contracts with clinical sites, mentoring of residents, documentation on educational programmes, conducting meetings with students, attending a practical training, carrying out interviews with representatives of practical healthcare. The following clinical sites were attended:

- City Polyclinic No. 29, Head of the Department of Children's Diseases Aygul Maratovna Nugmanova, DMedSc
- Rakhat Medical Centre. Head of the Department of Surgery with the course of anaesthesiology and critical care medicine Valentin Manarbekovich Madyarov, DMedSc
- Eurodent Dental Clinic. Department of Therapeutic and Paediatric Dentistry. Head of the Department, Maryam Kozbayevna Iskakova, MD, Ph.D., representative of the clinic Nursaula Tosemenovna Kuanova.

At the clinical sites, the heads of the departments presented clinical sites, showed study rooms, resources, the experts visited operating rooms, manipulation rooms, rooms for practical skills training (mini-CTC); conducted interviews with the heads of clinics (employers), residents, teaching staff, practical health care physicians. A positive impact of the presence of departments at the sites, assistance to practical health care in advising patients, analysing complex cases, etc. was noted. Employers gave full marks of the level of training of graduates, in particular, medical residents of the KRMU. The residents noted the access to participation in medical care, practice-oriented training. Many of them have publications together with teaching staff. The teaching staff expressed their desire to stimulate publication activity on the part of the university by paying for publications in high-rated magazines.

Master's degree students' research papers which provide for the participation of people, animals and biomaterial are subject to ethical examination by the Local Ethics Commission (LEC). All conditions for the implementation of research have been created (laboratory).

The EEC conducted interviews with faculty members. The experts found confirmation that all the necessary resources for the professional training of students were available for the implementation of EPs. All departments of the university are equipped with sufficient material and technical means. At the university, the departments are equipped with educational and methodological materials, as well as computer software with Internet capability. The KRMU constantly monitors the availability of resources for the successful implementation of the educational programme. To replenish and update the educational and information resources, applications are annually submitted to the commission for the provision of educational literature, manikins and training models to improve practical skills.

Interview with the faculty (online) included questions of material and moral incentives.

The experts received answers about the educator training programme, the financing of this training, and whether educators had certification in teaching methods.

Interviews with students included the following questions: difficulties in distance learning; feedback channels of the HEI; availability of supervisors, dean's office, rector's office; organisation of academic mobility and research training; assistance of the KRMU in the organisation of research publications; employment of graduates, etc.

Interview with the head of the Residency Department Lyazzat Zhadigerovna Orakbay and the head of the Department of Master's Degree and Doctoral Studies Galina Vladimirovna Shokareva gave opportunity to answer the questions about planning, reports, academic progress monitoring, lists of students, lists of thesis mentors, achievements of master's degree students and PhD students, feedback, regulations on mentors, lists of mentors, control over the activities of mentors, the system of motivation of teaching staff and mentors, etc. All the questions of the experts were answered exhaustively.

The experts studied the documentation, both in electronic form using the links provided, and at the request of the experts during the site visit to KRMU which confirmed the compliance with the accreditation standards (file register of the department, plan for 5 years, annual plan for 2019-2020 academic year, 2019 report, students' progress record, teaching materials, student feedback questionnaires, educator feedback questionnaires, reports on survey results and measures taken, code of ethics, etc., assessment and testing tools), including EP documentation on request (CEP minutes; information about the quality policy, reviews of employers, information about the faculty academic

degree holders rate, teaching methods, work plan of the department, strategic plan, feedback analysis on distance educational technologies, quality assurance strategy, etc.).

Further, there was a meeting of EEC members on the results of the external evaluation. A final discussion of the results of the external evaluation, the study of documents, the results of interviews and questionnaires was held. Members of the EEC began drafting the EEC final report.

EEC members made summaries of the results of the external evaluation. Each member of the ECC individually filled out the Quality Profile and External Evaluation Criteria Form for compliance with the ECAQA Standards for Institutional Accreditation. Recommendations for improvement of the KRMU were discussed. The draft report with recommendations was prepared.

Chair of the EEC A.A. Kauysheva conducted a final open vote on recommendations for the KRMU and a final vote on recommendations to the ECAQA Accreditation Council. Then, as part of the IA, the EEC Chair announced the recommendations of the external evaluation to the administration and employees of the educational organization.

**Survey results.** On June 3-4, 2021, the coordinator from ECAQA conducted an online survey of students and educators of the KRMU at <https://webanketa.com/>. In total, 371 students and 200 educators participated in the survey.

The results of the survey are presented in the annex and, in general, demonstrate the satisfactory management of educational programmes, the positive aspects of the organisation of training, at the same time, almost all respondents show a level of full satisfaction of 67.1% in key areas related to educational programmes: organisation of the educational process, schedule, assessment methods, fairness of the assessment of students, study room equipment, availability of clinical site resources, library fund, communications with educators and university administration. The results of the survey made it possible to identify areas for improvement (programmes of financial and social support for educators, accessibility of management and administration for educators and students, clinical work).

Analysis of the survey of students showed a high commitment of students to this university and, in general, overall satisfaction with the quality and organisation of the educational process. 79% of the respondents agreed (gave “YES” answers) with the statement that they liked to study at this educational organisation. 94.6% of students expressed consent with the statement that this HEI allowed them to acquire the necessary knowledge and skills in the chosen specialty. 79% of the surveyed students were satisfied with the university. 72,7% of the respondents agreed that leaders and/or educators involved them in preparation for institutional or specialized (programme) accreditation. 37% of students confirmed that they had published works during the time of study at this educational institution (articles, theses, reviews – at least one publication). 40% of students confirmed that they were currently engaged in research work. 87% of the surveyed persons positively assessed accessibility of the administration of the educational organisation for students. 79% of students had not personally experienced a negative attitude of educators (gave “NO” answers to the statement). 71% of the respondents agreed that, after completing the training, the educator provided feedback (listened to their opinion, conducted a mini-questionnaire, work on mistakes). 66.2% confirmed that educators used active and interactive teaching methods in the study room. 81% of the surveyed agreed that the content of the educational programme (list of subjects) in the chosen specialty met their expectations. 86% of students were satisfied with the schedule of training sessions in the subjects of the educational programme. 81% of the respondents expressed consent with the statement that the HEI had established a system of individual study of students, residents, master’s degree students, PhD students. 94.3% of the surveyed confirmed that social support programmes for students existed and were being implemented at the HEI. 73.5% of students expressed their satisfaction with the activities of mentors, tutors, supervisors. 95.2% of the respondents confirmed that they had access to electronic educational resources. 77% confirmed that the university provided access to the participation of students in research work. 67.1% of the surveyed were satisfied with the conditions and equipment of study rooms of the educational organisation. 59% of students agreed with the statement that programme managers and educators involved students in the work of advisory bodies (methodological council, Methodological Council, committees of educational programmes). 68% of the respondents would recommend studying

at this educational institution to their acquaintances, friends, relatives. The above-mentioned statements are only a part of the survey.

The results of the survey as a whole demonstrate a satisfactory attitude towards the organisation and management of educational programmes, note the positive aspects of the organisation of training, research, demonstrate satisfaction with physical facilities and resources, confirm the availability of support services for students and supervisors. At the same time, the results of the survey made it possible to identify areas for improvement (publication of articles, research results in foreign magazines, etc.).

**The results of the survey of educators.** The results of the survey are presented in the annex and generally demonstrate satisfaction with the educational process, the resources of the clinical sites, the competencies of educators, and also indicate the existence of a centralized management of educational programmes.

### **Conclusion based on the results of the external evaluation:**

EEC members studied and evaluated the main indicators of the educational organisation seeking accreditation. The information obtained by external experts during the study of the self-evaluation report, the preparation of a written review with recommendations for improvement, the implementation of activities of the KRMU visit programme was analysed. All the information received was compared with the data of the self-evaluation report, which made it possible to verify the reliability of the information provided by KRMU and supporting documents for compliance with the ECAQA Accreditation Standards.

Despite the fact that the institutional self-evaluation report of the university described its best practice in compliance with the accreditation standards, EEC members carefully studied the main documents (mission, strategic plan; automated information system, educator publications, admission rules, personnel policy, internal quality assurance system programme) during the site visit.

Resources for training were viewed directly at the clinical sites of the departments (rooms, mini-libraries, laboratories, etc.), which made it possible to identify compliance with the requirements of EPs, the accessibility for educators and students, the modernity of the equipment, and satisfaction of the needs of students and practical healthcare.

Interviews with educators demonstrated their direct participation in the development and implementation of educational programmes for bachelor's degree (6), master's degree (2) and residency (20), mechanisms for their improvement by regular monitoring, including the analysis of feedback.

Interviews with students were conducted in order to validate the implementation of the data of the self-evaluation report and obtain evidence about the quality of the programmes. The experts asked questions about satisfaction with training at the university, the sufficiency of time for practical training, patient supervision and work with medical records, as well as satisfaction with teaching methods and the qualifications of educators.

During the interviews and based on the results of the survey, students showed their commitment to the university, were active in answering questions from external experts (especially students of the EP in Dentistry), demonstrated their opinions on the organisation of training, assessment of their skills, advisory support, the opportunity to participate in research, financing, etc.

The survey and analysis of materials shows a high percentage of employment (> 90%) of graduates of the EPs and their state of being relevant to medical organisations in Almaty and other regions.

It is essential to note the availability of the quality assurance mechanisms in the conditions of distance learning: additional consultations, video lectures of educators, creation of their own video and sound recording studio.

Based on the results of the expert evaluation, the EEC had developed recommendations for improving activities of the KRMU for compliance with the Accreditation Standards. The EEC recommendations were introduced at the meeting with the leadership on June 04, 2021.

The programme of the 2-day visit of the EEC was fully implemented. On the part of the KRMU team, the participation of all persons indicated in the programme was ensured.

Thus, the external evaluation and the EEC visit made it possible to verify and validate the data of the self-evaluation report in full, in accordance with the Regulations on the External Expert Commission, the Guidelines for External Evaluation of a Higher Education Institution.

Comfortable conditions were created for the work of the EEC, access to all the necessary information and material resources of the educational organisation was organised. Experts noted the high level of corporate culture and discipline of the responsible employees of KRMU, the department, employees of clinical sites, the high degree of openness of the team in providing information to EEC members. The prompt response to all requests, provision of all necessary documentation, a high degree of involvement of both the faculty and students during interviews can also be noted. Employees, teaching staff, as well as thesis supervisors and master's degree students left a positive impression and demonstrated a high degree of interest in the learning outcomes.

As a result of the visit, positive aspects and areas for improvement were noted.

#### **4. Analysis for compliance with institutional accreditation standards based on the results of an external evaluation of KRMU and an overview of the strengths for each standard.**

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

###### **Evidence of compliance:**

Kazakh-Russian Medical University is an educational institution that provides students with competitive higher medical education at all levels of training.

###### ***Mission of the university:***

KRMU is an innovative, socially oriented, practice-oriented, internationally recognized university.

###### ***Vision:***

The university is nationally and internationally recognized, maintains active communication with all stakeholders, implements a flexible model of training students in higher and postgraduate education programmes, including training through the digitalization of processes.

Mission and outcomes have been developed with the involvement of stakeholders.

The Strategic Plan for the Development of the HEI, the Academic Policy, the Code of Academic Integrity of Students and Employees have been developed.

The strategic goals of the university are:

- ✓ To improve the quality of services provided by developing educational programmes of the university;
- ✓ To provide internationalization and development of the research potential of the university at the international and national levels;
- ✓ To ensure the growth of the effectiveness of university management through the digitalization of activities and compliance with the requirements of national and international standards;
- ✓ To improve the efficiency of human capital management through the improvement of relationship management processes, the development of competencies, corporate spirit and proactivity;
- ✓ To promote the image of the university in the education market by using marketing tools;
- ✓ To ensure the modernization of physical facilities and resources of the university by updating computer equipment and increasing the study room fund.

The Mission is brought to the attention of the faculty at department meetings and meetings held by the administration, supervised by the deans. The Mission is brought to the attention of students at supervision hours, meetings with deans. The Mission has been posted on the information stands of the university buildings, the official website of the university at [www.medkrmu.kz](http://www.medkrmu.kz), as well as in information booklets.

It is noteworthy that when developing the Mission, the opinions/suggestions of employers and students were taken into account. The role of employers in the development and implementation of educational programmes is that they focus on programmes oriented toward the organisation of health

care, health regulations, and reforms. Employers and students were included in the programme of the mission development project. All questions and proposals were considered during the discussion of the project teams and the minutes of the meeting were documented. Taking into account their proposals, comments and recommendations, such subjects as Organization of State Sanitary Epidemiological Surveillance, Legislation in Healthcare, etc. have been included in the curricula of different levels of education.

External experts, representatives of practical healthcare, organisations of higher and postgraduate education and research institutes review the educational programmes.

The university closely cooperates with practical healthcare and has clinical sites. The learning outcomes are aimed at observing the principle of practice-oriented learning, contributing to the improvement of the quality of education and the quality of the educational process. Kazakh-Russian Medical University defines the basic principles of practice-oriented learning which are reflected in the Academic Policy at <https://medkrmu.kz/akademicheskaya-chestnost/>.

Each student masters qualitative and quantitative indicators during the work experience placement (practice) which form the basis of a future career in healthcare. The learning outcomes allow bachelor's degree programme graduates to continue their studies in residency or master's degree programmes.

A special feature of this university is the high degree of social responsibility fostered in students. The HEI implements corporate social responsibility in two directions: internal social programmes and external social programmes.

Internal social programmes:

- a) Social support for students:
  - ✓ Financial support for students;
  - ✓ Social assistance to students;
  - ✓ Assistance in employment of graduates;
  - ✓ Mass cultural events;
  - ✓ Recreative sports events;
  - ✓ Treatment and rehabilitation of students;
  - ✓ Provision of meals for students;
  - ✓ Psychosocial support for students.
- b) Social support for employees:
  - ✓ Financial support for employees;
  - ✓ Treatment and rehabilitation of employees;
  - ✓ Provision of meals for employees;
  - ✓ Psychosocial support for employees;
  - ✓ Occupational Safety and Health;
  - ✓ Professional development;
  - ✓ Social and financial support for veterans.

External social programmes:

Contribution to the development of civil society:

- ✓ Social events;
- ✓ Charity events.

Over a number of years, volunteers have patronized the orphanages of the city, the home for the elderly. Students provide assistance to the sick and the elderly, pensioners and veterans of the Great Patriotic War. Volunteer students organise holiday concerts for them, organise gifts. Every Thursday, volunteer clean-ups are carried out at the House for the Elderly No. 3. A charity event was held at the Orphanage No. 1 and the Zhanuya Orphanage with the presentation of tickets to the circus and gifts; an event was organised at the Orphan Boarding School No. 3 for Disabled Children; a festive event dedicated to the Day of the Elderly was conducted at the Centre for the Provision of Special Services No. 3 in Almaty; a concert programme was organised at the House of Veterans; an event dedicated to the Children's Day was held at the Orphanage No. 1. In February 2020, as part of the Social Student Loan Programme, volunteers visited the Almaty Day Care Centre for Disabled

Children with Psychoneurological Pathologies in the framework of the Shapagat project, and also attended the Centre for Early Childhood Rehabilitation. On December 30, 2020, volunteers of the Department of Children's Diseases visited the Aksai Republican Children's Clinical Hospital; 6th year students together with the supervisor M.A. Shamshidinova visited the city Orphanage No. 1, where they held a sanitary and preventive event on the following topic: "Meningitis. Why is meningitis dangerous? Prevention of meningitis."

It is necessary to note the participation of KRMU students in the activities of the SAVERS student organisation which is a voluntary association that includes various areas of volunteering (knitting things for premature babies, providing assistance at the ALMATY Marathon citywide event, etc.). The organisation includes: Medical Volunteers ("Meditsinskiye volonteryy"), 28 Loops ("28 petel"), White Coats ("Belyye khalatyy"), Social Student Loan ("Sotsialnyy studencheskiy kredit"), Baby House ("Dom malyutok"), Mobile Mechanical Units ("Peredvizhnyye mekhanizirovannyye kompleksy"), House of the Elderly and etc. (<http://medkrmu.kz/blagotvoritelnye-proekty/>).

#### **Strengths:**

- A clearly defined Mission and Strategy of the university and bringing the Mission to the attention of stakeholders.
- Prominent social responsibility in the main areas of activity.
- Availability of collegiate and management councils with the participation of stakeholders, including employer representatives.

**Conclusions of the EEC on the criteria.** Out of 17 standards: 17 – fully comply, 0- partially comply, 0 – do not comply.

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

- To expand foreign cooperation programmes, exchange specialists with leading research centres. (1.3.4)

*Standard 1: fulfilled*

### **Standard 2: EDUCATIONAL PROGRAMMES**

#### **Evidence of compliance:**

The university has a curriculum discussed and agreed at the meetings of the Methodological Council (minutes No. 5 dated April 23, 2020) and the Academic Council (minutes No. 9 dated April 27, 2021) and approved by the rector of the HEI. Educational programmes comply with the State Compulsory Standard of Higher Education dated July 31, 2015 No. 647, the Law of the Republic of Kazakhstan dated July 27, 2007 No. 319-III "On Education", the national qualifications framework dated March 16, 2016, the order of the MES RK "On Approval of the Rules of the Organisation of the Educational Process on Credit Technology" dated October 2, 2018 No. 152, the classifier of areas of training with higher and postgraduate education dated October 13, 2018. No. 569.

The processes of planning, designing, developing structural elements, evaluating the quality of development, managing educational programmes are supported by a quality management system developed in accordance with the Guidelines for Compiling a Syllabus, the Academic Policy, the Regulations on the CEP.

Undergraduate programmes (bachelor's degree programmes) have been developed in General Medicine, Dentistry, Pharmacy, Nursing, Public Health; internship programmes have been developed in General Medical Practice, Dentistry; research master's degree programmes and professional master's degree programmes have been developed in Medicine, Public Health; residency programmes have been developed in: Cardiology, including Paediatric Cardiology; Anaesthesiology and Intensive Care, including Children's Anaesthesiology and Intensive Care; Dermatovenereology, including Paediatric Dermatovenereology; Emergency and Disaster Medicine; Obstetrics and Gynaecology, including Children's Gynaecology; Radiation diagnostics; Oncology (adult); Otorhinolaryngology, including Children's Otorhinolaryngology; Ophthalmology, including Children's Ophthalmology; Paediatrics; Psychiatry, including Child Psychiatry; Family medicine; Urology and Andrology, including Children's Urology and Andrology; Infectious Diseases, including Children's Infectious Diseases;



General Surgery; Traumatology and Orthopaedics, including Children's Traumatology and Orthopaedics.

New residency programmes have been formed in: Rheumatology, including Children's Rheumatology; Gastroenterology, including Children's Gastroenterology; Endocrinology, including Children's Endocrinology; Nephrology, including Children's Nephrology; Infectious Diseases, including Children's Infectious Diseases; Radiation Therapy; Cardiac Surgery, including Children's Cardiac Surgery; Angiosurgery, including Children's Angiosurgery; Maxillofacial Surgery, including Children's Maxillofacial Surgery; Paediatric Surgery; Traumatology and Orthopaedics, including Children's Traumatology and Orthopaedics; Neonatology; Neurology, including Children's Neurology; Family Medicine; Physical Medicine and Rehabilitation; First Aid and Emergency Medical Care; Dental Therapy; Dental Surgery; Orthopaedic Dentistry; Paediatric Dentistry; Orthodontics.

Educational programmes focus on preparing a graduate as a socially responsible professional who is engaged in medical practice, based on global scientific approaches, and capable of learning throughout life which is undoubtedly a significant part of the overall health care system.

The EPs define learning objectives and outcomes, teaching and assessment methods. Along with traditional teaching methods, active learning and teaching methods, such as TBL, CBL, RBL, PBL, SBL, Simulation Learning are used.

On March 16, 2020, in order to ensure the safety of life and health of students and faculty of the university, as well as to prevent the spread of the COVID-19 coronavirus infection, the educational process at the university was transferred to distance learning using distance educational technologies in accordance with the order of the Minister of Education and Science of the Republic of Kazakhstan dated April 1, 2020 No. 123. On March 16, 2020, the university created the Department of Distance Educational Technologies and organised the work of the call centre of the Department (during its existence, more than 12,000 applications have been processed at the call centre). The faculty of the university, together with the Department of Distance Educational Technologies, have created online courses: 402 courses for bachelor's degree, 57 courses for internship, 43 courses for residency, 22 courses for master's degree.

The Moodle IS (<https://moodle.medkrmu.kz>), Platonus AIS (<https://platonus.medkrmu.kz>) and Microsoft Teams are actively used in the educational process (in accordance with the decisions of the Academic Council, minutes No. 8 dated 30.03.2020, and minutes No. 0/1 dated 14.08.2020), all students have access to the platforms.

University students have equal rights to choose an educational programme, an individual learning trajectory, a free choice of the topic of a master's thesis (research project), they are part of the working groups for the development of educational programmes (T. Salmenova, 2nd year student in Public Health, year of study: 2018-2020; T. Fazylov, 2nd year student in Medicine, year of study: 2019-2021), members of advisory bodies, such as: Committee for Educational Programmes (Zh. Ibraimzhanova, 2nd year student in Public Health, year of study: 2018-2020), Academic Council (A. Syzdykova, 2nd year student in Public Health, year of study: 2018-2020), Council of Young Researchers where students take part in the discussion of educational programmes, determining the trajectory of learning, choosing elective subjects. The participation of students in the development of the undergraduate, graduate and residency programmes is also carried out through the choice of elective subjects. Also, as part of the monitoring of educational programmes, students participate in a survey in order to improve the quality of the educational process.

CPD educational programmes are designed in accordance with the state compulsory standards of specialties, are consistent with the Mission of the university and the relevant requests of employers. The structure of educational programmes meets the needs of the region and the Republic.

When planning training, individual work is carried out with a trainee to specify topics for inclusion in the work programme in terms of major subjects of the elective component and, upon agreement, a working curriculum is drawn up and approved.

Each student masters qualitative and quantitative indicators during the work experience placement (practice) which form the basis of a future career in healthcare. The learning outcomes allow bachelor's degree graduates to continue their studies in residency or master's degree programmes.

One of the advanced methods of teaching in the educational programmes of the university and mastering practical skills is the participation of students in the work of the MMU (mobile medical unit). Since 2018, 608 children and adolescents living in 17 educational institutions of the Republic of Kazakhstan have been examined.

Persons who have completed their studies in the educational programme of higher education and successfully passed the final state certification are awarded the degree of Densaulıq Saqtau Bakalavry/Bachelor of Health/Bachelor of Medicine (study period: 5 years) and are conferred the qualification of a “physician” in the specialty: “code and name of the specialty” (study period: 2 years) and a state diploma with a diploma supplement (official transcript) is issued.

Persons who have completed their studies in a professional master's degree educational programme with a period of study of 1-1.5 years are awarded the academic degree of Master of Health/Densaulıq Saqtau Magistri/Master of Health; upon completion of a research master's degree educational programme, students are conferred the academic degree of Master of Medical Sciences/Medisina Ğylymdarynyñ Magistri.

Persons who have completed the residency educational programme and successfully passed the final certification are awarded the qualification of a “dariger”/“doctor” in the relevant residency specialty and a certificate of completion of residency is issued.

Also, in addition, the graduate is issued a pan-European Diploma Supplement (Official Transcript).

All CPD training programmes are developed in accordance with the order of the Minister of Health of the Republic of Kazakhstan dated April 14, 2017. No. 165 “On approval of the programme for professional development and retraining of medical and pharmaceutical personnel.” Work plans and programmes are discussed and approved at meetings of collegial bodies. When making amendments and additions to plans, programmes, etc., the choice of current problematic topics of training courses is taken into account according to the needs of practical healthcare professionals and the Health Departments of regions and cities.

In case of a positive result of the summative assessment (above the threshold score), trainees who have mastered the programmes of:

1) professional development – are awarded a professional development certificate (in the prescribed form);

2) certification courses – are awarded a certification course certificate with an official transcript containing a list of knowledge and skills mastered by a trainee (in the prescribed form).

In accordance with the learning outcomes, EPs present the development of knowledge aimed at readiness for research activity, which involves the possession of methodological knowledge, research technology, and readiness for their use in the professional field to form evidence-based medical practice. Students participate in the preparation of research projects which are implemented in special subjects.

EPs contains subjects aimed at developing the ability to apply scientific methods and approaches in medical research: Fundamentals of Research Activities, Fundamentals of Scientific Research and Biostatistics.

The principles of evidence-based medicine have been introduced into the educational process at the clinical departments, which is formalized by the relevant implementation acts.

Students (bachelor’s degree students, master’s degree students, residents) participate in the implementation of R&D by participating in temporary research teams of the respective departments. The university holds Science Day, Olympiads in various subjects, Open House Day for schoolchildren of the city and region; research/practice conferences on clinical specialties.

Also, in accordance with the GOSO, within the framework of a master’s degree educational programme, MSSR (MSER) and research/work experience placement (practice) are organised, which is related to the subject of scientific research of a master’s degree student. Subjects that impart the principles of a scientific approach to master’s degree students and form their abilities for analytical and critical thinking are conducted: Planning, Organising and Conducting Scientific Research in Medicine and Health Care; Bioethics of Scientific Research; Methodology and Methodology of Scientific



Research; Quality Standards for Scientific Research in Health Care; Design of Scientific Medical Research; 3D Modelling in Medicine.

In accordance with the GOSO of the Republic of Kazakhstan, within the framework of academic freedom, an academic year is divided into academic periods: semesters. The duration of one semester is 15 weeks. The duration of an academic hour is 50 minutes. The ratio between the study room load and independent work of students is determined by the internal document titled the Instructions for the Development of Educational Programmes.

When determining the academic load of a master's degree student, an academic year consisting of academic periods (semester that is 15 weeks, trimester that is 10 weeks, quarter that is 7-8 weeks), the period of formative assessment, practices (practical trainings), vacations, period of final certification (in the graduation year) are taken into account.

The full academic load of one academic year corresponds to at least 60 academic credits and corresponds to at least 1800 academic hours per one academic year. At the same time, during one semester, a student earns at least 30 academic credits (one academic credit corresponds to 30 academic hours).

All academic subjects of an EP in a specialty are closely interconnected. The interdisciplinary connection is clearly seen in the working programmes of the academic subjects, compiled taking into account the development of prerequisites and postrequisites, as well as taking into account the specifics of the specialty. The study of subjects ends with the summative assessment, the form of which is determined by the university.

The collegiate bodies of the university (AC, MC, CEP) include highly qualified educators of departments, senior students and employers.

The university provides students with sites for professional, work experience placement (practice). At present, the university has 78 clinical sites.

The integrated approach of EPs allows students to get acquainted with the content and modern scientific achievements of the basic biomedical sciences, which not only determines the fundamentalisation of medical education, but also creates conditions for the formation of scientific principles of thinking of a future clinician and the development of creative potential.

The structure of undergraduate educational programmes contains a complete list of academic subjects grouped into cycles of general education subjects (GES/OOD), basic subjects (BS/BD) and major subjects (MS/PD) of both compulsory and elective components, as well as the professional placements (practices) and completes with a final certification. The duration of bachelor's degree educational programmes is at least 240 credits (4 years), 300 credits (5 years), the duration of internship is at least 60 credits (1 year), 120 credits (2 years). The structure of master's degree educational programmes contains a complete list of academic subjects grouped into cycles of basic subjects (BS/BD) and major subjects (MS/PD) of both compulsory and elective components, as well as practical training for master's degree students: various types of practices (work placements), professional work experience, and completes with the defence of a master's thesis/project. The duration of master's degree programmes is at least 60 credits (1 year), 120 credits (2 years).

The structure of residency educational programmes contains a cycle of major subjects (MS/PD) of both compulsory and elective components and ends with a final certification. The duration of residency educational programmes is at least 140 credits (2 years), 210 credits (3 years).

The structure of CPD programmes for medical and pharmaceutical personnel is formed from various types of educational and clinical work that determine the content of education, it reflects their correlation, credit value and system.

Costing of the workload of all types is carried out according to the value of mastered course in hours (credits).

The academic and methodological complex (teaching materials) of a specialty, which provides the educational process, contains:

- a working programme of study and syllabuses for the subjects of the compulsory component and the optional component;
- working curricula;

- testing and assessment tools.

The management structure of EPs includes collegiate bodies (CEP, MC, AC) and structural divisions (subject departments, department for academic work, department of master's degree programme and department of residency). The supreme governing body of the university is the Academic Council. The connecting link in the work of departments, structural divisions and collegiate bodies for the organisation of the educational process is the dean's office, the department of master's degree programme and the department of residency, the functions of which include planning and organising the work of the admissions committee, advising students and faculty on training issues, selecting supervisors, analysing student progress, organising formative and summative assessment, participating in the work of CEP, MC, AC; development of internal Regulations and instructions relating to the educational process.

The following structures also participate in the organisation of training in EPs: Registrar's Office, Career Centre, Department for Academic Affairs, Department for Research Work, Department of Professional Practice and Clinical Work; Department of International Cooperation and Academic Mobility responsible for organising national and international academic mobility.

The university maintains proper representation of employees, students and other stakeholders when planning EPs. So, for example, the CEP includes heads of departments, professors, associate professors, educators of departments who provide the educational process, leading specialists in practical healthcare, employers, and representatives of students. The composition of the MC, CEP is approved by the rector of the university.

Educational programmes are developed by the Committee for Educational Programmes (CEP). EPs are reviewed and discussed by the Methodological Council (MC) and approved by the Academic Council (AC). Planning and implementation of innovations in the educational programme is entrusted to the Committee of Educational Programmes (CEP).

External experts, representatives of practical healthcare, organisations of higher and postgraduate education and research institutes review educational programmes.

The university periodically modifies educational programmes based on feedback from students at all levels of education. Questioning is carried out in accordance with the regulation "On the organisation and conduct of questioning of students." Questioning is carried out according to several types of questionnaires: "Educator by Student's Impression", "Student Satisfaction with the Conditions and Learning Outcomes" (conducted once at the end of an academic year), "Satisfaction with Infrastructure" (carried out once a year), "Graduate Satisfaction with the Quality of Education" (organised after passing state exams).

#### **Strengths:**

1. Availability of KRMU clinical sites in research institutes and research centres, as well as in large private centres in close cooperation with practical healthcare in the implementation of EPs;
2. Comprehensive training of students of the EP in Dentistry (integration of education, science and practice)
3. Participation of employers in the development of EPs
4. Presence of the Department of Distance Educational Technologies

**Conclusions of the EEC on the criteria.** Out of 14 standards: 14 – fully comply, 0 – partially comply, 0 – do not comply.

**Standard 2: fulfilled**

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

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

#### **Evidence of compliance:**

The policy and procedure for assessing the academic achievements of students at the KRMU is carried out in accordance with the goals of EPs, the learning outcomes within the framework of the current rating system and control of the educational process in compliance with the directive, regulatory documents of MES RK, MoH RK, internal documents of the KRMU (Policy and methods of student

assessment are reviewed and approved at meetings of the CEP, MC and AC; Academic Policy of the university; Regulations on the ongoing monitoring of academic progress, formative and summative assessment of students; syllabuses). The purpose of the rating system for assessing the academic progress of students is to comprehensively assess the quality of the educational process, increase the objectivity of knowledge assessment, evaluate the effectiveness of EPs, which is aimed at improving EPs.

To determine the degree of students' mastering of educational programmes aimed at achieving the learning outcomes and acquiring competencies, current, formative and summative assessment is carried out. Materials for the summative assessment are developed in the departments, annually updated, considered by the CEP and approved by the dean. To ensure maximum objectivity and transparency of the assessment process, departments have developed checklists for current, formative and summative assessment in the subject (Mini-cEX, CbD, OSCE).

The criteria for current, formative and summative assessment are detailed in the assessment items (checklists) developed by the faculty of departments, discussed at the meeting of a department and approved at the meeting of the major CEP and reflected in the syllabus of a subject.

When implementing an educational programme in the specialty, a balance is maintained between formative (midpoint) and summative (final) assessment, various types of assessment, the use of clinical discussion and analysis based on relevant standards and criteria.

The CEP approves the basic forms for documenting assessment methods, which educators adapt to the specifics of their specialty.

Transparency and accessibility of assessment procedures is ensured by free access of all interested persons of educators teaching via Platonus Automated Information System to regulatory documents related to the educational process, as well as teaching materials, syllabuses, exam schedules, assessment and testing tools (list of questions for summative assessment). To ensure integrated assessment, two-stage forms of examination are conducted: testing and objective structured clinical examination (OSCE)/objective structured practical examination (OSPE).

In order to ensure the reliability and validity of the assessment methods used, test tasks, examination cards, and assessment sheets for summative assessment are subjects to the following levels of discussion: department → expert commission → committee of educational programmes in the relevant specialty → testing centre → further discussion at the department on the basis of the results of the approbation and students' applications for appeal. The results of the summative assessment in subjects, formative assessment and final state certification are considered after each examination session at meetings of the department, dean's office, MC and AC. At the end of formative assessment and final state certification, the Department of Monitoring and Quality of Educational Process conducts an anonymous survey among students. Monitoring of the achievement of student learning outcomes is conducted at all levels: the departments, dean's office, CEP, Department of Academic Work, Vice-Rector for Academic Affairs analyse the results of the survey to identify strengths and weaknesses and take appropriate measures to improve the educational process.

**Strengths:**

1. Integrated approach in the assessment of competencies.
2. Guaranteed feedback.
3. Monitoring the development of results.

**Conclusions of the EEC on the criteria.** Out of 4 standards: 4 – fully comply, 0 – partially comply, 0 – do not comply.

**Standard 3: fulfilled**

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

- 1) To improve the procedure for documenting the reliability and validity of assessment methods.

## **Standard 4: STUDENTS**

### **Evidence of compliance:**

Admission of applicants to the KRMU is carried out in accordance with the admission rules PR-03-20-07, developed on the basis of the Law “On Education” and “Standard Rules for Admission to Educational Organisations that Implement Educational Programmes of Higher Education” No. 600 dated October 31, 2018 in compliance with the points of the certificate issued on the basis of the results of the Unified National Testing on a competitive basis.

The admissions policy, including a clearly defined regulation on the procedures for selecting, transferring students and resuming their studies, is described in the Academic Policy of the university for the 2020-2021 academic year. The admission rules at the university are annually reviewed in accordance with changes in the regulatory framework of the Republic of Kazakhstan

The number of admitted students is constantly agreed upon by the university and relevant stakeholders taking into account the need for medical personnel in various areas of the health care system and the total area of educational and laboratory premises, the availability of the faculty, the provision of academic, educational and methodological and scientific literature, the capacity of the university's clinical sites, the availability of social and living conditions for teaching students. The ratio of the total number of faculty members based on the average ratio: students to educators is 6:1. The quantitative composition of the student body per 1 educator corresponds to the standard of 6:1. In the “Career and Employment” section on the university’s website, a graduate is presented with the need for medical personnel in the regions of the Republic of Kazakhstan taking into account the available information from general health organisations.

A unified system of information support for students based on the website is available for all educational programmes; there are Wi-Fi points to provide the Internet access; the information regarding the schedule, academic calendar, CES, types of practical training, work experience placement (practice) (curricular practical training) and work experience placement (practice), plans for educational work, research activities, including electronic databases and foreign databases (Scopus, ThomsonReuters, etc.), student assistance and counselling programmes is presented for students at <https://medkrmu.kz>

For the purpose of social support for students, the university has approved the Regulations on the Social Support of Students. Benefits are provided for tuition fees, flexible schedule of repayment of tuition fees upon submission of supporting documents according to the criteria approved in the Regulations, for participation in congresses, international projects, sports competitions, cultural events. Students in need of help (orphans and students left without parental care, whose parents have an established first-degree or second-degree disability, students from large families and low-income families) are entitled to free accommodation in the dormitory, discounts on reducing the cost of education, etc.

KRMU has the following student organisations:

- Student Scientific Circle of Clinical Anatomy and Operative Surgery, Chair Aleksey Bondar;
- CORTIS Student Scientific Circle, Chair Aday Zhumagaliyev;
- Debate Club (in two languages), Chair Slamiya Akpeyil, Dana Tuleubek;
- KazMSA, Chair Mariya Astafyeva;
- Healing Voice, Chair Umit Shaken;
- Morphine, Chair Aruzhan Akhmetzhan;
- Avengers Media, Chair Kenesary Musayev;
- Namys, Chair Yusuf Mustafayev;
- Savers, Chair Akerke Sovetkhan.

Students actively participate in the development, monitoring and evaluation of educational programmes implemented by the university in order to maintain and continuously improve the EP quality. The election of student representatives, both at the level of faculties and at the level of the

university, is carried out in compliance with the regulations according to the Charter of the university.

At the university level, students are members of the Academic Council, the Methodological Council, the CEP, the Council of Young Researchers, where they take part in the discussion of educational programmes, determining the trajectory of education, and choosing elective subjects.

**Strengths:**

- A clearly established regulation on the process of selecting students, taking into account the social component (a well-established strategy and practice for admitting students with disabilities).
- Participation of students in the collegiate management bodies of the KRMU, clinical and research work, volunteer events for the population.
- Availability and operation of the Youth Policy Centre, Employment Centre and other student organisations.
- Participation of students in the implementation of departmental R&D.

**Conclusions of the EEC on the criteria.** Out of 14 standards: 14 – fully comply, 0 – partially comply, 0 – do not comply.

**Standard 4: fulfilled**

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

**Standard 5: ACADEMIC STAFF/FACULTY**

**Evidence of compliance:**

A personnel policy has been developed and successfully operates at the KRMU, it reflects selection and recruitment of employees, development and activities of employees, promotion of employees, etc. Selection and recruitment of employees is carried out in accordance with established requirements taking into account basic and vocational education, as well as practical experience work, individual abilities, professional knowledge and other indicators. Analysis of the quantitative and qualitative composition of the faculty, monitoring and evaluation of teaching activities are the objects of constant attention from the administration of the university.

In the 2020-2021 academic year, the total number of faculty was 962 people, of which 655 persons were full-time educators and 307 persons were part-time educators. The number of teaching staff holding DMedSc reached to 103 persons; 279 persons holding PhD (Candidate of MedSc), 26 persons holding PhD, 214 persons holding Master's Degree. The average age of the teaching staff is 46 years.

The number of faculty is calculated on the basis of the average ratio of students and educators (the average number of students per educator), respectively, 6:1. At the beginning of each academic year, a staff schedule is approved at the university.

Methods of applying incentives to motivate the faculty are a significant component of the quality management system ensuring its effectiveness. Among the most effective methods of motivating educators to improve the quality of teaching and research is the allocation of bonuses, financial assistance to educators for publications in the high-rated scientific magazines and participation in conferences, congresses, symposiums. At the university, the most effective methods of motivating young educators are special programmes for teaching new pedagogical technologies on the basis of other organizations, joint research and organization of publications of young educators with leading university professors, as well as allocation of financial incentives to young researchers for participation in conferences, professional development programmes, etc.

The university implements mechanisms that guarantee the recognition of all types of activities of educators and university employees in order to increase the level of performance indicators of the faculty, stimulate activity and increase motivation for further development, encourage educators. The Best KRMU Educator competition is held in the following nominations:

- The Best Educator of the Theoretical Department
- The Best Educator of the Clinical Department
- Student Recognition
- For The Introduction of Innovations in The Educational Process

- For Contribution to Practical Healthcare
- Educator by Vocation
- Young Educator

Professional development plans are developed annually for the faculty and administrative staff.

The EEC held a meeting with the faculty of the university. The university has a system to encourage the professional and personal development of educators and employees, which includes moral and financial incentives. The university applies bonuses to employees based on the results of work for the academic year, the successful conduct of the admissions committee, attestation, accreditation, research results, birthdays and anniversaries. Educators are awarded the academic title of a university professor for high research and pedagogical indicators.

**Strengths:**

1. The presence of Best Educator competitions

**Conclusions of the EEC on the criteria.** Out of 5 standards: 5 – fully comply, 0- partially comply, 0 – do not comply

**Standard 5: fulfilled**

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

- 1) To strengthen financial support for the publication of faculty articles in leading foreign magazines (5.2.1).

**Standard 6: EDUCATIONAL RESOURCES**

**Evidence of compliance:**

The university has a significant physical facilities and resources for the educational process, there are 2 educational buildings with a total area of 12,706.4 sq.m., a sports hall, 1 dormitory for 200 people, equipped with all necessary equipment, visual aids, educational material in electronic form, with methodological developments for each subject, and innovative technologies for interactive teaching methods. This allows ensuring that the educational process is carried out in accordance with the standards of education.

The HEI annually concludes the contract with external organisations for provision of student dormitories. The KRMU dormitory is a 7-storey multi-section building with separate entrances, electronic cards are provided to enter the dormitory, the building is located at 70 Turgut Ozal St. A sports ground, 2 canteens, a first-aid post, a library, a laundry, a mini market, etc. are situated on the dormitory territory. Each sector is equipped with household appliances. There are 2 dining rooms on the territory of the dormitory, and cooking is allowed in certain kitchen rooms equipped with electric stoves and refrigerators located on separate floors.

A manager assists students in settling in the dormitory and completing check-in/check-out procedures and is responsible for the sanitary and physical condition of the facilities. There is a security service that is on duty 24 hours.

The distribution of places in a rented dormitory and the settlement of students and applicants is carried out by the commission (Order No. 26-02-25-n.k dated 30.06.2020). The commission operates on the basis of the Rules for the allocation of places in the dormitories of educational organisations (Order of the MES RK No. 66 dated 22.01.2016). If the number of students exceeds the remaining number of places, resettlement takes place according to the following priorities (in order of priority): orphans; students who have lost one of their parents; students whose families have a low income level (if there is a supporting document); other reasons.

To conduct training and research work, there are study rooms, learning laboratories which contain the necessary tools and reagents for practical exercises. The study rooms are equipped with fume hoods and ventilation systems; special training furniture is used: special training tables, ceramics. Study rooms are provided with personal protective equipment (gloves), medical kits. Preventive measures are being observed in study rooms to prevent the coronavirus.

There is also an office of information and communication technologies that consists of 3 study rooms. All study rooms are provided with the necessary equipment. Each office is designed for 12 seats. The training room is designed to teach the subjects of information and communication

technology. The study rooms are equipped with printers and 38 computers. The computers have application programmes installed, such as Microsoft Office, Microsoft FrontPage XP, Macromedia Flash, Hyper Cam, Adobe Photoshop CS2, Windows Movie Maker, Camtasia, Cisco Packet Tracer, Iren Testing Programme, electronic textbooks. Students can visit the office to prepare presentations, creative projects, reports as part of extracurricular activities.

To conduct formative and summative assessment of students' knowledge in accordance with the standard programme, a Testing Centre equipped with 122 computers, 12 video surveillance devices and 3 quartz lamps is organised. The total area of the Testing Centre is 110 sq.m. The Testing Centre has documentation according to the approved nomenclature.

Safe training and a safe environment for students, master's degree students, residents, faculty and administrative workers at the university is provided by the Department of Security Service and the paramilitary guards of TOO Bars. The entrance of university faculty and employees to the university building is provided using magnetic passes, students enter using student cards, visitors are allowed providing their identity cards. The work on the prevention of terrorist acts on the territory and in the building of the university is carried out. Evacuation plans and directions of safe exit in case of civil defence, emergencies, fire alarm, as well as signs of a safe place in case of an earthquake are in place on the floors. There is a hotline (250-15-49) that provides students and faculty with the opportunity to confidentially call about safety at the university. Own security service is organised at the clinical (practical training) sites and the dormitory in accordance with the existing contracts.

A fire alarm system is installed in the university building, first aid fire hoses and fire extinguishers are present on each floor.

At the university, students acquire practical skills in the safe environment conditions of the Clinical Training Centre (CTC). The Centre occupies an area of 370 sq.m. There are 10 rooms in total, 9 of which are used for the educational process. There is also a separate 2-storey building with an area of 150 sq.m. that is a Mini-Clinic. This block has a separate entrance, a locker room, a debriefing room and 6 rooms equipped with the necessary equipment. The physical facilities and resources of the Centre comply with the requirements of the current GOSO dated July 31, 2017. A debriefing room has been organised. Manikins, simulators for mastering individual skills and abilities, high-tech simulators with special computer programmes for practicing clinical thinking skills are used in the educational process.

To provide the effective implementation of all types of professional practice and clinical (practical) training of students, interns, residents, master's degree students, the KRMU annually concludes contracts with clinical sites.

On the clinical sites of the university, students have the opportunity to gain knowledge in the scope of medical care at all levels, from primary health care, in-patient care to narrowly specialized medical care, have access to modern medical equipment, laboratories. The current year provides for 85 clinical sites, 52 in-patient care facilities, 52 primary health care facilities, 4 teaching hospitals, 9 scientific centres, research institutes, 3 republican centres, 3 regional facilities, 29 in-patient organizations, 4 maternity hospitals, 2 antituberculosis organizations, 30 primary health care organizations, 26 private medical centres, 4 central district hospitals, 3 other medical organizations located in Almaty, Almaty region and 8 regions of the RK. Clinical sites have certificates of accreditation. The teaching staff of the departments carries out clinical work on clinical sites of the university in order to improve the organisation of practice for the practical training of interns and residents; representatives of practical healthcare are involved as mentors.

Every year, the department of professional practice and clinical work updates cooperation contracts in accordance with the needs of the educational process.

The university has a total of 414 computers and 135 laptops. There is an established document management system for internal documents through the Thesis document management system and corporate e-mail of employees and structural divisions of the university. Automation, in accordance with the credit technology of the organisation of the educational process, is carried out with the Platonus information system. Situational monitoring is carried out via video surveillance systems in the administrative and academic buildings and by visual control of the outer territory of the university. The corporate Wi-Fi network provides 100% coverage of educational and administrative buildings.

Access to the corporate Wi-Fi network is provided to students and employees of KRMU registered in the corporate network of the university.

The university has its own library. The library fund of educational and scientific literature in the format of printed and electronic publications is available and, over the past ten years, it has been providing resources, including those published in the languages of instruction, for 100% of the subjects of the educational programmes.

The work of the university library is organised on the basis of documentation that regulates all the main areas of reader service, current state standards in librarianship and reader service. The acquisition of the library fund is carried out in accordance with the requirements of the State Educational Standard of the Republic of Kazakhstan 5.03.010-2006 “The education system of the Republic of Kazakhstan. Information resources and library fund. Basic Provisions” and Orders of the Minister of Education and Science of the Republic of Kazakhstan dated June 17, 2015 No. 391 “On approval of qualification requirements for educational activities and the list of documents confirming compliance with them”, and dated January 19, 2016 No. 44 “On approval of the Rules on the Formation, Use and Preservation of the Fund of Libraries of State Educational Organisations”.

The library is a member of the Association of University Libraries of the Republic of Kazakhstan (2018) and a member of the CIS Medical Library Association (2020).

The unified information and library fund at the beginning of the 2020-2021 academic year is 536,840 thousand items, taking into account the funds of partner libraries in the context of signed cooperation agreements. Publications of all types and kinds are available in the state language (Kazakh) (243804 copies), in Russian (288924 copies), in a foreign language 4112 copies).

The library fund complies with the qualification requirements for educational activities, and the list of documents confirming compliance in accordance with the order of the Minister of Education and Science of the Republic of Kazakhstan dated June 17, 2015 No. 391.

The fund of educational literature comprises 330,721 copies, which is 62.6% of the total fund. The fund of scientific literature constitutes 108280 copies, including 58384 copies in the state language. The library has signed agreements with 20 Kazakh and 8 international organisations, libraries and scientific funds, including the Republican Interuniversity Electronic Library.

To ensure distance learning, about 300 video lectures were filmed in the video studio of the Department of Distance Educational Technologies.

The KRMU purchased 10 multimedia devices with installed educational software (Pirogov Interactive Anatomy Table, virtual Histology Atlas, etc.). Multimedia devices are actively used in the educational process at the departments of anatomy, surgery, obstetrics and gynaecology, dental therapy.

In January 2021, in accordance with the plan for professional development of university employees, the annual Winter School 2021 for teaching staff was held, Distance Educational Technologies online course was conducted as part of the Winter School 2021.

The university has the Department for Educational and Social Work that also includes a psychologist, and student self-governance. The rector of the university regularly meets with students, they discuss the problems of teaching, organising and developing the social life of students, their research and creative potential and student life in general. Student self-governance is established on the basis of the inclusion of all students in the position of the organisers of their lives and activities during instructional and extracurricular time. University students take an active part in all events, activities, processions, Saturday voluntary work days, flash mobs, competitions, conferences, sports events organised by akimats (local administration) and other organisations. The chair of the Student Council is elected by the general vote of the student active core. Student activists are members of the Academic Council, the Educational and Methodological Association, which means a real opportunity for students to influence the adoption of important decisions at the university.

The civic engagement of university students is manifested in participation in charitable events. For a number of years, the charity sector has been patronizing the orphanages of the city, the House of the Elderly, students have been helping the sick and the elderly, pensioners and veterans of the Great Patriotic War. SAVERS, Medical Volunteers (“Meditsinskiye volonteryy”), 28 Loops (“28 petel”),



White Coats (“Belyye khalaty”), Social Student Loan (“Sotsialnyy studencheskiy kredit”), Baby House (“Dom малыток”), Mobile Mechanical Units (“Peredvizhnyye mekhanizirovannyye kompleksy”) volunteer groups have been formed.

The university has student interest clubs and creative associations: from the Student Scientific Circle of Clinical Anatomy and Operative Surgery to the KVN (“Club of the Funny and Inventive”) team and eSports team. The Youth Policy Centre oversees the work of 14 student organisations: KRMU FAMILY campaign team, HEALING VOICE creative musical organisation, Debate Club, MORPHINE dance organisation, MASOWIKY mass-cultural council, KazMSA student non-profit organisation that is part of the International Federation of Student Medical Associations, SAVERS volunteer movement, NAMYS sports and patriotic organisation, ZHAS OTAN youth branch, BLESS YOU eSports organisation, MEDIA AVENGERS media organisation, CORTIS organisation, and VRACHI PRILETELI (The Doctors Have Arrived) KVN team that is known not only in the republic, but also abroad. The VRACHI PRILETELI team is a member of the Bass League (Main League) in Kazakhstan and a member of the official KVN league in the CIS (<http://medkrmu.kz/studencheskaya-zhizn-2/>).

Work on the implementation of the Rukhani Zhangyru (Spiritual revival) Programme is carried out in close cooperation with the Rukhani Zhangyru project office and the Department of Community Development in Almaty. Every year, students take an active part in city and district sports and mass events, Saturday voluntary work days, conferences, etc.

To provide feedback, trust boxes "For Letters and Suggestions" have been installed in the academic buildings, as well as a hotline, and blogs of the rector and deans of faculties have been organised.

For the purpose of social support for students, the university approved the Regulations on the Provision of Social Assistance to Students. The university provides benefits for tuition fees. The university pays special attention to students with disabilities.

The KRMU provides access to web-based databases of professional and scientific literature and other electronic media for students and educators, including persons with disabilities.

The library has a License Agreement for access to the databases:

- <http://www.studmedlib.ru/> - Student Advisor database on medicine. (Each university student is provided with remote access by login and password to the <http://www.studmedlib.ru/> database);
- <http://www.iprbookshop.ru/> – IPR Books digital library system;
- <http://rmebrk.kz/> – Republican Interuniversity Electronic Library;
- national subscription to English-language databases: <https://www.scopus.com/>, <https://www.sciencedirect.com/>, <https://apps.webofknowledge.com/>
- in the public domain: <http://elibrary.kaznu.kz/ru/node/1205>, <http://library.kaznpu.kz/kz/>, <https://www.openU.kz/>, <http://kazneb.kz/>, <http://kingmed.info/books>, <https://polpred.com/>
- partner library repositories;
- in test access: <https://e.lanbook.com> – The electronic library system of the Lan' Publishing House, [www.cochrane.org](http://www.cochrane.org) – Cochrane Library.

For students from 1 to 6 years, sets of textbooks in electronic format were prepared. The group leaders provided lists of students and their e-mail addresses for the possibility of sending the requested books. Particular attention was paid to first-year students and all those who had the opportunity to take books in paper format. The books were issued in the library in compliance with sanitary standards.

During 2017-2021, 15 research projects under the supervision of the rector Jainakbaev N.T. were carried out at the university and registered at the National Centre of Science and Technology Evaluation. The faculty and young researchers of the university, as well as students, took part in those projects. For instance, 1 student was involved in the research work on the topic: Centre for the Development of Primary Health Care (Project supervisor: Rector, DMedSc, Professor N.T. Dzhaynakbayev; MD, Ph.D. Zh.K. Kasymzhanova).

2 students were involved in the research work on the topic: Evidence-Based Approaches to Improving the Process of Training Nursing Personnel (Supervisor: Rector, DMedSc, Professor N.T. Dzhaynakbayev).

1 student was involved in the research work on the topic: Early Diagnosis of the Retina and Optic Nerve (Supervisor: Rector, DMedSc, Professor N.T. Dzhaynakbayev; DMedSc, Associate Professor Z.A. Dzhumatayeva; DMedSc, Professor A.T. Mansharipova).

6 students were involved in the research work on the topic: Provision of Primary Health Care to the Population in the Regions of Kazakhstan with the Use of Mobile Medical Units (Urgent Care Centre).

In addition, R&D of departments is being carried out with the involvement of students in the conduct of R&D, which is confirmed by the works on the 1st round of the Republican R&D competition. All master's degree students and residents were involved in the research work of subject departments.

Currently, 8 intra-university initiative projects with the involvement of young researchers of the university have been approved and are being implemented under the supervision of the rector of the university N.T. Dzhaynakbayev.

The results of the works have been introduced into the practice of educational courses for postgraduate studies at the university. The degree of implementation: the number of publications is 15, including 4 theses, 11 articles, and 3 reports.

Telemedicine (telehealth) technologies have been introduced, in particular, on-line consultations for significant increase of the effectiveness of providing psychological assistance to families with disabled children.

A specialized staff of psychologists has been introduced into medical mobile units, which makes it possible to increase the efficiency of providing online psychological assistance to families with disabled children.

The degree of implementation of this work: the number of publications is 12, including 3 articles, 7 theses, 1 monograph, 4 reports.

Since 2011, the university has been quarterly publishing the periodical titled Current Problems of Theoretical and Clinical Medicine (“Aktualnyye problemy teoreticheskoy i klinicheskoy meditsiny”).

Scientific achievements within 5 years: availability of patents and copyright certificates (2), publication of monographs, textbooks, manuals (3), scientific articles (31 articles in 2016, 33 articles in 2017, 38 articles in 2018, 96 articles in 2019, 54 articles in 2020).

The KRMU has held international conferences (7), republican scientific and scientific-methodical conferences and seminars (9), R&D competitions (4) and seminars (6). The faculty has participated in international symposiums and conferences (56), seminars (24).

The examination of educational programmes is carried out in stages, taking into account the recommendations and suggestions of stakeholders.

The university has a quality assurance system for the development and implementation of educational programmes, which includes an internal examination of the quality of educational programmes carried out using special algorithms including technical and substantive examination, mechanisms of receiving feedback from students, graduates and educators, monitoring and audit of educational programmes in the process of their implementation, external expertise from the professional community and employers. The university has developed Regulations on the organisation of methodological work.

The revised aspects of EPs are conveyed through the system of feedback and informing students, employees and stakeholders, which is presented in the following forms: collegiate bodies; scheduled meetings of the administration with the employees and students; reception of the rector on personal and official issues; availability of boxes for complaints and suggestions; supervision hours; official website of the university at [www.medkrmu.kz](http://www.medkrmu.kz); hanging stands; questionnaires and interviews; Open House days, Career Fairs, etc.

Kazakh-Russian Medical University is a member of European associations, such as AMEE and WFME. According to the recommendations of the associations and in order to improve the quality of educational programmes, the university has a direction of monitoring the quality of the educational process which regularly collects feedback on the evaluation of the educational process. The monitoring

report is discussed at the Methodological Council that includes stakeholders. The direction of monitoring the quality of the educational process is under the supervision of the Quality Management System Department and carries out its work within the framework of job descriptions approved by the Vice-Rector for Strategic Development on April 5, 2019.

Internal quality assessment and examination of educational programmes is carried out by the Academic Council of the university, the Committees of Educational Programmes and the Methodological Council of the university for all levels of education. At the meetings of the Academic Council of the university, issues related to the quality of education, the organisation of practices (practical trainings), the employment of graduates, as well as the approval of documentation for planning and organising the educational process are considered.

To evaluate the quality, an analysis for compliance with regulatory documentation, current monitoring of the quality of educational programmes, control and evaluation of the quality of the result of educational services are carried out.

Examination of the quality of teaching materials is carried out by internal audit. The composition of the internal audit is formed by the QMS department and approved by the order of the rector. The audit is carried out according to the prepared checklists. To develop the internal potential of the teaching staff of the university, a final meeting of the collegial body is held based on the results of the audit, and the prospects for improving the educational process are considered at the meeting.

Programme evaluation is also carried out through external review by stakeholders (employers, representatives of practical healthcare).

In order to maintain the interest in participating in research among employees, the administration of the university provides for an incentive system in the form of bonuses, payment and reimbursement of travel expenses, if necessary, providing additional days off, holding The Best University Educator contest, Winter and Summer Schools for the faculty.

The university cooperates with educational institutions and organisations of the Republic of Belarus, the Kyrgyz Republic, the Russian Federation, Turkey, France, etc. The issues of international mobility are reflected in almost all agreements signed with foreign partners.

For students and master's degree students who have studied within the framework of academic mobility programmes (exchange and double-degree study programmes) and have earned credits, their academic credits and subjects are transferred in accordance with the approved curriculum of the educational programme of the university. The order on the transfer of mastered subjects and earned credits is formed by the dean's offices and submitted to the registrar's office for further work.

Academic mobility of students, faculty members of the university is carried out within the framework of interuniversity agreements/contracts or joint projects: a tripartite contracts/agreements of a student/faculty member/employee, sending and receiving university for internal academic mobility, and invitations for external academic mobility.

Within the framework of contracts and agreements with universities of the Republic of Kazakhstan, 11 university students were trained on internal mobility at the universities of the republic in the 2016-2017 academic year, 8 students were trained in the 2017-2018 academic year, 10 students were trained in the 2018-2019 academic year; 20 students of Astana Medical University, West Kazakhstan Marat Ospanov Medical University, Karaganda Medical University, South Kazakhstan Medical Academy studied at the KRMU in the 2016-2017 academic year, 9 students studied at the KRMU in the 2017-2018 academic year, 19 students studied at the KRMU in the 2018-2019 academic year, 15 students studied at the KRMU in the 2018-2019 academic year.

External academic mobility of the university is carried out on the basis of international contracts.

Data on KRMU students in foreign partner universities:

2016-2017: I.M. Sechenov First Moscow State Medical University (Sechenov University) – 2 students; Omsk State Medical University – 10 students; I.M. Sechenov First Moscow State Medical University (Sechenov University) – 5 students;

2017-2018: Omsk State Medical University – 10 students;

2018-2019: Erzincan Binali Yıldırım University – 3 students; Erzincan Binali Yıldırım University – 9 students; Omsk State Medical University – 12 students; Tashkent State Dental Institute

– 24 students; Dagenstan State Medical University – 3 students; Vitebsk State Order of Peoples' Friendship Medical University – 5 students; Pyatigorsk Medical and Pharmaceutical Institute – 5 students;

2019-2020: Tashkent State Dental Institute – 3 students.

Since the 2014 academic year, the university has signed about 30 international agreements with medical universities and organisations of the Republic of Belarus, Greece, Israel, Kyrgyzstan, Uzbekistan, Russia and Turkey in the field of medical education and science, academic and cultural exchange of faculty and students.

In December 2020, a Mandate was signed to participate in the Erasmus+ funding programme as part of a consortium of European, Azerbaijani, Kazakhstani and Russian universities, medical organisations, the Ministry of Education and Science of the Republic of Kazakhstan and the Ministry of Health of the Republic of Kazakhstan on the creation of an educational programme.

#### **Strengths:**

- A practice-oriented approach with a sufficient number of clinical sites in various specialties (oncological, therapeutic, outpatient, multidisciplinary inpatient, dental, health psychology).
- The use of modern educational technologies and the creation of original distance educational technologies, the creation of a special department of distance educational technologies, a sound recording studio, the availability of sufficient content to ensure the educational process in distance educational technologies.
- Availability of scientific and technological progress funded by the university.
- Good provision of EP with material and technical resources (Pirogov Anatomic Table, interactive whiteboards, etc.).

**Conclusions of the EEC on the criteria.** Out of 20 standards: 20 – fully comply, 0 – partially comply, 0 – do not comply.

**Standard 6: fulfilled**

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

### **Standard 7. PROGRAMME EVALUATION**

#### **Evidence of compliance:**

The university has developed a system for evaluating the educational programme at all levels of education, which includes a phased monitoring of the content of EPs, starting with the major/graduating departments, allied departments, deans, then discussion at the CEP, in the Academic Affairs Department, consideration at the Methodological Council and approval at the Academic Council. The work on the evaluation and improvement of EPs is carried out in accordance with the regulatory documents of MoH RK and MES RK, as well as the internal regulations of the university.

All stakeholders are involved in the process of evaluating and improving EPs: leading educators, experts in medical education, employers, students. Management, organisation, coordination of the work of all departments and responsibility for the implementation of educational programmes is carried out by the Vice-Rector for Academic Affairs, Vice-Rector for Research and Clinical Work.

Experts of major CEPs supervise such issues as monitoring the educational process, development of educational programmes, testology, and development of assessment and testing tools, the introduction of interactive teaching methods, issues of language competence, and publishing. At the same time, the results of surveys of students, faculty, and employers are taken into account.

The university systematically collects and analyses information on the implementation of EPs and conducts self-evaluation in all areas.

The HEI conducts: monitoring the provision of the educational process with resources (clinical facilities, educational literature, room fund, equipment, teaching staff: educators, clinical mentors, supervisors, thesis supervisors); monitoring the compliance of curricula with the requirements of state educational standards; monitoring feedback from students and employers on the quality of EP content; monitoring the academic progress of students.

To identify problems and determine the achievement of the learning outcomes, an analysis of the results of assessing the knowledge, skills and abilities of students (point-rating assessment), analysis

of the results of employment of graduates, analysis of feedback results, satisfaction of employers, satisfaction of students, satisfaction of educators are conducted.

Follow-up analysis of survey results allows paying attention to the vulnerabilities in educational activities and making adjustments to the educational process in the development of professional competencies.

Educational programme improvement is carried out annually on the basis of the assessments of EPs, receiving feedback from students, employers, educators. Based on the results of the “Satisfaction with the quality of educational programmes”, “Satisfaction with the conditions and results of training” surveys, the QMS department provides an analytical report that reflects quantitative and qualitative criteria, recommendations for improving EPs, teaching methods. Based on these reports of the department, the dean's offices draw up an action plan to improve EPs. Also, the results of the surveys are taken into account when compiling a catalogue of elective subjects, developing educational and methodological complexes and introducing innovative teaching methods.

The responsibility of the administration and faculty in the preparation of the educational programme is ensured through the procedure for reviewing and approving these programmes at meetings of the department and collegiate bodies of the university. The faculty of the university is also given the freedom to change and supplement the programme, which also allows making appropriate adjustments to the educational programme.

Independent monitoring of data on the implementation and achievement of the final learning outcomes is carried out by examining graduates of EPs through the National Centre for Independent Examination (NCIE) and by surveying employers. This procedure is carried out annually, upon which subjects are introduced into the catalogue of elective subjects (CES), which allows strengthening the achievement of the expected final learning outcomes.

One of the tools for analysing and monitoring the implementation of educational programmes and other activities is the collection and analysis of reports on the activities of all structural divisions in accordance with the strategic development plan and the tactical plan of departments for a current year. Reports are submitted to the Department of Strategic Development and Accreditation, a general report is formed, and then it is heard and considered by the Academic Council. Following that, decisions are made to improve the educational process.

The Department for Academic Work collects reports on the work of departments/courses (by subject), and the CEP. All information is heard and considered by the Methodological Council.

In order to monitor the educational process and receive feedback, questionnaires and meetings are held. Questioning is carried out on a regular basis in accordance with the regulation On the Organisation and Conduct of Student Surveys and in compliance with the work plan of the direction of monitoring the quality of the educational process for a current academic year.

Questioning is carried out according to several types of questionnaires. “Educator by Student's Impression” questionnaire is conducted in order to determine the degree of satisfaction of students with the quality of teaching. The frequency is twice a year at the end of each semester of a current academic year.

“Student Satisfaction with the Conditions and Learning Outcomes” questionnaire is conducted once at the end of an academic year, “Satisfaction with Infrastructure” questionnaire is carried out once a year, “Graduate Satisfaction with the Quality of Education” questionnaire is organised after passing state exams, “Freshman Questionnaire” is conducted twice (at the beginning and at the end of an academic year).

Surveys are conducted online at the university website, or via Google Docs and Survey Monkey, as well as on paper in some cases. In the 2019-2020 academic year, the survey was conducted via Google Docs and Moodle. The coverage of respondents in various questionnaires ranged from 35% to 75%. Based on the results of the first semester of the 2020-2021 academic year, the “Educator by Student's Impression” questionnaire was conducted through AIS Platonus. The coverage was 68.8%.

Data for each faculty member are provided to the dean, the department chair, and the faculty member personally. The information is confidential and, if necessary, is subject to discussion only personally with each educator.

A report on the results of the survey is provided to vice-rectors, heads of faculties, departments and other departments whose activities were evaluated by students. In the 2019-2020 academic year, analytical reports were compiled for all types of questionnaires and submitted to the administration, structural divisions. Based on the results of the first semester of the 2020-2021 academic year, reports on the “Educator by Student's Impression” questionnaire, “Freshman Questionnaire” were submitted.

The results of surveys are used in the annual assessment of the activities of the faculty and employees of the departments in question, the formation of the rating of the teaching staff of the university and the rating of departments, as well as for making changes and improvements to EPs.

According to the results of the “Educator by Student's Impression” questionnaire in the 2019-2020 academic year (coverage of 34.55%), the level of satisfaction with the quality of teaching was 4.34 points out of 5 for bachelor’s degree students, which corresponds to a good level. According to the results of the first semester of the 2020-2021 academic year, this indicator was 4.54 points out of 5 with a coverage of 68.8% of respondents.

In order to improve the educational process, an EP uses materials from a survey of all stakeholders (students, employers, faculty). At the meeting of the departments, the CEP considers an analytical report based on the results of surveys. An improvement plan is drawn up, indicating specific activities, responsible persons and deadlines. The activities relate to all areas of the educational process: the content of the EP, teaching methods, provision of resources, faculty qualifications, a system for evaluating learning outcomes, etc. According to suggestions of stakeholders, modern trends in medicine, and practice requirements: changes are made to the catalogue of elective subjects; interactive teaching methods and IT technologies are being introduced; the plan and topics of the Winter School for educator professional development are being developed; the testing database is being improved to assess students' knowledge, etc.

University graduates are competitive and in demand by employers. The KRMU assesses the level of employment of graduates, the level of employment has been growing: 69% in 2016, 67% in 2017, 68% in 2018, 61% in 2019, and 88% in 2020.

The EP is regularly reviewed to reflect local, national, regional and global conditions based on feedback from health sector representatives, faculty, students and other stakeholders. Annually, based on the results of discussions with employers, the catalogue of elective subjects is updated. The Career Centre annually conducts surveys of employers, job fairs, visits of employers in order to attract young professionals to the regions, taking into account local, national and global conditions. The results of surveys allow introducing changes to the training programme and take into account the opinion of employers on the quality of student training.

Persons who have completed secondary general education, secondary vocational education as well as higher professional education are admitted to a medical educational organisation in accordance with the Standard Rules for Admission to Educational Organisations that Implement Educational Programmes of Higher and Postgraduate Education.

The Admission Committee of the university accepts applications for the levels of undergraduate education from graduates of secondary schools who have passed the Unified National Testing (UNT) and applicants who have passed the Comprehensive Test (CT) with certificate scores of at least 65 points, including at least 5 points in the history of Kazakhstan, quantitative literacy, reading literacy (the language of instruction), and at least 5 points in each major subject.

According to the Standard Rules for Admission to Educational Organisations that Implement Educational Programmes of Higher Education, admission to paid education of applicants who have not scored a threshold score of the UNT or CT, applicants with nullified results and those who have not passed the UNT, the UNT is re-conducted for admission to a higher educational institution.

Foreign nationals, provided that the documents meet the requirements, are allowed to be interviewed online (mini-interview).

Admission of residency students is carried out by the Admission Committee of the university, which is formed by order of the rector. For the period of entrance examinations to the residency, examination commissions in specialties, as well as an appeals commission are created. The examination commissions are formed from among the faculty in the corresponding specialty.



The policy and procedures for admission to study at the university, prescribed in the Admission Rules, are clear, consistent with the mission and goals of the HEI. The Rules are available for review to applicants, employers, educators on the official website of the university at <https://medkrmu.kz/> and in the directory on the local network of the KRMU, as well as published in informational products (brochures for applicants, stands, etc.).

A system of supervision and mentoring has been introduced in the residency. Supervisors and clinical mentors are approved at the meeting of the departments, then approved by the decision of the Academic Council and the order of the rector.

Within 2 months after their enrolment, each master's degree student is assigned a supervisor who meets the established requirements in order to ensure research and methodological assistance when working on a thesis, monitor the performance of student work, provide psychological support (if necessary), develop recommendations on the participation of master's degree students in the educational process of the master's degree programme.

**Strengths:**

1. Evaluation of EPs by stakeholders (participation in the ratings of Atameken, etc.)

**Conclusions of the EEC on the criteria.** Out of 12 standards: 11 – fully comply, 1 – partially comply, 0 – do not comply.

**Standard 7: fulfilled**

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

1) To introduce a quality commission in accordance with the Standard Rules for the Activities of Educational Organisations of the Relevant Types No. 595 dated 30.10.2018, p. 34, Annex 5 of the Ministry of Education and Science of the Republic of Kazakhstan.

**Standard 8: GOVERNANCE AND ADMINISTRATION**

**Evidence of compliance:**

KRMU has its own clear organisational structure, approved by the order of the rector (No. 26-02-07-n/q dated July 16, 2020). University governance is implemented through collegiate bodies: Academic Council (AC), Methodological Council (MC), Research and Clinical Council (RCC), Local Ethics Commission (LEC), Coordinating Council for Quality and Strategic Development (CCQSD), Council of Young Researchers and Student Research Society (CYR and SRS). The HEI develops its activities through the Strategic Development Plan of the Kazakh-Russian Medical University (long-term) (<http://medkrmu.kz/strategicheskie-plany-razvitiya/>) and the Tactical Plan for the implementation of the strategy (for an academic year), which are discussed and approved at the meeting of the Academic Council with the participation of stakeholders. Annually, the university makes amendments and additions to its organisational structure, which is discussed at the Academic Council and posted on the official website at <https://medkrmu.kz/>. Transparency in the management of educational programmes is carried out through the discussion of educational and methodological documentation on programmes at a meeting of the CEP, MC, and upon receiving their positive opinion, it is approved by the supervised vice-rectors. Transparency in the management of EPs is ensured by the functioning of a number of mechanisms: an integrated quality management system, internal regulations, a feedback system, etc. KRMU has developed and approved documents that define the terms of reference and powers of the university in relation to EPs at the levels of bachelor's degree, master's degree and residency, including obligations to provide the educational process in full with all the necessary information sources: textbooks, teaching materials, teaching aids and developments in academic subjects, active handouts and instructions for independent work, electronic textbooks, access to network educational resources. The faculty participates in the development and review of the GOSO, model curricula of subjects at the republican level, academic course working programmes.

Graduating specialized departments, together with the CEP, the Department of Academic Work, the deans of faculties, the Department of Master's Degree and Doctoral Studies, the Department of Residency, the Career Centre, participate in the development of educational programmes, educational trajectories, determine the key competencies of graduates, learning outcomes. On the basis of the work of the budget committee, an annual consolidated budget is formed to provide resources for the

educational process at the university. The annual consolidated budget is calculated and approved by the Planning and Economic Division (PED) that is a part of the Department of Financial Work. The budget is formed from two sources: the republican budget and the provision of paid educational services. For example, in 2020, compared to 2016, funds received by the KSMU for teaching students increased by 120%, including budget funds that increased by 50%; faculty salaries increased by 123%, the cost of purchasing computers and office equipment increased 6.6 times, literature increased 8 times, laboratory equipment increased 4 times, software, licenses, ISBN, patent support, other intangible assets increased 2 times. The total number of the faculty is formed on the basis of the average ratio of students and educators that is 6:1; master's degree students and educators – 6:1; residents and educators – 3:1 on the principles of competitiveness and merit, providing equal access for candidates to occupy the relevant positions, taking into account qualifications, professional indicators, and experience. KRMU has a quality management system department (QMSD with internal audit groups). Employee satisfaction is assessed at least 2 times a year.

The policy in the area of the integrated management system of the university is implemented at all levels of governance, it is posted on the official website of the university at <https://medkrmu.kz/politika-ism/> and is available to all stakeholders. KRMU cooperates with leading clinics and healthcare organisations, and over the past 5 years, the number of contracts concluded with the clinical sites of the Republic of Kazakhstan and Almaty has increased by 23% (85 institutions). Up-to-date information is posted on the official website of the university at <https://medkrmu.kz/> regarding all areas of the university, including educational programmes in all areas of study and data on academic activities, and the information is regularly updated on social networks: Instagram, Telegram, V Kontakte, Youtube, TikTok and Facebook. All information is publicly available on the Internet. KRMU has its own periodical titled Current Problems of Theoretical and Clinical Medicine (“Aktualnyye problemy teoreticheskoy i klinicheskoy meditsiny”), in which research articles of the faculty, including those papers created jointly with students of the Student Research Society, are published.

#### **Strengths:**

- Committee for Educational Programmes (CEP) is a collegial body of the KRMU and coordinates educational and methodological work.

**Conclusions of the EEC on the criteria.** Out of 21 standards: 21 – fully comply, 0 – partially comply, 0 – do not comply.

**Standard 8: fulfilled**

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

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

##### **Evidence of compliance:**

The high quality of education is the main strategic goal of the university. Internal quality assessment of education is carried out by various self-evaluation procedures for passing the procedure of institutional and specialized (educational programme) accreditation. The results of self-evaluations are used to correct deficiencies, as well as to develop strategy, quality policy and revise the organisational structure and functions. The organisational structure of the KRMU is reviewed annually in accordance with the ongoing reforms in education and healthcare of the Republic of Kazakhstan, changes in the practice of global educational management. In order to create conditions for continuous renewal of activities, the HEI applies a strategic management system (project-oriented/matrix management of activities of the university and evaluation of the performance and effectiveness: “Mission – vision – strategy – planning – deployment of plans – implementation of plans – assessment of results – management”) using modern SWOT analysis techniques. In order to continuously improve the educational process, the university website at <https://medkrmu.kz/> provides information on the educational, methodological, educational, research direction presenting information on the quality of educational programmes that are intended for a broad audience: students, employees, educators, applicants, their parents, employers, partners of the university, scientific and public organisations, etc. To create a favourable and effective learning environment for students, the KRMU annually monitors



feedback, and the results of surveys are analysed at meetings of structural divisions, the Scientific Board and the Methodological Council. Continuous renewal in the quality of educational and research activities is ensured at the level of modern world requirements by the establishment of international cooperation and conclusion of agreements on cooperation in healthcare, medical education and science with medical HEIs in Kazakhstan, foreign universities and research structures. One of the ways to develop educational programmes is the formation of an elective component that helps educators offer subjects taking into account changing demographic (fertility, mortality) and cultural conditions, as well as the needs of society in health protection. According to the strategic development plan, the KRMU annually increases resources for the development of the physical facilities and resources, library, information resources and technologies; the HEI has full access to the largest electronic resources, such as Cochrane Library, Medicine and Healthcare in Russia, Polpred.com, Thomson Reuters, Springer Link, ELSEVIER, Scopus. Students have access to electronic resources via Wi-Fi and free Internet access at the university.

As part of career guidance, an annual open house is held at the university with a presentation of the KRMU mission and work of faculties, participation in educational exhibitions in Almaty and the Almaty region, and other events.

**Strengths:**

1. Availability of own innovative developments for the practical healthcare needs and increasing the medical care availability (mobile medical units, mobile dialysis units, etc.).

2. Presence of a corporate culture (branding).

**Conclusions of the EEC on the criteria.** Out of 4 standards: 4 – fully comply, 0 – partially comply, 0 – do not comply.

**Standard 9: fulfilled**

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

Thus, all 9 accreditation standards were met, no discrepancies in the fulfilment of the criteria for each of the basic accreditation standards were determined in the process of analysing the self-evaluation report and conducting an examination as part of the objectives of the external expert evaluation programme.

## **5. Recommendations for improvement of the Kazakh-Russian Medical University:**

### **Standard 1: Mission and outcomes**

- To expand foreign cooperation programmes, exchange specialists with leading research centres. (1.3.4)

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

- To improve the procedure for documenting the reliability and validity of assessment methods

### **Standard 5. Academic staff/faculty (personnel selection)**


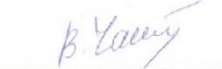


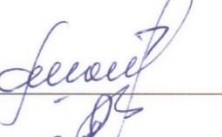
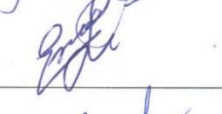
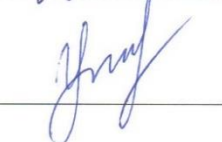
- To strengthen financial support for the publication of faculty articles in leading foreign magazines (5.2.1).

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

- To introduce a quality commission in accordance with the Standard Rules for the Activities of Educational Organisations of the Relevant Types No. 595 dated 30.10.2018, p. 34, Annex 5 of the Ministry of Education and Science of the Republic of Kazakhstan.

## 6. Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету аккредитовать НУО «Казахстанско-Российский медицинский университет», соответствующее Стандартам институциональной аккредитации медицинской организаций образования на период 5 лет.

Председатель		Кауышева Алмагуль Амангельдиновна
Зарубежный эксперт		Чайковская Вера Владимировна
Академический эксперт		Мулдаева Гульмира Мендигиреевна
Академический эксперт		Алекенова Нургуль Умирбековна
Представитель работодателей		Шалбаева Раш Шарипбаевна
Представитель студентов		Халык Елдес Тұтқабайұлы
Наблюдатель от ЕЦА		Умарова Макпал Альдибековна

[Translation of the above scan page]

## 6. Recommendations to the ECAQA Accreditation Council

The EEC members came to a unanimous opinion to recommend to the Accreditation Council to accredit **NUO Kazakh-Russian Medical University** that meets the Standards for Accreditation of Higher Education Institutions for Health Professions Education for a period of **5** years.

<b>EEC Chair</b>	<i>/signature/</i>	Almagul Amangeldinovna Kauysheva
<b>International expert</b>	<i>/signature/</i>	Vera Vladimirovna Chaykovskaya
<b>Academic expert</b>	<i>/signature/</i>	Gulmira Mendigireyevna Muldayeva
<b>Academic expert</b>	<i>/signature/</i>	Nurgul Umirbekovna Alekenova
<b>Employers' representative</b>	<i>/signature/</i>	Rash Sharipbayevna Shalbayeva
<b>Student representative</b>	<i>/signature/</i>	Khalyk Yeldes Tutkabayuly
<b>Coordinator from ECAQA</b>	<i>/signature/</i>	Makpal Aldibekovna Umarova

**INSTITUTIONAL QUALITY PROFILE AND EXTERNAL EVALUATION CRITERIA  
FOR COMPLIANCE OF THE KAZAKH-RUSSIAN MEDICAL UNIVERSITY  
WITH THE ECAQA STANDARDS FOR INSTITUTIONAL ACCREDITATION**

Standard	Criteria for evaluation	BS* /SQD**	Total standards			
				Fully complies	Partially complies	Does not comply
<b>1</b>	<b>MISSION AND OUTCOMES</b>	11/6	17	17		
<b>2</b>	<b>EDUCATIONAL PROGRAMMES</b>	6/8	14	14		
<b>3</b>	<b>ASSESSMENT OF STUDENTS</b>	2/2	4	4		
<b>4</b>	<b>STUDENTS</b>	8/6	14	14		
<b>5</b>	<b>ACADEMIC STAFF/FACULTY</b>	2/3	5	5		
<b>6</b>	<b>EDUCATIONAL RESOURCES</b>	11/9	20	20		
<b>7</b>	<b>PROGRAMME EVALUATION</b>	6/6	12	11	1 (SQD)	
<b>8</b>	<b>GOVERNANCE AND ADMINISTRATION</b>	7/14	21	21		
<b>9</b>	<b>CONTINUOUS RENEWAL</b>	1/3	4	4		
	<b>TOTAL</b>	54/57	<b>111</b>	<b>110</b>	<b>1</b>	

BS – Basic Standard

\*\*SQD – Standard for Quality Development