

To the Accreditation Council
of the Eurasian Center for Accreditation
and Quality Assurance in Higher Education and Healthcare
05.05.2023

**REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS OF THE
EVALUATION OF THE EDUCATIONAL PROGRAMME
7R01146 - "PEDIATRIC DENTISTRY" FOR COMPLIANCE WITH
THE ACCREDITATION STANDARDS OF POSTGRADUATE EDUCATION
PROGRAMMES (RESIDENCY SPECIALTIES) OF THE MEDICAL
EDUCATIONAL ORGANIZATIONS
NON-PROFIT JOINT STOCK COMPANY "KAZAKH NATIONAL
MEDICAL UNIVERSITY NAMED AFTER S.D. ASFENDIYAROV"**

externalexpert evaluation period: 18.04.23-20.04.2023

Almaty, 2023

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LIST OF DESIGNATIONS AND ABBREVIATIONS

Abbreviation	Definition
AMS	Administrative and Managerial Staff
HEI	High Education Institution
SCC	State Certifying Commission
SCES	State Compulsory Educational Standard
DSHR	Department of Science and Human Resources
ECAQA	Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health Care
FCE	Final Certifying Examination
IEP	Individual Education Plan
CS	Clinical Specialties
CHIS, AIS, Damu	Health Information Systems
CP	Clinical Protocol
CoC	Component of Choice
ESC	Elective Subjects Catalogue
MoH	Ministry of Healthcare of the Republic of Kazakhstan
MoEDSc	Ministry of Education and Science of the Republic of Kazakhstan
SR	Scientific Research
NSCS	A.N. Syzganov National Scientific Centre for Surgery Joint Stock Company
NCIE	National Centre for Independent Examination
EP	Educational Programme
OSCE	Objective Structured Clinical Examination
MS	Major Subjects
PGCE	Department for Postgraduate Continuing Education
PHC	Primary Health Care
ATS	Academic Teaching Staff
SYL	Syllabus
RCHD	Republican Centre for Health Development
IWR, GWR	Independent Work of Residents, Work of Residents Guided by a Teacher
ST RK ISO, QMS	Quality Management System of the Republic of Kazakhstan
TSYL	Typical Syllabus
TP	Training Package on
EMB	Educational and Methodological Board
AB	Academic Board
CBL	Case-based learning
ESG	European Standards and Guidelines
ESC	European Society of Cardiology
MCQ	Multiple-choice question
RBL	Research based learning
TBL	Team-based learning

1. Composition of the External Expert Commission

2. General part of the final report.

2.1. Presentation of Non-Profit JSC "Kazakh National Medical University named after S.D. Asfendiyarov" and the program 7R01146- "Pediatric Dentistry"

Name of the organization, legal form of ownership, BIN	Non-profit joint stock company "Kazakh National Medical University named after S.D. Asfendiyarov"
Management body	Ministry of Health of the Republic of Kazakhstan Ministry of Education and Science of the Republic of Kazakhstan
Full name of the first head	Shoranov Marat Yedigeyevich
Date of establishment	1930
Location and contact details	The Republic of Kazakhstan, postal code 050012, Almaty city, st. Tole bi, 94 Tel/fax: 8727/3387090 e-mail: info@kaznmu.kz Official website: www.kaznmu.kz
State license for educational activities (date, number)	State license No. KZ74LAA00017008 dated September 19, 2019
Information about branches, subsidiaries (if any)	Operational management of the Zhambyl Higher Medical College and the West Kazakhstan Higher Medical College (Uralsk).
Students body at the beginning of the current academic year	6
Graduate employment rate (average), %	The first release is planned for 2024
Full-time teachers/ Part-time employees, incl. % of degree	Total number of teachers - 28: Staff members - 15 Part-time employees - 13 Degree - 39%

Non-profit joint stock company "Kazakh National Medical University named after S.D. Asfendiyarov" (hereinafter referred to as the University or KazNMU) is the largest university in the country, providing high-quality training of specialists at all levels of higher and postgraduate education in all areas of healthcare. The status of a research university creates conditions for the integration of scientific activities, the educational process and clinical activities. The mission of the University was first formulated in 2012, revised in 2017. The latest edition (20.03.2019) of the mission of the University, in connection with obtaining the status of a research university, developed by the [Development Program](#) for 2019-2023, was approved by the Board of Directors and published on the [KazNMU website](#). Residency programmes at the University have been implemented since 2008. Currently, in accordance with the State License No. KZ74LAA00017008 dated September 19, 2019, training is carried out in 46 residency educational programmes. The main educational, scientific and clinical structural unit of KazNMU, which coordinates training in residency, is the dean's office of internship and residency, renamed from August 3, 2020 to the faculty of postgraduate education. EP 7R01146 - "Pediatric Dentistry" was developed and entered into the Register of Educational Programmes of Higher and Postgraduate Education in 2020. With the

introduction of State Compulsory Educational Standard 2022, the educational programme has been revised. For the 2022-2023 academic year, the enrollment is 6 students under the state educational order.

2.2. Information about previous accreditation.

Accreditation of the educational programme of residency 7R01146-"Pediatric Dentistry" is carried out for the first time.

2.3. Conclusion based on the results of reviewing the report of self-assessment of the programme 7R01146-"Pediatric Dentistry" for compliance with the Accreditation Standards of Postgraduate Education Programmes (Residency Specialties) of Medical Educational Organizations and conclusions

The self-assessment report of the educational programme 7R01146-"Pediatric Dentistry" is presented on 78 pages and contains 9 attachments according to the relevant standards. The report on specialized self-assessment is accompanied by a list of members of the working group for self-assessment and preparation for accreditation, indicating the responsibility of each member of the internal commission, information about the person responsible for conducting self-assessment for compliance with the Standards for Specialized Accreditation of ECAQA Educational Programmes and is located at the link: <https://drive.google.com/drive/folders/10y0qAhpXymKMku9etl6Dag5FnGDwNv-I?usp=sharing..>

The report is characterized by complete responses to all 9 main accreditation standards and criteria, structured taking into account the recommendations of the "Guidelines for conducting self-assessment of the educational programme" provided to the educational organization by the accreditation center - ECAQA, as well as the internal unity of information. The report is accompanied by a cover letter signed by the Chairman of the Board - Rector of KazNMU named after S.D. Asfendiyarova Shoranov M. Ye., which confirms the accuracy of the quantitative information and data included in the self-assessment report.

The report contains a list of members of the internal commission on self-assessment indicating the responsibility of each employee, information about the representative of the organization responsible for conducting the self-assessment of the educational programme. The Chairman of the internal commission for self-assessment: Baidinova K. Zh., vice-rector of the academic block.

Members of the internal commission:

No.	Full name	Academic degree/academic status	Position, place of work
1	Sultangaziyeva S. Ye.	Candidate of Medical Science	Vice-Rector
2	Davletov K. K.	Candidate of Medical Science	Vice-Rector
3	Karibayev K. B.	-	Acting Dean of the School of Public Healthcare named after Kh. Dosmukhamedov
4	Sakipova Z. B.	Doctor of Pharmacy	Dean of the School of Pharmacy
4	Ivanchenko N. N.	Candidate of Medical Science	Head of the Department of Master's and Doctoral Studies
5	Baimakhanov A. N.	Candidate of Medical Science	Dean of the Faculty of Postgraduate Education

The Representative of the Non-profit JSC "KazNMU named after S.D. Asfendiyarov", responsible for conducting a self-assessment of the educational programme to request and obtain the

necessary information: Altynbekov K.D. - Acting Dean of the School of Dentistry, contact details - mobile phone +77762225204, altynbekov.k@kaznmu.kz.

Self-assessment of the residency educational programme 7R01146-"Pediatric Dentistry" was carried out on the basis of Order No. 05-01-02-11-1 dated January 6, 2023 "On the establishment of a working group to prepare a self-assessment report and conduct primary specialized accreditation of educational programmes for undergraduate, graduate and residency" [Order No. 31](#)). The report was reviewed by an accreditation expert: Candidate of Medical Science, Sultanova G.D., the reviews noted the strengths and areas for improvement, as well as recommendations for additions and changes, which were taken into account in the process of feedback from the representative of the University and the corresponding changes and additions were made to the self-assessment report. All standards contain the practice of the University in training residents in specialties, reasoned data, examples of the implementation of the objectives of the educational programme, national and international events, methodological support, confirming compliance with the requirements of accreditation standards. The description in the self-assessment report is quite complete and updated in terms of the number of trained residents, teachers, administration, information on selection and admission, learning outcomes, results of assessing knowledge and skills, the material and technical base of the university and clinical facilities, contractual obligations with partners (universities, associations, base), financial information, plans for development and improvement.

The report is submitted to ECAQA in a finalized form, with data adjusted according to the above recommendations, written in competent language, the wording for each standard is clear and understandable, and described in accordance with the criteria of the standards, tables and figures, contain references in the text and have continuous numbering. The quality of the self-assessment report served as the basis for the transition to the next stage of the accreditation procedure - external evaluation. The experts plan to validate the report data, compare the information from the report with the information that will be received during the visit to the educational organization, i.e. verify quantitative and qualitative indicators.

3. Description of external expert evaluation.

The external expert work within the framework of the evaluation of the educational programme 7R01146-"Pediatric Dentistry" was organized in accordance with the Guidelines for conducting an external evaluation of educational organizations and educational programmes of the ECAQA (approved by the order of the Director General of the NU "Eurasian Center for Accreditation and Quality Assurance in Education and Health Care" No. 5 dated February 17, 2017) according to the programme approved on April 10, 2023 by Director General of ECAQA Sarsenbayeva S.S. and agreed with the rector Shoranov M.Ye. Dates of the visit to the organization: April 18-20, 2023. The external evaluation is aimed at validating the data of the self-assessment report and verifying the indicators indicating the degree of compliance with the criteria of the accreditation standards. The sequence of the implementation of the visit within 3 days is detailed in the Visit Programme, which is in the documentation of the accreditation center. The programme is proof of the implementation of all planned activities within the framework of an external expert evaluation.

To obtain objective information, the members of the EEC used the following methods and their results:

- Meeting with management and administrative staff - 21, including 4 heads of departments in the field of dentistry (see table 1);
- Meeting with teachers - 8, including 2 - in pediatric dentistry;
- interviews with residents - 8 people;
- meetings with clinical mentors in pediatric dentistry - 2.
- interviewing - 11 employers, 4 teachers and 5 mentors;
- survey of teachers and residents, respectively;

- study of the website www.kaznmu.kz/;
- review of resources in the context of implementation of accreditation standards: 4 bases of practice/clinical engagement were visited, including: “Dobrodent” Dental Clinic, Navoi St., 210/2, "Eurodent" Dental Clinic, Dostyk St., 55 corner of Zhambyl Street, Family Dental Center "VitaDentalClinic" Raimbek Ave., 481, Children's Dental Clinic, Tole Bi 176, where two educational programmes are taught;
- study of educational and methodological documents in the amount of 25 units both before the visit to the organization and during the visit to the departments (list *in Attachment 2*).

On the part of the staff of the accredited organization, the presence of all persons indicated in the visit programme and according to the lists of interview sites and interviews is ensured (table 1).

Table 1 - Information on the number and category of participants in meetings, interviews, interviews with members of the EEC (related to the accredited programme)

No.	Full name	Position
1	Baidilnova Klara Zhenissovna	Vice-Rector for Academic Affairs
2	Sultangaziyeva Svetlana Yeleusizovna	Vice-Rector for Clinical Affairs
3	Baimakhanov Abylai Niyatovich	Dean of the Faculty of Postgraduate Education
4	Altynbekov Kubeisin Duisenbayevich	Acting Dean of the School of Dentistry
5	Tashetova Aigul Balabekovna	Head of the Department for Academic Affairs
6	Mukhamedzhanova Symbat Allabergenovna	Head of the Alumni Career Center
7	Nagasbekova Bayan Serikkanovna	Head of Human Resources Development Department
8	Sapakova Madina Mukhtarovna	Head of Personnel Department
9	Tuleyev Bakyt Izyadinovich	Head of the Clinical Department
10	Yensegenova Zoya Zharbulatovna	Chairman of the Committee for Educational Programmes
11	Baskakova Irina Valentinovna	Chairman of the Committee for Educational Programmes
12	Saliyev Timur Muidinovich	Head of Research Institute of Fundamental and Applied Medicine named after B.A. Atchabarov
13	Smailova Dariga Sansyzbayevna	Head of the Department of Science
14	Iskakov Serikzhan Sagimzhanovich	financial director
15	Amangeldinova Gulzhan Anuarbekovna	Chief Accountant
16	Talkimbayeva Nailya Anuarovna	Head of the Simulation Center
17	Utebaliyeva Aliya Khakimzhanovna	Acting Library Manager
18	Ruzuddinov Turetai Beksautovich	Head of the Department of Pediatric Dentistry
	Residency teachers:	2
1	Yermukhanova Gulzhan Tleumukhanovna	Professor of the Department of “Pediatric Dentistry”
2	Zhumabayeva Kuralai Zhumabayevna	Associate Professor of the Department of “Pediatric Dentistry”
	Employers - representatives of practical healthcare	9

1	DugaliMedgatMamyrbekuly	Director of the Dental Clinic “Safi Dental Clinic”
2	AzhibekovAibekSaparbekovich	Director of the network of dental clinics “ATLAS DENTAL CLINIC”
3	MadraimovNarimanBaurzhanovich	Head of “N Royal” LLP
4	VolobuyevaYelenaVladimirovna	pediatric dentist, director of the author's non-invasive clinic
5	MoldazhanovTalgatTolepbergenovich	director of the clinic “Dr.BiBIClinik”, Almaty
6	KobekovSagyndykSagatuly	director of the clinic "SS Team" in Almaty
7	AkhmetbayevaGulnaraMyrzagaliyevna	chief physician of the dental clinic Rakhat, Almaty
8	ZhuginissovaLyazzatZhuniskyzy	director of the medical part of the dental clinic Rakhat, Almaty
9	TskhayOlgaVisarionovna	chief physician of the “Orbita Dent” clinic, Almaty
	ResidentClinicalMentors:	
1	AkshhalovMaratzhanYesaliyevich	Head of the operating block of the City Clinical Hospital No. 5 (Surgical Dentistry)
2	GatinaGulmiraIrshatovna	Physician of City Clinical Hospital No. 5 (Surgical dentistry)
3	KozbekovaRaushanSultangazyevna	Deputy Head Physician of LLP "Children's Dental Hospital of Almaty" (Pediatric Dentistry)
4	PolvanovDonatKamaldinovich	Doctor of "Estedent" LLP Almaty (Pediatric Dentistry)

Residents:

No.	Full name of resident	Speciality	Course
1	BalabayArdakBakhbergenkyzy	PediatricDentistry	1
2	Smetova Dana Galymkyzy	PediatricDentistry	1
3	Pashayeva Sabina Nadirshakhovna	PediatricDentistry	1
4	DaniyarkyzyMoldir	PediatricDentistry	1
5	UsenbayevAskarAkylbekovich	PediatricDentistry	1
6	KuttymyrzaOlzhasGazizuly	PediatricDentistry	1

The sequence of the implementation of the visit during 18-20.04.2023 is detailed in the Visit Programme, which is in the documentation of the accreditation center and in the attachment to this report.

On the last day of the visit to the organization, a meeting of the EEC members was held following the results of the external evaluation. The final discussion of the results of the external evaluation of the educational programme, the study of documents, the results of conversation, interviews, and questionnaires was conducted. The EEC members have started to draft the final report of the EEC. Generalizations of the results of the external evaluation are made. The experts have individually completed the “Quality profile and external evaluation criteria of educational programme 7R01146-“Pediatric Dentistry” for compliance with the ECAQA Accreditation Standards. No

comments were made by the EEC members. Recommendations for improving the educational programme were discussed and the Chairperson Kabildina Nailya Amirbekovna held a final open vote on recommendations for the ECAQA Accreditation Council for the accreditation period of 5 years.

Comfortable conditions were created for the work of the EEC, access to all necessary information and material resources was organized. The Commission notes the high level of the corporate culture of the University, the high degree of openness of the team in providing information to the EEC members. At the end of the programme of the visit, the Chairperson of the EEC announced recommendations for the management and employees of the educational organization based on the results of an external evaluation as part of specialized accreditation.

When conducting a survey of residents, the work of the External Expert Commission for Accreditation was assessed as positive by 78.9%, as satisfactory by 21.2%. According to 78.6% of teachers, the survey conducted by the ECAQA is useful for developing recommendations for improving the key areas of activity of the accredited educational organization. At the end of the programme of the visit, the Chairperson of the EEC for the management and employees of the educational organization announced recommendations based on the results of an external evaluation as part of specialized accreditation

4. ANALYSIS FOR COMPLIANCE WITH ACCREDITATION STANDARDS BASED ON THE RESULTS OF THE EXTERNAL EVALUATION OF THE EDUCATIONAL PROGRAMME 7R01146-"PEDIATRIC DENTISTRY"

STANDARD 1: MISSION AND FINAL OUTCOMES

Evidence of Compliance:

1.1.MissionStatement.

The mission of the educational programme (EP) 7R01146 - "Pediatric Dentistry" is aimed at implementing the mission of the University by preparing a qualified specialist in pediatric dentistry who has a system of universal knowledge and professional competencies, capable and ready for independent professional activity in the treatment of dental diseases. The University has all the resources necessary for the formation of professional qualities and the achievement of the final outcomes declared in the mission of the educational programme in accordance with both national and international requirements and the needs of the healthcare sector. EP 7R01146 - "Pediatric Dentistry" is aimed at in-depth training of a specialist who is able to provide qualified and specialized medical care to children and adolescents with dental diseases in accordance with evidence-based medicine. The mission of the EP was brought to the attention of all employees of the departments, residents by posting information about the residency on the university website at www.kaznmu.kzsection of the Faculty of Postgraduate Education. During the implementation of the programme activities, namely, based on the results of interviews with the vice-rectors of the university, with the heads of structural divisions, members of the advisory and consultative body as the CEP of the school of dentistry and postgraduate education, in interviews with residents and teachers, compliance with the criteria of **standard 1** was established. All participants in the educational process know the mission of the educational programme, took part in the formation of proposals for the formulation of the mission, while the mission was brought to the attention of potential residents through the website, social networks, newsletters to medical organizations. The strategic plan of the organization was reviewed for a period of 5 years, including such areas as "Mission, Vision and Values", "Market Analysis", 2SWOT-analysis, "Benchmarking", "Accreditation of competitors", "Risks", "Strategic goals", " Indicators of strategic development", which confirms the implementation of the accreditation standard and demonstrates the goals,

objectives and prospects of the organization in the field of university development at all levels of education together with practical healthcare, the development of science and university infrastructure, joint educational programmes, international and strategic partnerships, which confirms the implementation of the accreditation standard and demonstrates the goals, tasks and prospects of the organization. From interviews with residents, it was found that before the start of classes, teachers inform about the mission, work plans of the educational organization, they say where to get the necessary information about the educational programme, teachers, training bases.

During the visit to the departments of the educational organization, the experts noted the strengths of the educational organization in relation to the accredited educational programme, including: the university has departments that are directly related to the educational programme "7R01146 - Pediatric Dentistry", which can be noted as the best practice in education: the educational programme in the specialty was developed based on the requests of graduates of the internship "dentistry" and practical health care, which demonstrates the work at the request of the labor market, the only dental simulation center in the country, equipped with the most modern simulators and equipment, the availability of clinical bases with a sufficient number of patients with various nosologies and the graded composition of the department that closely cooperates with practical healthcare.

The conclusion was made during a visit to the simulation center and clinical bases. This year, 6 residents are studying in this specialty under the state educational order. The results of studying the documentation demonstrate that the mission of the university and the mission of the educational programme "7R01146 - Pediatric Dentistry" are fully consistent with each other. The educational process is built in accordance with the State Compulsory Educational Standard and the current regulatory legal acts (RLA) in postgraduate education in the field of healthcare. At the same time, during the meetings with employers, in advisory bodies, there is an insufficient number of employers and representatives of professional associations, which are the main stakeholders of educational organizations.

1.2. Professionalism and professional autonomy.

The training of residents in the EP "Pediatric Dentistry" is carried out in order to provide the healthcare industry of the Republic of Kazakhstan with highly qualified personnel in the field of dental care for children on an outpatient basis. In accordance with the matrix of achievements of the learning outcomes of a residency graduate in the specialty EP 7R01146 –“Pediatric Dentistry”, the formation and development of professionalism and professional autonomy is provided for by the key competencies of a residency graduate. The teaching of disciplines according to the standard curriculum of the educational programme is carried out on the basis of large dental clinics, which allows residents to get a holistic vision of patients with various pathologies. This helps residents to obtain good clinical practice, the ability to think independently and be able to work independently at a high professional level after graduation. Residency training comes with an emphasis on practice, so theoretical training is 20%, clinical work is 70%, independent work is 10%.

As a result of training, the resident receives a holistic vision of processes, the ability to select effective and safe treatment, which generally determines an individual approach to patients - the autonomy of decisions in favor of the patient. When working with residents, training is carried out using updated protocols, treatment recommendations, own and borrowed implementations in clinical practice. Residents are required to participate (including on-line) at conferences and seminars in educational seminars, symposiums, trainings, master classes. The ability to formulate, analyze and formalize the results of scientific research in the form of publications and reports is a mandatory result of training in residency. To increase the level of autonomy, the University has a General Meeting of Founders. To verify **standard 1**, a meeting was held with vice-rectors of the university. During the conversation, the experts asked the following questions: _ Prospects for the development of residency. In the course of the answers of the Vice-Rector for Academic Affairs BaidinovaK.Zh

and the Vice-Rector for the Clinic Sultangaziyeva S.Ye., a strategy for the development of the residency programme was announced, which indicates a clear vision of the university and an interest in improving residency programmes, taking into account the needs of practical healthcare.

When conducting a survey of 19 residents (on the resource <https://webanketa.com/>), out of 22 questions, a number were devoted to the quality of the educational process and the educational programme. It has been established that 73.7% of residents will recommend studying at this educational organization to their acquaintances, friends, relatives. And 73.7% of respondents believe that the leaders of the educational programme and teachers are aware of the problems of students related to learning. To the question "Do you think this educational organization allows you to acquire the necessary knowledge and skills in your chosen specialty?", 73.7% of residents answered positively, 10.5% could not answer this question yet and 15.8% would like to believe.

The 28 teachers surveyed (21 questions of the questionnaire) answered that 89.3% are satisfied with the organization of labor and the workplace in this educational organization, and 10.7% partially agree with this statement. The experts determined that the organization has a healthy microclimate, since the head is quite accessible to both residents and employees, responds promptly to applications and questions. In the questionnaire, 96.4% of teachers are satisfied with the microclimate of the organization, and 3.6% are partially satisfied. In the opinion of 82.1% in the educational organization, the teacher has the opportunity to realize himself/herself as a professional in his/her specialty.

1.3. Learning Outcomes.

In the process of external evaluation, it was found that the EP being implemented at the university is aimed at the formation of professional competencies based on a competency-based approach to training. In the EP of the specialty 7R01146 - "Pediatric Dentistry", the competencies that a resident must master upon completion of training are defined in the "Qualification Characteristics" in accordance with the Dublin descriptors and the State Compulsory Educational Standard of the Republic of Kazakhstan, a standard curriculum, professional standard of the Republic of Kazakhstan "Dental activities" (Attachment No. 1 to the Order of the Deputy Chairman of the Board of the National Chamber of Entrepreneurs of the Republic of Kazakhstan "Atameken" No. 285 dated 10.22.2018), the National Qualification Framework of the Republic of Kazakhstan, as well as the order of the Minister of Healthcare of the Republic of Kazakhstan dated December 21, 2020 No. ҚР ДСМ- 305/2020 "On approval of the nomenclature of specialties and specializations in the field of healthcare, the nomenclature and qualification characteristics of positions of healthcare workers." The educational programme forms a patient-centered style of work aimed at ensuring the safety of patients, their correct identification, effective communication, increasing the safety of examination and treatment, reducing injuries, and maintaining successive treatment. Residents are informed about the end results of their learning by receiving information from teachers and mentors during classes, and information is also available in syllabuses. This was stated by them during the conversation. *The interviewed teachers answered that 57.1% are fully satisfied with the level of previous training of residents, and 39.3% are partially satisfied.*

The experts established a clear continuity between the outcomes of the residents' previous training (prerequisites) and residency training and subsequent continuing professional development programmes. The organization has developed standard programmes of additional education, including for the specialty "pediatric dentistry". Residents are informed about this in class and also receive information on the university website.

85% of teachers-respondents believe that students of this educational organization have a high level of knowledge and practical skills after completing the training program, and 15% partially agree with this.

1.4. Participation in the formulation of the mission and final results.

The main (internal) stakeholders involved in the process of forming the mission of the EP include: students, teachers, clinical mentors attracted from clinical bases, administrative staff,

advisory and consultative bodies of the IPO, graduates. When forming the EP "Pediatric Dentistry", its goals, final results, a discussion was held at the level of: student audience, staff of the department (Minutes No. 7 dated January 23, 2020, No. 1 dated August 29, 2022), meeting of the CEP of the School of Dentistry (Minutes No. 8 dated March 24, 2020, dated August 31, 2022). At the working meetings of the dean's office of the School of Dentistry, the meeting of the Academic Committee of the Senate, corrections were made to the general structure of the EP, in the formation of its goals and results. Every year, meetings are held between the university management and representatives of medical organizations through an employment fair, at which issues of the quality of graduate training are discussed, proposals are made to improve the strategy and tactics of teaching students, the advantages and problems of the university's activities are noted, which allows timely development of measures to eliminate shortcomings. Other (external) stakeholders, involved in the formulation of the mission and final results include: employers (including potential ones), KDA (Kazakhstan Dental Association), UKDA (Unified Kazakhstan Dental Association), National Public and Professional Associations (Eurasian Medical Association, Kazakhstan Association of Private Medical Institutions, Association of Healthcare Subjects "ZdravAtameken", National Chamber of Healthcare, National Medical Association of Kazakhstan, Since the EP is focused on the expectation of the employer and the needs of the labor market, the elements of the EP and CED are being coordinated with employers. Employers, members of professional associations are involved in the review of the EP, participation in the discussion of the results at the meetings of the CEP, during the "Days of the University". During the discussion, proposals are formed to further improve the strategy and tactics of training in residency, which allows timely development of action plans to eliminate shortcomings. Residents participate in the evaluation process of the EP by expressing their opinions and wishes at the end of the course of study or mastering a particular discipline during the survey. Residents participate in the evaluation process of the EP by expressing their opinions and wishes at the end of the course of study or mastering a particular discipline during the questionnaire. At the same time, when talking with residents and employers, experts did not receive a clear answer to the question "Do you participate in formulating the mission and goals of the organization, educational programme?", What is the personal contribution of residents to improving the educational programme?". Residents answered these questions that they did not all participate for various reasons, and employers answered as follows that they participate in the discussion and approval of the mission and final results of the EP, if they cannot be personally present, all issues are resolved through chats.

Conclusions of the EEC by the criteria. Compliant with 17 standards: fully - 17.

Standard 1: implemented.

Recommendations for improvement identified during the external visit: none.

STANDARD 2: EDUCATIONAL PROGRAMME

Evidence of Compliance:

2.1. Framework parameters of the postgraduate medical education programme.

Residency training in the specialty "Pediatric Dentistry" is carried out full-time. The term of study is 2 years, according to [the State Compulsory Educational Standard of the Republic of Kazakhstan 22](#) and the standard professional curriculum for medical specialties of residency, order of the Minister of Healthcare of the Republic of Kazakhstan dated July 4, 2022 No. КРДЦМ-63 ([Typical curriculum of residency](#)). The training of specialists in residency includes: theoretical and clinical training, intermediate and final assessment. The educational programme is designed for 140 credits: major disciplines (mandatory component) - 134 credits, elective component - 4 credits, final assessment - 2 credits. Typical curriculum includes a list of compulsory disciplines indicating the number of credits and disciplines of the elective component (elective). The educational process at the University is organized in accordance with the "[Rules for the organization of the educational process](#)

on credit technology of education" (Order of the Ministry of Education and Science of the Republic of Kazakhstan dated April 20, 2011 No. 152, as amended and supplemented from 2018). In accordance with the classifier, the specialty is legitimate and at the end of the educational programme, the graduate has a certificate of completion of residency with the qualification "Children's Dentist", a supplement to the certificate (transcript) indicating the list of disciplines studied, grades, academic hours. A graduate who has completed his studies is allowed to practice independently as a physician in accordance with the procedure established by law and has the right to continue further education in doctoral studies. The EP complies with international requirements - this is the 7th level of the National Qualifications Framework in Medical Education and the Qualifications Framework in the European Higher Education Area.

For the implementation of the educational programme in pediatric dentistry, the department has teaching materials, which defines the goal, takes into account the integration of practical and theoretical components, and independent work. Compliance with the State Compulsory Educational Standard and standard requirements was established. Attending a practical lesson on the topic "Acute purulent periodontitis in children", the experts received convincing evidence that the training is carried out according to plan, before the start of the lesson, residents answer tests, receive feedback from the teacher, have the opportunity to improve the skill of collecting complaints, anamnesis, ability to use basic and additional methods of examination, opening of root canals according to treatment protocols. The University ensures compliance with ethical aspects in the implementation of the educational programme, as the experts studied the code of ethics (Rector's Order No. 615 dated November 24, 2021), and during the interview, the residents answered that they were aware of the content of this document.

An analysis of educational activities showed that the scientific basis and all the achievements of science in advising disciplines were taken into account, additions were made to the bibliography of the teaching materials and syllabuses, and teachers use them in the classes.

The mentoring system was assessed, which is described in the document "Regulations on mentoring" approved by order of the rector No. 231 dated September 16, 2019.

The procedure for informing residents about their rights and obligations is reflected in the [Academic Policy](#) of the University. This indicates compliance with standard 2 in terms of adapting training to the needs of residents. Along with the principles of quality and academic integrity, the university has an anti-plagiarism system called Strike Plagiarism.

2.2. Scientific method.

Scientific research is a mandatory component of residency training and involves the integration of educational, practical and research processes, with the result in the form of publications of scientific papers, speeches at conferences of various levels. The educational programme includes the scientific foundations and methodology of medical research (management of scientific research in the amount of 4 credits). When talking with residents, the experts learned that they use scientific data in their education and know the basics of evidence-based medicine. The teachers said that they teach residents the methods of critical evaluation of literature, articles and scientific data, the application of scientific developments. This form of training is organized in the form of a "magazine club", which is held once a month.

During the first year of study, residents of the "Pediatric Dentistry" educational programme prepare scientific papers on their topics and participate in conferences, and also prepare articles for publication in scientific and practical journals. The topics of scientific works of residents in pediatric dentistry were approved at the meeting of the department:

Balabay Arda - "Peculiarities of the course of dental caries in children of early childhood";

Smetova Dana - "Innovative methods for the prevention of dental caries in temporary teeth";

Pashayeva Sabina - "Organ-preserving methods of treatment of dental caries of temporary teeth";

Daniyarkyzy Møldir - "Peculiarities of the course of purulent-inflammatory diseases of the maxillofacial region in children";

Usenbaev Askar - "Organization of dental interventions in children under sedation and general anesthesia";

Kuttymyrza Olzhas - "The choice of the method of local anesthesia and anesthetics in pediatric dental practice."

By the end of the 1st year of study, the results of the scientific work of the residents are - 3 residents took part with poster presentations in the XI International Scientific and Practical Conference "Priorities of Pharmacy and Dentistry: from theory to practice" on November 4, 2022, 2 residents with oral and 1 resident with poster presentations were made at the international scientific and practical conference of pediatric dentists on the topic "Problems and achievements of pediatric dentistry in modern conditions" on December 7, 2022. Knowledge of evidence-based medicine is used daily in the theoretical analysis of the material and when working under the supervision of a teacher, in determining the effectiveness of diagnostic algorithms, choosing effective medical treatment tactics, in clinical reviews, participating in medical conferences, filling out case histories. When questioning residents, it was found that to the question of the questionnaire "At the moment I am doing scientific work under the guidance of my teacher or mentor", 78.95% of residents answered yes, this is so, 10.53% started planning the implementation of research and 10.53% did not offer me engage in research.

2.3. Structure, content and duration of the residency programme.

The content, scope and sequence of the Residency courses of the Educational Programme "Pediatric Dentistry" strictly comply with the State Compulsory Educational Standard -2022. The basis for achieving the learning objectives is the acquisition by residents of the necessary knowledge and key competencies, profiling (PD) disciplines of the main component and the elective component (EC). When forming the EP, the following factors were taken into account: the contribution of each discipline to the formation of competencies at a certain level (course), i.e. the responsibility of both specialized and related disciplines for the formation of a competent graduate, the definition of competencies in each discipline. The curriculum of the programme provides a sequence of studying disciplines based on their continuity, a rational distribution of disciplines over semesters from the standpoint of the uniformity of the resident's educational work. Working Curriculum contains all the disciplines of the mandatory component of the standard curricula developed according to the State Compulsory Educational Standard of the Republic of Kazakhstan for this specialty, on the basis of which training is conducted. Major disciplines are represented by disciplines:

- ✓ Local anesthesia for dental interventions in children and adolescents - 18 credits;
- ✓ Diseases of hard dental tissues in children and adolescents - 16 credits;
- ✓ Pulp and periodontal disease in children and adolescents - 16 credits;
- ✓ Periodontal disease in children and adolescents - 16 credits;
- ✓ Diseases of the oral mucosa in children and adolescents – 16 credits;
- ✓ Purulent oral surgery in children and adolescents - 26 credits;
- ✓ Reconstructive oral surgery in children and adolescents - 26 credits.

Elective disciplines: Restoration of teeth in pediatric dentistry and Management of scientific research.

When interviewing with the heads of departments, the head of the department of pediatric dentistry was drawn attention to the insufficient number of selectivity of electives by residents of this specialty. In this connection, a recommendation was made to increase the electives. The department has documents containing requirements for the structure and content of the educational programme, including the State Compulsory Educational Standard of the Republic of Kazakhstan and Typical curriculum. Responsibility for the choice and implementation of innovations in the educational process is borne by the department responsible for residency Professor Yermukhanova G.T.

The content of the work programmes and the catalog of elective disciplines reflected the needs of the healthcare system, including the restoration of milk and permanent teeth in children, as well as

the specifics of research and scientific achievements of teachers. For the successful implementation of the educational programme in the specialty "pediatric dentistry", the organization has the resources to organize the assessment of the practical skills of residents both in the simulation center and at clinical bases. The simulation center is organized within the framework of the programme of the Ministry of Healthcare of the Republic of Kazakhstan 003/109 "Creation of educational and clinical centers at state medical higher educational institutions",

Teachers provide residents with methodological and didactic materials, additional literature to prepare for classes, in which 89.5% are completely satisfied, 10.5% are partially satisfied.

The organization has its own clinical base, located directly at the School of Dentistry on the 1st floor, and has also entered into more than 100 contracts with medical organizations. *To the question of the questionnaire "Is there enough time for practical training (supervision of health consumers, etc.)", 100% of residents answered in full agreement. To the question of the questionnaire "Is there enough time for practical training (supervision of patients, etc.), 100% of residents answered in full agreement. At the same time, to the question "Do representatives of residents participate in the development of educational programmes?" experts received a positive response. 94.74% of the surveyed residents are fully satisfied with the training agenda.*

There are reviews of the educational programme in the specialty. The reviewers of EP 7R01146 - Pediatric Dentistry are the chief physician of the "Author's Clinic of Non-Invasive Dentistry of Dr. Volobuyeva", a pediatric dentist of the highest qualification category VolobuyevaYe.V. and Associate Professor of the Department of Internship in Dentistry ZhumabayevaK.Zh

(<https://drive.google.com/drive/folders/10y0qAhpXymKMku9etl6Dag5FnGDwNv-I?usp=sharing>).

2.4 The organization of training and the relationship between postgraduate medical education and the health care delivery.

The requirements of the EP are direct work in the clinic with patients, starting from the 1st year of study. The management of the educational process, reflected in the self-assessment report (**standard 2**) and the general approaches to management, were confirmed by visiting the department of the dean's office of postgraduate education and talking with the head and staff. The experts got acquainted with the work of the subdivisions, including the department and clinical bases, such as the Dental Clinic of the School of Dentistry has a certificate of TGCSI (Kazakhstan), "DobroDent" LLP, 4 meetings were held in total and during a cross-interview it was established that a mentor is assigned to the resident at the clinical base - a physician of the practical healthcare, having the highest qualification category. Under the supervision of a mentor, residents are trained in practical skills in the diagnosis and treatment of various dental pathologies, as well as maintaining medical records, communication skills with patients, their relatives, colleagues, junior and medium-grade medical personnel. Feedback from the mentor and the resident is mandatory, since daily interaction in the clinic involves an analysis of clinical thinking, an assessment of the resident's communication skills. The proportion of workers from practical healthcare as mentors was selected from among practicing pediatric dentists whose activities are related to the focus of the residency programme being implemented (having at least 5 years of work experience in this professional field). Today there are 3 mentors working at the Department of "Pediatric Dentistry", all of them meet the requirements for clinical mentors. When attending a practical lesson on the topic "Acute purulent periodontitis" and talking with residents, the experts saw that the university promotes the development of practical competencies of residents, including on simulation equipment.

At the same time, residents deepen their theoretical knowledge and develop communication skills. The training of residents in the specialty "pediatric dentistry" is aimed at meeting the needs of practical healthcare, since when analyzing the shortage of specialists for 2022, it was found that in pediatric dentistry, medical care is provided by specialists with secondary education in greater numbers. Both their knowledge and opportunities do not satisfy practical healthcare. Therefore, the

university is specialized in the field of training pediatric dentists and provides a lot of opportunities and conditions for qualified training of specialists in pediatric dentistry. So, during a conversation with the leadership of the department, the experts received information about the clinical bases, and the teachers confirmed that the training of residents is carried out directly in the clinics. Residents of this specialty can supervise patients with diseases that require high qualifications. This is facilitated by mentoring, which is carried out in the organization.

Of the 19 residents surveyed, 94.7% answered that teachers in the classes use active and interactive teaching methods quite often, 5.26% believe that rarely or sometimes. When visiting the educational organization, the experts did not identify problems in the implementation of new teaching methods.

Conclusions of the EEC by the criteria. Compliant with 30 standards: fully - 29, partially - 1. **Standard 2:** partially implemented.

Recommendations for improvement identified during the external visit:

- 1) Increase the list of elective disciplines based on interdisciplinary issues (2.4.2).

STANDARD 3: RESIDENT ASSESSMENT

Evidence of Compliance:

3.1. Evaluation methods.

The policy and procedure for evaluating learning outcomes in the framework of the EP of residency at the University is carried out using criteria developed in accordance with the goals and objectives for the implementation of the EP and the qualifications awarded within the current grade-rating system for assessing knowledge and monitoring the educational process in accordance with the directive, regulatory and internal documents. The policy and methods for evaluating residents are reviewed and approved at a meeting of the CEP of the School of Dentistry. The general policy, principles, methods for evaluating residents are reflected in internal documents ([Attachment 3.1](#)). Information about the grade-rating system of evaluation is available on the website <https://kaznmu.edu.kz/rus/wp-content/uploads/2022/12/sop-kis-rus.var1672396541.6173947.pdf>. The system for monitoring the educational achievements of residents (SMEA) includes: current midterm examination, interim assessment of residents and final state attestation. The assessment of the educational achievements of residents is carried out on the basis of competency level meters developed by departments / modules in various forms: control questions, tasks in a test form (MCQ tasks with several correct answers), a list of practical skills, situational tasks, clinical situations, tasks and others works. The study of control and measuring tools (tests, tasks) showed that the organization has implemented an appropriate assessment policy that allows for a comprehensive assessment of the educational achievements of residents. During the interview, the residents spoke about the assessment forms as test tasks in the MCQ format and that they were satisfied with everything. They also receive regular feedback from teachers. The system of appealing the results of the assessment is reflected in the document of the [Academic policy of KazNMU](#) and in the [Regulations on the ongoing monitoring of progress](#), and for the period of the educational organization, there were no appeals among the residents.

So, to verify the data of **standard 3**, the experts asked questions to the head of the department of postgraduate education, the heads of the CEP and checked the documents and methods for evaluating residents. The organization has SOP "[Procedure for developing tasks in a test form](#)", SOP "[Development and approval of a system of educational achievements](#)". The procedure for planning, organizing, monitoring and analyzing assessment methods in KazNMU ensures the reliability and validity of these methods. The development of new control and measuring tools is carried out with the staff of department by studying the world experience in assessing knowledge in postgraduate education, and then being introduced at the department. Control and measuring tools are reviewed by internal and external reviewers, additions and updates to CIS (Corporate information system) are updated annually by 30%. During a visit to the organization and during an interview with Dean

Baimakhanov, the commission was convinced that there is a documentation system that is transparent and accessible to all teachers and staff, and includes documents such as annual operating plans, annual reports, regulations of subdivisions, contracts with teachers and residents, and educational and methodological documentation (work program, working curricula, syllabuses, magazines), assessment tools (checklists, statements), attestations, certificates and verifications. A review of the website showed that its pages contain news documents necessary for residents, the schedule of which is regularly updated.

3.2.The relationship between evaluation and training.

The methods used to assess the competencies of students are defined in syllabuses for disciplines that are discussed and approved at meetings of department, CEP, AC, SC. The evaluation methods are fully comparable with those of teaching and learning and cover the evaluation of all competencies, both during practical classes and during examinations.

The study of control and measuring tools showed that in the final control, approved control and measuring tools are used, containing elements of exactly the control for outpatient pediatric dentistry. Also, the staff of the department developed forms of individual and group tests (the total base of test items is 3000 tests, of which 500 tests are individual, 100 - situational tasks, algorithms with simulations specific to pediatric dentistry) showed that the organization has implemented an appropriate evaluation policy that allows versatile assess the educational achievements of residents. When conducting interviews with teachers regarding evaluation methods, the experts received convincing information that the assessment takes place according to the point-rating scale approved by the university. Residents also shared their opinion on the timeliness of providing tests, counseling before exams, the clarity of the entire evaluation procedure and its fairness. For example, residents said that they are given questions for the examination session 2 weeks before it starts.

During the visit to the organization, the management was asked the question: “Are external examiners involved in order to increase the fairness, quality and transparency of the evaluation process?”. And the answer was received that not yet, but there are plans.

The experts examined the resources for organizing the evaluation of knowledge and practical skills, namely the test center. Interviewed representatives of employers also indicated that the training of graduates is in line with the modern development of medical practice and science, since the knowledge and skills of residents satisfy them. Employers said that they themselves participate in the evaluation of residents, as they are included in the state attestation. The educational organization did not conduct systemic feedback with them. Employers believe that they would like to see such skills in residency graduates as effective communication with children as the strongest.

To the question of the questionnaire “I am satisfied with the methods of evaluating my knowledge and skills” - 89.47 of the surveyed residents answered completely, only 10.53% answered that they would like to change them.

The conclusions of the EEC by the criteria: out of 11 standards conform, fully -11.

Standard 3: implemented.

Recommendations for improvement identified during the external visit: none.

STANDARD 4: RESIDENTS

Evidence of Compliance:

4.1.Admission and selection policy.

The university has a policy for the admission of residents, it is carried out in accordance with the Order of the Ministry of Education and Science of the Republic of Kazakhstan “Approval of the Standard Rules for admission to education in educational organizations implementing educational programmes of higher and postgraduate education” dated October 31, 2018 No. 600, State Compulsory Educational Standard of the Republic of Kazakhstan -2022 and the Rules for admission to residency of KazNMU for the current academic year ([Attachment 4.1](#)). The dean of the faculty Baimakhanov spoke about the policy for the admission of residents. Approaches to the admission of

residents are built on the requirements of the country and internal regulations, every year the department of employment of graduates of KazNMU sends a request to the Healthcare Department of 17 regions of the Republic of Kazakhstan, about the required number of specialists in specialties for this current year. After processing the data received from the regions, this application is submitted to the dean's office of postgraduate education. The dean's office, on the basis of data received from the regions, draws up an application (proposal) for the required number of specialists, which is discussed at a meeting of the Academic Committee of the University, and a protocol decision is made. The dean's office of postgraduate education, taking into account the capabilities of clinical departments and the needs of the regions in medical personnel, sends an application to the Department of Science and Human Resources Development of the Ministry of Healthcare of the Republic of Kazakhstan (hereinafter - DSHR) about the required number of specialists in the specialty for the current year. In accordance with the submitted request, the DSHR allocates the State order for the training of medical personnel. According to the educational programme 7R01146 - Pediatric Dentistry in the 2022-2023 academic year, there was the first set of applicants, which included residents under the state order in the amount of 6 students. Thus, the experts validated the data according to **standard 4**. In general, all criteria are met. The experts got acquainted with the documentation on the admission of residents, including the calculation of the final points for enrollment. The documents are drawn up in accordance with the requirements of the QMS. Regarding the practice of academic counseling, personal support for residents and the development of not only professional skills, the experts interviewed curators. Residents are included in the composition of such advisory bodies as CEP, AC, Senate.

4.2. The number of residents.

The number of accepted residents is carried out taking into account the possibilities of clinical, practical training, the maximum allowable load on mentors, the provision of educational, methodological and scientific literature, the throughput of clinical bases, as well as the material and technical resources of the university. Residency students are admitted by the admissions committee. The number of accepted students is agreed with the relevant stakeholders, taking into account the needs of practical healthcare and the labor market in graduates of the educational programmes being implemented. In accordance with the legislation of the Republic of Kazakhstan, the university has the right to carry out admission in excess of the state order on the basis of contracts with tuition fees at the expense of individuals or legal entities. Currently, 6 residents are studying in the accredited specialty.

4.3. Support and advice to residents.

All interviewees spoke about the practice of academic counseling, personal support for residents and the development of not only professional skills. Academic advisory work at the department consists of advising residents during training and before the examination session. Before the start of each examination session, the department / course develops and approves a schedule for consultations on disciplines. Experienced teachers, associate professors, professors are involved in the consultation. Resident students have the opportunity to receive legal advice from a legal adviser, psychological support from a full-time teacher-psychologist. Also, each resident is assigned a curator who provides the functions of an academic mentor, participates in the formation and implementation of an individual curriculum, manages the educational and scientific activities of the student, and assists in finding employment. In the process of visiting clinics with residents in this specialty, a conversation was held, where it was found out that social assistance is provided to those in need in the form of: one-time material assistance, free accommodation in the University dormitory (orphans), discounts on tuition fees. To the question "Why did you choose residency in pediatric dentistry", they answered that the admission was purposeful after 3 years of practical work as a pediatric dentist.



4.4. Representation of residents.

Students studying at the University together with the teaching staff of the university have a real opportunity to participate in the organization of the EP of the specialty in the course of direct discussion and approval of work programs, at the level of developing an individual working curriculum and elective disciplines. Residents are included in the CEP in the specialty "Dentistry" ([Attachment 4.4](#)). Also, the representation of AC, SC. Planning of educational conditions, evaluation methods, educational process is based not only on the legal documentation, decisions of the University management and suggestions of teachers, but also largely takes into account the opinions of residents

4.5. Working conditions.

The EP maintains a balance of all types of activities. The volume of study hours is distributed by type of work in the following ratio: contact hours - 3, independent work under the supervision of a mentor - 22, independent work of a resident - 5 hours. According to the order of the Minister of Healthcare of the Republic of Kazakhstan dated December 15, 2020 No. KPДCM-270/2020 "On Approval of the Rules for Placement of the State Order, Admission for Education and Training of Medical Personnel in Residency", resident doctors studying under the state educational order are paid a scholarship. Resident doctors are provided with holidays between academic periods. The duration of the holidays during the academic year is at least seven weeks, with the exception of the graduation course. It is allowed to combine education with work (no more than 0.5 rate) in areas of activity close to his/her future specialty in his/her free time from study with the consent of the curator, head of the department and the residency department.

Part of the theoretical material can be taught in a distance format, implemented on the basis of the interaction of a remote teacher and a student, regardless of the place or time of learning using information and communication technologies. Individual terms of working out are indicated by the dean's office employee in agreement with the head of the department. The resident maintains the necessary documentation (diary of admission of patients - ([Attachment 4.5](#)), which displays all the work done for the entire period of study in this specialty. The resident is trained according to an individual plan throughout the entire study period ([Attachment 4.6](#)).

All achievements of the resident are reflected in the portfolio ([Attachment 4.7](#)) and in the clinical journal, which keeps records of the patients supervised by him/her for the entire period of study at the department. Resident students during their studies: perform an individual curriculum; pass the current examinations provided for by the programme in the relevant disciplines; report on the implementation of the individual plan at the meeting of the department / module during the interim assessment, at the 30th week of training and are annually certified by the commission, which includes the curator and head of the department / module in part.

Conclusions of the EEC by the criteria. Compliant with 30 standards: fully -30.

Standard 4: implemented.

Recommendations for improvement identified during the external visit: none.

STANDARD 5: TEACHERS

Evidence of Compliance:

5.1. Recruitment and selection policy.

Experts in the process of work are familiar with the personnel policy of the university. The personnel policy of KazNMU is guided by the following regulatory legal acts: "Personnel policy of KazNMU" (Order No. 7 dated October 14, 2019); "[Rules for attestation of teaching staff of KazNMU](#)" (order dated May 24, 2021.); "[Qualification requirements for the positions of the teaching staff of KazNMU](#)" (June 05, 2020) ([Attachment 5.1](#)). The requirements of the personnel policy for the teaching staff, who carry out training in residency, correspond to the Charter and the policy of providing personnel resources of KazNMU, "Rules of search, selection. Recruitment and adaptation of employees of KazNMU" No. 10 dated December 09, 2019. ([Attachment 5.13](#)). Recruitment of teachers for the implementation of the EP is carried out through a competition for filling vacant positions, the procedure for which is determined in the "Rules for the competitive filling of vacant positions of the teaching staff and researchers of Non-profit JSC "KazNMU named after S.D. Asfendiyarov" (minutes No. 7 Decisions of the Board of Directors dated July 15 .2020, [Attachment 5.11](#)). Clinical mentors involved in teaching to residents from practical healthcare are subject to such requirements as the presence of basic education, the presence of a medical qualification category and practical experience in the specialty for at least 5 years. The teaching staff of the Department of Pediatric Dentistry is formed based on the needs for the effective implementation of the educational programme at all levels of education and the total amount of teaching load ([Attachment 5.12](#)). Conversation with the head of the department Ruzzudinov, and with Professor Yermukhanova G.T. included such questions as: Are there any problems in teaching residents at the department", "Your department, along with the training of bachelors, will train residents", "How often do you provide feedback" and others. Full answers were received to all the questions asked, which allowed the experts to learn about the strategy and tactics of recruiting residents, information support of the educational programme, as well as identify problems in the management and development of human resources, weaknesses and strengths of the EP. In total, the department has 28 staff positions for teachers, including 15 full-time teachers, 13 part-time teachers. In order to verify the data of standard 5, external experts received the opinion of teachers on personnel policy, which includes_ development, obligations and social support. The conversation with teachers (Table 1) included such questions as whether the salary is satisfactory, how often do you improve your professional competencies and on what basis, and other questions, which allowed the experts to learn about approaches to attracting clinical staff to teach (there are 5 such teachers in total), about the strategy and tactics of recruiting residents, information support of the educational programme, as well as identify problems in the management and development of human resources, since most part-time employees do not know the teaching methods. When questioning teachers, it was found that the majority of 89.3% are completely satisfied with the organization of labor and workplace in this educational organization, but 10% are partially satisfied. In this organization of education, teachers have the opportunity to engage in scientific work and publish the results of research 78.6% fully agree, 21.4% partially. Satisfied with wages - 57% fully agree, 25% partially.



All teachers and mentors are active specialists in their field. The department maintains the ratio of the number of teachers to the number of residents (1:3).

5.2 Commitment and development of teachers.

In order to verify the data of standard 5, a meeting with the head of the human resources development department Nagasbekova B.S. and the head of the department for personnel work Sapakova M.M., included obtaining information on the provision of personnel for the residency department, compliance with qualification requirements for teaching staff. The policy of recruiting mentors, the system of motivation of teaching staff and mentors used at the university and its results were analyzed, and during interviews with teachers, experts received an opinion on approaches to the development of the pedagogical competence of teachers, motivation to work with residents, and mentoring. The experts received answers about the advanced training programme for teachers, which is held annually and teachers involved in the implementation of the educational programme. Employees of the department "Pediatric Dentistry" passed a cycle of advanced training on medical education in the Republic of Kazakhstan, countries of near and far abroad. So, Professor Yermukhanova G.T. took place from September 24 to October 9, 2021 advanced training within the framework of academic mobility at the Moscow State Medical University named after A.I.Yevdokimov (Moscow, Russia), from 14 to 18 June 2021 training "Free learning" at the SDU "Actual issues of conducting an independent examination" from February 1 to February 27, 2021 (Astana), "Actual problems of pediatric dentistry". This advanced training was funded by the university. The expert checked the certificates of teachers on such topics as: Interactive learning. Development of MCQ test questions and others. There is an opportunity for career growth and development of teacher competencies in the organization 71.4% of the surveyed teachers answered, and 25% partially agree with this. 71.43% of the surveyed teachers answered yes to the question "There is an opportunity for career growth and development of teacher competencies in the organization", and 25% partially agree with this.

Each employee of the department, with a break from the main activity, undergoes full training in the relevant programmes in the specialty at least once every five years, with a total duration of at least 120 hours/credits (4 ECTS credits), 60 hours per week. For employees who wish to receive on-the-job training, training is provided for 30 hours a week, or according to a specially established schedule, outside working hours, including online. "Studied at advanced professional training programs" 39.29% during this year, 53.57% more than 3 years ago, 7.14% more than 5 years ago. To the question of the questionnaire "Are programs of social support for teachers being implemented in the educational organization?" 57.14% of teachers answered positively, 25% do not know about it and 17.86% doubt the answer. Experts found that teachers initiate research topics for residents, stimulate the need for additional training and independent work with literature and medical records. Teachers participate and make presentations at scientific, including international congresses and conferences:

- ✓ Yermukhanova G.T., Batyrov O.T., Mashyrykov K.S., Satylgan N.Zh., Dauletlyarova Zh.B. "The problem of congenital pathology of the maxillofacial region in children in the Republic of

Kazakhstan”. VII All-Russian scientific and practical conference with international participation “Congenital and hereditary pathology of the head, face and neck in children: Topical issues of complex treatment” (“Kolesovreadings-2022”), 5 -8 October 2022;

- ✓ Yermukhanova G.T., "The role of innovative drugs with amino fluoride compounds in the prevention of dental caries in children." International scientific and practical conference of dentists "Problems and achievements of pediatric dentistry in modern conditions", dedicated to the 45th anniversary of the Department of Pediatric Dentistry of KazNMU named after. S. Asfendiyarova, December 7, 2022;
- ✓ Yermukhanova G.T., - "The problem of hyperesthesia of teeth in children and adolescents". International scientific and practical conference of dentists, maxillofacial surgeons "Problems of dental health of children and adolescents", dedicated to the 80th anniversary of Academician Supiyev T.K., Almaty, February 24, 2022

Conclusions of the EEC by the criteria.

Compliant with 7 standards: fully 6, partially-1.

Standard 5: partially implemented.

Recommendations for improvement identified during the external visit:

- 1) Increase the number of international clinical traineeships for teaching staff (5.2.4).

STANDARD 6: EDUCATIONAL RESOURCES

Evidence of Compliance:

6.1 Logistics and equipment.

The university has a developed material and technical base for the implementation of professional training of residents in the EP Pediatric Dentistry. The material and technical base of the University includes: lecture halls, study rooms, the Simulation Center and research laboratories, a library, information technology facilities, cultural and social facilities, university clinics, clinical bases - leading medical clinics in Almaty. The material and technical base of the department is attached in the attachments to the self-report ([Attachment 6.1-6.2](#)). The simulation dental center is located in the educational building No. 3, equipped with modern equipment for the formation of manual skills ([Attachment 6.3](#)), where the resident carefully develops practical skills. The simulation center is organized within the framework of the programme of the Ministry of Healthcare of the Republic of Kazakhstan 003/109 “Creation of educational and clinical centers at state medical higher educational institutions”, where classrooms function, of which for training under EP 7R01146 - “Pediatric Dentistry” are intended: a simulator for conducting conduction anesthesia, phantom units for tooth preparation, phantom units for removing dental deposits, and other computer 3D virtual simulators, dental units with phantoms, interactive whiteboard), including more than 50 high-tech ones, including machines, simulators, dummies, breadboard models, consumables for simulators, etc. The Department of Pediatric Dentistry is equipped with modern dental equipment, including 15 dental units, equipment, Artemiy tools and consumables ([Attachment 6.7](#)). To the question of the questionnaire “I personally have access to equipment (training and real) in order to master practical skills in the specialty”, 100% of residents agreed to this statement.

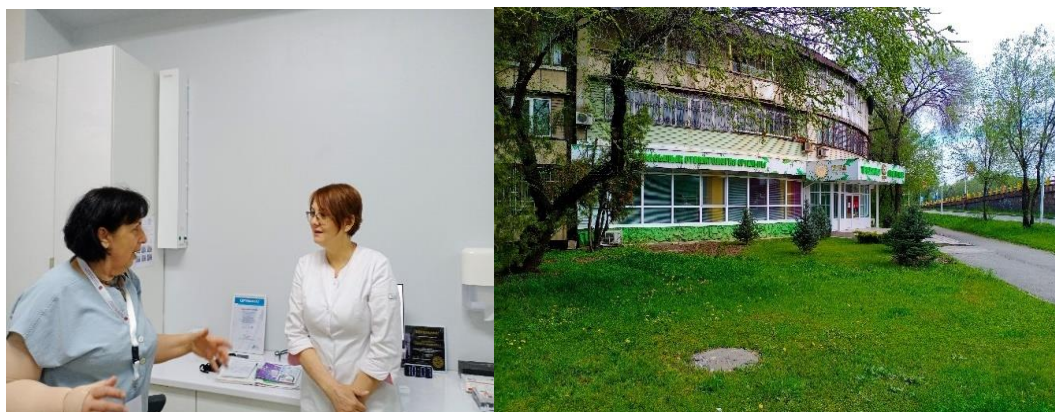


6.2. Clinical bases.

The review of resources showed that they correspond to the goals and objectives of educational activities, for example, clinical bases were visited for the implementation of EP 7R01146 - "Pediatric Dentistry": dental clinic of the School of Dentistry, Family Dental Center "VitaDentalClinic", Raimbek Ave.481, Children's Dental Clinic, Tolebi 176. When visiting these clinical bases, a review of the resources showed that they correspond to the goals and objectives of educational activities. Employees of the Department of Pediatric Dentistry provide collegial and ethical relations with the medical staff, the management of the clinical base to achieve the final results of residents. A sufficient number of thematic patients is provided, modern equipment and demonstrates accessibility to students, and employees who simultaneously act as teachers and curators (mentors) provide quality training in compliance with ethics and deontology. Before starting the relevant discipline of the educational programme, the resident receives a syllabus from the teacher and knows what skills he/she should acquire and develop during the training. During a visit to clinical bases, where experts conducted a survey of resources, their compliance with training programmes, accessibility for teachers and residents, how modern this equipment is and meets the needs of students and practical healthcare. The experts obtained evidence of the implementation of standard 6, as well as validation of the information in the self-assessment report.

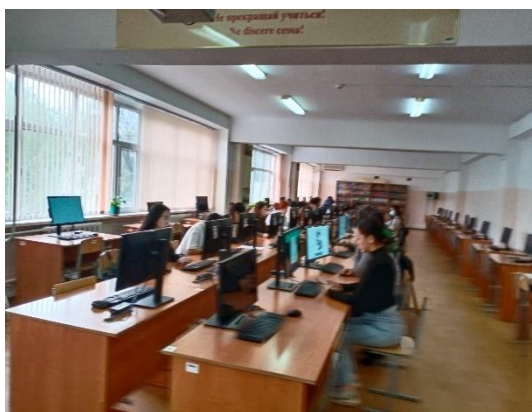
In order to validate the implementation of the data of the self-assessment report and obtain evidence of the quality of the programmes, interviews were conducted with residents in the specialty. The experts asked questions about satisfaction with training, enough time to supervise patients, work in Damumed with medical records, satisfaction with teaching methods and qualifications of teachers, social and moral support for residents who need it, participation in "Journal Clubs", availability of a resource of international databases of professional literature. In general, residents are satisfied with the training, evaluation methods, and purposefully entered this organization, as they believe that the educational organization has good resources, image and international relations, at the same time, residents would like more independence in managing patients, holding international events.

Residents showed their commitment to the educational organization, were active in answering questions from external experts, demonstrated their judgments on the organization of training, assessment of their skills, advisory support, the opportunity to participate in research and development, financing, demonstrated proficiency in English when answering questions from a foreign expert Katrova Lidiya Georgiyevna. The experts studied the documents of the residents (portfolio, the results of the assessment of residents-check-lists, the results of the survey).



6.3. Information Technology.

The scientific library of KazNMU is located at: Bogenbaybatyr Str., 153 and is on the 4th floor of the educational building No.2. The library consists of 5 departments: Department of acquisition and scientific processing of literature, cataloging; Reference and bibliographic department; Scientific and methodological department; Department of automation of electronic resources-2 electronic reading rooms: Internet room for 54 seats (2nd floor) and electronic reading room (4th floor) for 42 seats, Reader Service Department. In order to expand the range of assistance to library users of Non-profit JSC “KazNMU named after S.D. Asfendiyarov” there is a night subscription to the library, and a reading room from 18.00 to 22.00, at hostel number 8. The scientific library works on the principle of "Library-24 hours a day". The library fund has more than 1,428,434 copies / 223,040 items of educational and scientific literature: these are books, dissertations, author's abstracts, periodicals in the state, Russian and foreign languages. Including the fund of electronic textbooks is 13,952 copies.



Links to the Databases are located in the Sirius program, access to world electronic resources ([Attachment 6.5](#)). To the question of the questionnaire “My satisfaction with the library fund of the university”, 63.16% of residents answered completely satisfied, 15.75% were partially satisfied and 25% did not answer. At the same time, to the question "I am provided with the necessary educational literature" 84.21% fully agree, 5.26% partially agree and 10.53% of residents do not agree with this statement.

At the moment, the university has developed and approved a new Development Plan-Roadmap for further digitalization for 2023-2028. The implementation of the Wi-Fi project continues.:

Official website at <https://kaznmu.edu.kz>,

To the question of the questionnaire “I believe that the organization has enough equipment and resources to train residents on accredited programmes” - 71.43% of teachers answered completely agree, 25% partially and 3.57 did not answer.

6.4. Clinical teams.

The skills of coordinating work with colleagues and other healthcare professionals, among residents in the specialty of therapeutic dentistry, are developed during the examination, treatment and provision of emergency care to patients in clinics. The resident is present during the boards of doctors, carries out the instructions of senior colleagues within the framework of his/her competence. The result of the resident's activity is checked by the teacher and reflected in the diary-report. The greatest need for a clear implementation of teamwork, the ability to work with specialists of a

different profile is manifested in emergency situations, so the study of emergency conditions is planned for residents in the second year of study. Working in multidisciplinary teams in choosing the tactics of managing the most difficult patients increases the responsibility of residents when they see that the effectiveness depends on the correct organization of teamwork.

Students have free access to patients at clinical bases and all the conditions for improving their practical skills - 85.7% of teachers fully agree with this, 14.3% partially agree.

6.5. Medical Research and Advances

The scientific interests of the staff of the Department of Pediatric Dentistry are determined by the profile of the clinical base and specialty. The department has currently submitted applications for participation in competitions for funding projects:

No.	Name of the project/programme head of the programme, deadlines	Booktitle, submissiondate	Requestedamount offunding	Competitionresult
1.	2.	3.	4.	5.
1	"Probiotic support in reducing the risk of dental caries in children with underlying diseases" timeline 2022-2024.	Grant financing of scientific and technical projects of the Ministry of Education and Science of the Republic of Kazakhstan	68.257870 milliontenge	Underconsideration Formalverification
2	Non-invasive methods for the treatment and prevention of dental caries in children with autism”, terms 2022-2023.	Intra-universitygrant	10 milliontenge	Underconsideration

It is planned to attract residents to participate in exploratory research and scientific and technological progress. Conducting research work by residents allows to consolidate the received theoretical knowledge, practical skills and use their creative potential for further solving urgent healthcare problems, with the release of research results in peer-reviewed databases such as Scopus, Webofscience, as well as the introduction of scientific research results into the educational process.

Interviews with teachers of the department, among other things, showed that there are both successes and problems in the management of education, depending on the specific base (admission of residents to equipment, a sufficient number of thematic patients, time to maintain medical records, independent work).

6.6. Expertise in the field of education.

The expert and for the quality of the implemented EP for residency at the University is a systemic process and is carried out by the following structures: DAD (administrative management of the EP), CEP (planning, development and evaluation of the EP), QAC (quality assurance commission) (monitoring the implementation of the EP), EMA (monitoring the download and updates of the EP in Register of the Ministry of Science and Higher Education). In the process of each study, recommendations were formed for making changes in order to improve the organization of the educational process at the departments and modules of the university. Employees of the University and the department, in particular, were trained in the development of educational programmes and got acquainted with the experience of other universities in the formation of EP

(Nazarbayev University, KIMEP). The examination is carried out in the form of an analysis of the needs for specialists, an analysis of the methods of teaching residents, and the results allow us to draw conclusions about the quality of innovative changes in postgraduate education. For example, as mechanisms for motivating and developing the interest of employees and teachers in conducting research in the field of postgraduate education.

6.7. Training in other institutions.

The University implements the "Academic mobility of students" programmes in accordance with the principles of the Bologna process and in accordance with the goals and needs of students and staff in compliance with ethical principles. The implementation of these programmes contributes to the internationalization of education and integration into the global educational space and is in line with the University's Strategic Plan. The possibility of training residents in other medical organizations is provided by the concluded agreements of the University with the Healthcare Departments of 8 regions of the Republic of Kazakhstan and 16 agreements/memorandums with foreign universities and research centers in 27 countries of the world. The possibility of academic freedom is determined by the fact that the EP is developed on the basis of the National Qualifications Framework, corresponding to the qualification framework for the European Higher Education Area. During the accreditation of the educational programme, two residents for academic mobility were at the Tashkent State Dental Institute.

Conclusions of the EEC by the criteria. Compliant with 21 standards: fully-21.

Recommendations for improvement identified during the external visit: none.

STANDARD 7: EDUCATIONAL PROGRAMME EVALUATION

Evidence of Compliance:

7.1. Monitoring and evaluation mechanisms.

Monitoring of the educational programme consists in assessing:

- ✓ EP management (level of teaching staff, organization of the educational process, regular evaluation of the level of achievement of programme goals, feedback, demand for graduates);
- ✓ EP implementation (curriculum, standard programmes of disciplines, methodological information support, infrastructure, educational technologies, R&D);
- ✓ EP results (interim assessment end-of-course assessment).

Monitoring and evaluation of the EP is carried out at all levels, including the profiling / graduating department, the profile CEP, DAD, the Academic Council, the Board of Studies.

All stakeholders (teaching staff, students, employers) are involved in the programme evaluation process through representation in the relevant structures. The results of the evaluation are heard at meetings of the clinical council, faculty councils, MC and SC, are published in the university newspaper and on the university website.

7.2. Feedback from teachers and residents.

Teachers and residents have the opportunity to participate in the evaluation and subsequent improvement of the EP on a regular basis through various feedback channels.

Feedback from consumers is maintained in each structural unit. According to the requirements of the QMS, in each structural unit there is a box for complaints and suggestions, a performance improvement log (form 19) is kept, in which all inconsistencies, claims, consumer complaints, their causes, and the implementation of corrective actions are recorded. Responsible for the collection and processing of the results of the discussion is Doctor of Medical Sciences, Professor Yermukhanova G.T.

7.3. Results of residents and graduates.

There was no graduation from the accredited educational programme.

7.4. Stakeholder engagement.

All stakeholders (teaching staff, residents, employers)



are involved in the programme evaluation process through representation in the relevant structures ([Attachment 7.3](#)). Interviews with employers were conducted offline and included such questions as: knowledge of the mission of the university, participation in the development of the mission and proposals for the strategic plan, participation in the work of advisory bodies, satisfaction with the basic knowledge and skills of residents, participation in the training of residents through mentoring, providing the department and residents with the necessary resources for practical training and the formation of clinical thinking, about the problems of interaction with departments and universities in general, employment of residency graduates, etc.

When analyzing the documentation of the CEP, it was revealed that the committee includes representatives of two Dental Associations represented by chairpersons, while they are part-time of this department. In this connection, it is recommended to increase the staff at the expense of practicing dentists who are not related to the university for the independence of their decision.

7.5 The procedure for approving educational programmes.

The University has developed EP approval mechanisms that provide for the evaluation of programmes at the stages of planning, implementation, analysis of results and implementation of changes, which allows monitoring the process of EP implementation and the progress of residents, and ensures the identification and timely resolution of emerging problems. The examination is carried out according to the approved SOP "[Formation, discussion of educational programmes \(EP\)](#)", order No. 600 dated August 02, 2018. The examination of the EP is carried out by the CEP for compliance with the State Compulsory Educational Standard, approved by the CED according to the trajectories of specialist training, evaluates the choice of methods for evaluating the results of training residents. The CEP carries out a systematic study and comprehensive evaluation of the EP in order to improve and guarantee the quality (determining the value of the programme, achieving the goal, achieving the objectives, the degree of compliance with the needs of society, the requirements of employers, the effectiveness of the teaching methodology), as well as assessing the educational and methodological support and support of the educational process, assessment of the quality of the EP in the areas of specialization. For this purpose, an external evaluation of the EP is carried out by competent representatives of practical healthcare.

Conclusions of the EEC by the criteria. Compliant with 15 standards: fully - 14, significantly - 0, partially - 1, do not comply - 0.

Standard 7: partially.

Recommendations for improvement identified during the external visit:

- 1) expand the representation of stakeholders in advisory and collegiate bodies (7.4.2).

STANDARD 8: MANAGEMENT AND ADMINISTRATION

Evidence of Compliance:

8.1. Management.

The University implements EP for residency in accordance with the regulations approved by the Ministry of Healthcare of the Republic of Kazakhstan and the Government of the Republic of Kazakhstan, as well as the internal rules for organizing the educational process. Documents have been developed and approved that define the scope of duties and powers of the University in relation to residency educational programme. Coordination of implementation, control and monitoring of the implementation of residency programmes is carried out by the Dean's Office of the Faculty of Postgraduate Education under the supervision of the Vice-Rector of the Academic Unit and the Vice-Rector for Clinical Activities. Meeting with Dean of the Faculty of Postgraduate Education Baimakhanov A.N. and Director of the Department of Academic Affairs Tashetova A. B., made it possible to find out how the Internal Quality Assurance Policy in postgraduate education functions in the context of ESG, provision of resources, evaluation of residency educational programmes.

It has been established that the dean's office closely cooperates with the departments and students. Students who have mastered the residency educational programme and successfully passed the state certification are issued a state document confirming the qualification of a physician in their specialty. On the basis of the order of the Ministry of Education and Science of the Republic of Kazakhstan dated January 28, 2015 No. 39 "On approval of the types and forms of documents on state education and the Rules for their issuance", in accordance with subparagraph 6-3) of Article 5 of the Law of the Republic of Kazakhstan "On Education" dated July 27, 2007, a certificate of completion of residency is issued, and after passing the end-of-course assessment, the National Center for Independent Examination issues a certificate of a specialist without a category in the specialty "pediatric dentistry".

8.2. Academic leadership.

The competence of the governing bodies is determined by the current legislation of the Republic of Kazakhstan, internal regulations of the University. In accordance with standard documents, the University has developed and approved regulations for each unit that define the structure, management and accountability, goals, objectives and functions of structural units, as well as job descriptions for each position provided for by the staffing table.

The organization of the educational process is regulated by the working curriculum for the specialty, the schedule of training sessions and the individual education plan of the resident. The evaluation of the organization of training at the department/course is carried out through the systematic control of the departments/courses by the department.

To the question of the questionnaire "In your opinion, is the accreditation of an educational institution and educational programmes an important and necessary mechanism for ensuring the quality of education in residency?" 78.95% of residents answered positively and 21.05% doubted the answer. To the question of the questionnaire "Do the leaders of the organization listen to your opinion regarding questions on the educational process, research&development, clinical work", 75% of teachers answered: yes systematically, 14.3% answered "sometimes", 10.7% did not give an answer.

8.3. Training budget and resources allocation.

Determining the financial and economic policy of KazNMU university management instructors is the responsibility of the first head of the university, the rector, the Chairman of the Board and the head of the DEF for economics and general issues. The budget of the university is formed from several sources: the republican budget (state order for the training of personnel of higher and postgraduate education, advanced training of medical workers, development of scientific research, transfers); local budget; provision of paid educational and other services. Financing of the residency programme depends on the formation of the annual state order. Every year, the Decree of the Government of the Republic of Kazakhstan approves the state educational order for the training of specialists with higher and postgraduate education, in accordance with which the financing of undergraduate, graduate, doctoral and residency programmes by type of educational institutions is determined. In accordance with the order of the Minister of Healthcare of the Republic of Kazakhstan dated June 14, 2004 No. 474 "On approval of the norms for calculating the cost of education for one student, student of residency, undergraduate, doctoral student (PhD) in educational institutions and scientific organizations in the field of healthcare within the country according to the state educational order ([*On approval of the norms for calculating the cost of education with changes and additions*](#) as of 08.08.2011)" a financial and economic calculation of the cost of training a resident is carried out within the framework of the state educational order, the rational use of funds allocated from the republican budget for the training of specialists with medical and pharmaceutical education.

The financial status of the University is considered stable according to the financial director Iskakov S.S.

8.4. Administration and management.

When interviewing the AMP and teachers, members of the EEC noted that the University clearly defined the responsibility of the academic leadership in relation to the development and management of the educational programme. During a conversation with focus groups, a response was received from the interviewers that the University periodically evaluates the academic leadership regarding the achievement of its mission and the final learning outcomes. Administration and management are implemented in accordance with international standards, regularly updated internal regulations in the field of healthcare and education, which ensures the increase of competence and the achievement of the final results of training in residency. To the question of the questionnaire “Do the leaders of the organization listen to your opinion regarding questions on the educational process, research and development, clinical work” - 75% of teachers answered yes systematically, 14.29% answered sometimes and 10.71% had no answer.

8.5. Requirements and regulations.

The mechanism of interaction between the University as a state medical higher educational institution, with authorized bodies (Ministry of Healthcare of the Republic of Kazakhstan, Ministry of Education and Science of the Republic of Kazakhstan) and the healthcare sector is regulated by: the legislation of the Republic of Kazakhstan, the implementation of State programmes, Decrees and orders; contracts and agreements with healthcare authorities, contracts and agreements with healthcare organizations, written requests from authorized state bodies and medical organizations. The teaching staff of the University, together with the Republican Health Promotion Center of the Ministry of Healthcare of the Republic of Kazakhstan, actively participated in the development and implementation of more than 40 clinical protocols for the diagnosis and treatment of various diseases, which are used in the training of residents. Employees of the Department of Pediatric Dentistry were involved in the development and revision of clinical protocols for nosologies related to pediatric dentistry, as well as in the development as part of the working group in the preparation of the Professional Standard for the Dental Service in 2018-2020.

Conclusions of the EEC by the criteria. Compliant with 15 standards: fully -15.

Standard 8: implemented.

Recommendations for improvement identified during the external visit: none.

STANDARD 9: CONTINUOUS RENEWAL

Evidence of Compliance:

The University, in order to continuously improve the postgraduate educational process in accordance with the best practice of world educational management, taking into account the needs of practical healthcare in the Republic of Kazakhstan, which is under reform, regularly initiates a review and update of processes.

Based on the analysis of the documented review at all levels, resources are allocated and an action plan is determined to update the postgraduate educational process, improve management, update the goal of the strategic plan in terms of educational activities, structure and content, taking into account the needs of practical healthcare, ensure improved learning outcomes/competencies, environment of learning programmes. Non-profit JSCKazNMU named after S.D. Asfendiyarov has the system of internal quality assurance. Since 2019, the Department of academic quality has been functioning as part of the Department of Academic Affairs, the main function of the department is to create and ensure the functioning of the internal quality assurance system of the University. The Standards for the internal quality assurance system of Non-profit JSCKazNMU named after S.D. Asfendiyarov were developed and approved, describing the system of internal quality assurance of the university, in accordance with the criteria of ESG standards. The standards establish an agreed and accepted quality assurance policy at the University, demonstrate management mechanisms for improving and effectively using the SIQA. From the 2020-21 academic year, Quality Assurance Commissions have been functioning at the Schools/Faculties of the University. The "Regulations on

Commissions for Quality Assurance" were developed and approved. Work is being carried out to automate business processes that contribute to the implementation of the management of the SIQA.

The policy of selection of residents, methods of selection and admission of residents is annually adapted to changing circumstances, the needs for human resources, changes in basic medical education, and the requirements of the curriculum. Every year, the work of the teaching staff is carried out to identify and eliminate risks when entering residency, passing intermediate and final certification. "The Regulations on Mentoring" are updated annually in accordance with the changing needs in postgraduate education. To the question of the questionnaire "Do you think that this survey is useful for developing recommendations for improving the key areas of activity of Your organization" 78.57% of teachers agree and 14.29 partially agree. To the question "In your opinion, is the accreditation of educational programmes an important and effective mechanism for ensuring the quality of postgraduate education?" 78.57% of teachers answered yes, 21.43% answered yes in combination with other mechanisms.

Conclusions of the EEC by the criteria. Compliant with 4 standards: fully - 4.

Recommendations for improvement identified during the external visit: none.

CONCLUSION:

The members of the EEC, after analyzing the submitted documents, the results of the survey of teaching staff and teachers and talking with the participants of the focus groups, came to the conclusion that the University, as a dynamic and socially responsible institution, initiates procedures for regular review and revision of the content, results/competencies, evaluation and educational environment.

When conducting an external evaluation of the educational programme, it was found that out of 150 standards (including 91 basic standards and 59 improvement standards), 147 accreditation standards demonstrate full compliance, including 89 basic standards and 58 improvement standards. Partially achieved 2 basic standards and 1 improvement standard. No non-compliance with standards has been established. The implementation of improvement standards indicates the compliance of the educational organization with international consensus in such areas as education, science and clinic.


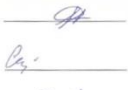


5. Recommendations for improving the educational programme of the specialty 7R01146 - Pediatric Dentistry:

- 1) Increase the list of elective disciplines based on interdisciplinary questions (2.4.2);
- 2) Increase the number of international clinical traineeships for of teaching staff (5.2.4);
- 3) Expand the representation of stakeholders in advisory and collegiate bodies (7.4.2).

6. RECOMMENDATION TO THE ECAQA ACCREDITATION COUNCIL

EEC members determined the compliance of the educational programme in the specialty 7R01146 - Pediatric Dentistry with the Accreditation Standards and came to a unanimous opinion to recommend that the ECAQA Accreditation Council accredit this programme for a period of 5 years.

	Full name	Signature
The Chairman	Kabildina Nailya Amirbekovna,	
Foreign expert	Katrova Lidiya Georgiyeva	
Academic Expert	Aldabergenova Taurzhan Kalibekovna	
Academic Expert	Sultanova Gulnar Dostanovna	

AcademicExpert	MaukayevaSauleBotranbayevna
AcademicExpert	ShabdarbayevaDariyaMuratovna
Employers' representative	Vovk Viktor Yevgenyevich
ResidentRepresentative	AbylgazyievaAidanaBakytzhanovna

ECAQA

**Quality profile and criteria for external evaluation of the educational programme of residency
in the specialty 7R01146-"Pediatric Dentistry" (generalization).**

Standard	Evaluation criteria	Number of standards	Evaluation		
			Fully compliant	Partially compliant	Non-compliant
1.	MISSION AND END OUTCOMES	17	17	-	-
2.	EDUCATIONAL PROGRAMS	30	29	1	-
3.	EVALUATION OF RESIDENTS	11	11	-	-
4.	RESIDENTS	30	30	-	-
5.	ACADEMIC STAFF	7	6	1	-
6.	EDUCATIONAL RESOURCES	21	21	-	-
7.	EVALUATION OF THE EDUCATIONAL PROGRAM	15	14	-1	-
8.	MANAGEMENT AND ADMINISTRATION	15	15	-	-
9.	CONTINUOUS RENEWAL	4	4	-	-
	Total:	150	147	3	-

List of documents reviewed by EEC members as part of the primary specialized accreditation of EP 7R01146- "Pediatric Dentistry".

No.	Name of documents	Quantity	Date of approval
	External review of the EP in the specialty Pediatric Dentistry - 7R01146	1	August 22, 2022
1	Internal review of the EP in the specialty Pediatric Dentistry - 7R01146	1	August 23, 2022
2	Minutes No. 8 of the meeting of the CEP in the specialty Dentistry	1	March 24, 2020
3	Extract from the minutes No. 1 of the meeting of the Department of Pediatric Dentistry	1	August 26, 2022
4	Extract from the minutes No. 1 of the meeting of the CEP in the specialty Dentistry	1	August 31, 2022
5	Regulations on mentoring	1	16.09.2019 rector order No.231
6	Regulations on supervision	1	No. 14 dated 03.09.2021
7	Syllabuses in state and Russian languages	4	31.08.2022 No.2 Minutes
8	Practical Skills Assessment Checklists	9	31.08.2022 No.2 Minutes
9	Regulations on the provision of social assistance to students	1	Minutes of the Decision of the Board No. 1 dated 01.02.2022
10	Agreements with clinical bases of the Department of Pediatric Dentistry	4	01.09.2022
11	Minutes of the meeting of the department where the progress and attendance of the resident of the department of surgical dentistry are discussed	1	Minutes No.8 dated 21.02.2023
12	Regulations on academic load	1	No.12 Minutes dated 25.08.2022
13	Availability of books for electives and disciplines of residents of the Department of Pediatric Dentistry	1	18.04.2023
14	Composition of the CEP School of Dentistry	1	Order No.407 dated 14.09.2022
15	Regulations on educational programmes	1	Minutes AC No.12 dated 02.07.2021
16	Ethics of the teaching staff	1	Rector Order No.615 dated 24.11.2021
17	Quality policy and goals of Non-profit JSC "KazNMU named after S.D. Asfendiyarov" for 2021-2023	1	Minutes No.2 dated 01.03.2022
18	Work plan of the Department of Pediatric Dentistry	1	Minutes No.1 dated 31.08.2022
19	Certificates of advanced training for mentors in	1	

	pedagogical competencies		28.01.2011
20	Memo on the pedagogical training of mentors	1	01.09.2022
21	Extract from the minutes of the Meeting of the committee on academic activities of KazNMU named after S.D. Asfendiyarov “On approval of the updated EP and working curricula for undergraduate, internship, residency, master’s, doctoral studies”	1	No.3 dated 20.04.2020
22	Regulations on the department	1	Rector Order No.78 dated 11.02.2020
23	Job descriptions of the professor of the department	1	Rector Order No.459 от 22.09.2022
24	Job descriptions of the associate professor of the department	1	Rector Order No.459 от 22.09.2022