

To the Accreditation Council of the Eurasian Center  
for Accreditation and Quality Assurance  
in Higher Education and Healthcare  
31.05.2023

**REPORT  
OF THE EXTERNAL EXPERT COMMISSION  
ON THE RESULTS OF THE EVALUATION OF THE EDUCATIONAL  
PROGRAMME  
OF BACHELOR PROGRAMMES 6B10115 "KINESITHERAPY"  
OF NJSC "ASTANA MEDICAL UNIVERSITY"  
FOR COMPLIANCE WITH THE ACCREDITATION STANDARDS  
OF BACHELOR PROGRAMMES OF MEDICAL EDUCATIONAL  
ORGANIZATIONS**

**external expert evaluation period: May 16-18, 2023**

**Astana, 2023**

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## LIST OF SYMBOLS AND ABBREVIATIONS

Abbreviation	Designation
RK	The Republic of Kazakhstan
MH RK	Ministry of Healthcare of the Republic of Kazakhstan
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
GD RK	Government Decree
NEI	Non-state educational institution
ECAQA	Eurasian Center for Accreditation and Quality Assurance in Higher Education and Healthcare
SCES	State Compulsory Educational Standard
University	higher education institution
OHPE	Organization of higher and postgraduate education
SC	Scientific Council
AC	Academic Council
CEP	Committee for Educational Programmes
AMP	Administrative and management personnel
TS	Teaching staff
TCC	Training and Clinical Center
EP	Educational programme
DPCEP	Department of planning and control of the educational process
CED	Catalog of elective disciplines
CMI	Control measuring instruments
EPQ	Educational process quality
QC	Qualifying commission
RIEP	Resident's Individual Education Plan
RIWT	Resident Independent work under the supervision of a teacher
RIW	Independent work of a student (resident)
EP	Education plan
WC	Working Curriculum
SC	Standard Curriculum
RW	Research work
EEC	External expert commission
NLA	Normative legal acts
EMC	Emergency medical care
PHC	Primary Health Care
MED	Medicine of emergencies and disasters
MTB	Material and technical base
MD	Major disciplines
AMU	Astana Medical University

### 1. Composition of the External Expert Commission

In accordance with ECAQA Order No. 12 dated 05.05.2023, an External Expert Commission (hereinafter referred to as EEC) was formed to conduct an external evaluation of the bachelor's degree programme in the specialty "Kinesitherapy" in the period May 16-18, 2023, in the following composition:

No.	Status in the EEC	Full name	Academic degree / title, position, place of work / place of study, course, specialty
1	Chairperson	YERMUKHANOVA LYUDMILA SERGEYEVNA	Candidate of Medical Sciences, Head of the Department of public health and healthcare NJSC "West-Kazakhstan medical university named after Marat Ospanov"
2	Foreign expert	D.R. ALENKA BRAČEK LALIĆ	PhD in Human Resource Management and labor relations. Managing Director of the AUTHENTIC LEADERSHIP Institute (since 2021). Vice Dean for Research Institute AUTHENTIC LEADERSHIP (2017-2021); Associate Professor in Management (2022 - 2027) Ljubljana Business School; Director of International CEEMAN Quality Accreditation (IQA) (2015-2021), Republic of Slovenia
3	Foreign expert	KODIROVA SHAKHLO SALOMOVNA	PhD, Associate Professor, Head of the Department of Traditional Medicine and Occupational Diseases of Bukhara State medical institute, the Republic of Uzbekistan
4	National academic expert	ZHAKIPBEKOV KAIRAT SAPARKHANOVICH	PhD, Associate Professor, Head of the Department of Organization, Management and Economics of Pharmacy and Clinical Pharmacy NJSC "Kazakh National Medical University named after S.D.Asfendiyarov"
5	National academic expert	DANIYAROVA ANARA BAKHITKEREVNA	Candidate of Medical Sciences, Director of the Higher School of Public Health Al-Farabi Kazakh National University
6	National academic expert	YERZHANOVA FARIDA NURMUKHAMBETOVNA	The highest medical category in public healthcare, Master in Healthcare; Head of the Department of Science and Vocational Education Republican State enterprise on the Right of Economic Management

			"Hospital of the Medical Center for Administrative Affairs of the President of the Republic of Kazakhstan", Deputy Chairperson of the State Unitary Enterprise for additional education under Educational and Methodological Association of the Republican Educational and Methodological Council in the direction of training "Healthcare"
7	National academic expert	AKHMETOVA ALMIRA KALIKAPASSOVNA	Candidate of Medical Sciences, Associate Professor, Head of Department of dermatovenereology and cosmetology of NJSC "Semey Medical University"
8	National academic expert	NURZHANYAT TATUKHANOVNA ABLAIKHANOVA	Candidate of Biological Sciences, Associate Professor, Deputy Head of the Department of Biophysics, Biomedicine and Neuroscience for Educational and Methodological Work of Al-Farabi Kazakh National University
9	National academic expert	RAKHMANOV ELTAY UTEMURATOVICH	PhD, Deputy Director of the Master's Program in Sports Medicine and Rehabilitation, School of Medicine, Nazarbayev University, organizer of educational, practical and research work of master's students in sports medicine and rehabilitation.
10	Expert - representative of practical healthcare	ZHUKUBAYEVA ALMIRA ASETKYZY	Master in Pedagogy and Psychology, the highest medical category in emergency care, therapy, the first medical category in public healthcare. Head of the Department of Education, LLP "National Scientific Cancer Center"
11	Representative of doctoral students	ESENBKOVA NAIRA ADILKHANOVNA	Doctoral student of the second year of study in the specialty "Biology" NJSC "Eurasian National University named after L.N. Gumilev"

ECAQA Observer – Umarova Makpal Aldibekovna, Head of Accreditation and Monitoring Department.

The EEC work was carried out in accordance with the Regulations on the EEC.

The EEC report contains an assessment of the bachelor degree educational programme 6B10115 “Kinesiotherapy” for compliance with the Accreditation Standards of Bachelor degree Programmes in Medical Educational organizations and conclusions (hereinafter referred to as the Accreditation Standards), recommendations of the EEC for further improving the approaches and conditions for the implementation of the above educational programme and recommendations for the

## 2. General part of the final report

### 2.1 Presentation of the educational programme of the bachelor's degree in the specialty 6B10115 "Kinesitherapy"

Organization name, legal form of ownership, BIN	Astana Medical University, non-profit joint stock company, 080940008218
Management body	<b>Board of Directors</b>
Full name of the first head	Nadyrov Kamalzhan Talgatovich
Date of establishment	October 26, 1964
Location and contact details	Astana, Beibitshilik 49a 010000 Tel.: +7 (7172) 53 94 47; +7 700 153 94 47, <a href="mailto:rektorat@amu.kz">rektorat@amu.kz</a>
State license for educational activities in the bachelor's degree (date, number)	License No. KZ93LAA00014823 dated March 19, 2019, No. 253 (date of initial issue: January 31, 2009).
Information about branches, subsidiaries (if any)	<b>no</b>
Year of implementation of the accredited educational programme (EP)	2020
Duration of training	4 years
The total number of graduates since the beginning of the EP implementation	9
The number of students on the EP since the beginning of the current academic year	25
Employment	Employment rate, 89% in dynamics for 1 year: 2023 - 89%
Full-time teachers/ part-time workers involved in the implementation of the EP, incl. % of degree	The total number of teachers is 39, including full-time - 16, part-time - 24.  Degree, % - 30 Category, % - 52
Website Instagram Facebook with active pages	<a href="https://amu.edu.kz/?changeLang=true">https://amu.edu.kz/?changeLang=true</a> <a href="https://www.instagram.com/amu_mua_official/">https://www.instagram.com/amu_mua_official/</a> <a href="https://www.facebook.com/MeduniverAstana/">https://www.facebook.com/MeduniverAstana/</a>

### 2.2 Information about previous accreditation

The educational programme 6B10115 "Kinesitherapy" in June 2020 passed the primary specialized accreditation at the Independent Agency for Accreditation and Rating for a period of 3 years from 09.06.2020 to 08.06.2023 and on 27.04.2020 was included in the Register of Educational Programmes. <https://amu.edu.kz/upload/iblock/d19/d19e9bb284ada307d03b623a944304d4.pdf>

### 2.3 Conclusion on the results of the reviewing the self-assessment report of the bachelor's programme in the specialty 6B10115 "Kinesitherapy" for compliance with the Accreditation Standards for bachelor degree programmes of medical educational organizations and conclusions

The self-assessment report of the educational programme of the bachelor's degree in the specialty 6B10115 "Kinesitherapy" (hereinafter referred to as the report) is presented on 157 pages of the main text, attachments on 20 pages, copies or electronic versions of 15 documents located at the link [https://drive.google.com/drive/folders/1FITx4k8AcVjr8TGZZ\\_tEjK1-LP2FMRjo](https://drive.google.com/drive/folders/1FITx4k8AcVjr8TGZZ_tEjK1-LP2FMRjo).

The report is characterized by the completeness of answers to all 9 main accreditation standards and criteria, structuredness taking into account the recommendations of the Guidelines for the 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 Rector Nadirov Kamalzhan Talgatovich, which confirms the accuracy of the quantitative information and data included in the self-assessment report.

The report contains a list of 24 members of the internal self-assessment commission indicating the responsibility of each employee, data about the representative of the organization responsible for conducting the self-assessment of the educational programme - Zhunussova Aigul Bitimbayevna, vice-rector for academic work, candidate of medical sciences, physician - pediatrician of the highest category.

The self-assessment of the educational programme 6B10115 "Kinesitherapy" of NJSC "Astana Medical University" was carried out based on the order No. 38-10/9 dated 09.01.2023 "On the self-assessment of the educational programme 6B10115 "Kinesitherapy".

The report was reviewed by an accreditation expert: Rakhmanov Yeltay Utemuratovich, and 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 provide the actual practice of the University in preparing bachelors in the specialty 6B10115 "Kinesitherapy", taking into account the start of admission of students in 2020, reasoned data, examples of the implementation of the tasks of the educational programme, national and international events, methodological support, confirming compliance with the requirements of accreditation standards. The description in the self-assessment report is quite complete and updated in terms of the number of students, teachers, administration, information on selection and admission, training outcomes, knowledge and skills assessment results, the material and technical base of the university and clinical bases, contractual obligations with partners (universities, associations, bases), financial information, plans for development and improvement.

The report is submitted to the 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, diagrams contain links 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 obtained during a visit to the educational organization, i.e., verification of quantitative and qualitative indicators.

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

External expert work within the framework of the evaluation of the educational programme 6B10115 "Kinesitherapy" was organized in accordance with the Guidelines for the external evaluation of educational organizations and educational programmes of ECAQA and in accordance with the programme approved under No. 12 dated 05.05.2023 by the ECAQA Director General Sarsenbayeva S.S. and agreed with the rector Nadyrov Kamalzhan Talgatovich. Dates of the visit to the organization: May 16-18, 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 visit within 3 days is detailed in the Visit Programme (hereinafter referred to as the programme), which is located 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 EEC members used the following methods and their results:

- conversation with management and administrative staff – 32 people;
- interviews with bachelor degree students - 18 people;
- study of the website <https://amu.edu.kz/>;
- interviewing 11 teachers;
- questioning of 10 teachers;
- review of resources in the context of fulfilling accreditation standards: 3 practice/clinical engagement bases were visited, including Dr. Labunz Center - Tauelsizdik 32; City Polyclinic No. 5 - Akan Seri 20; Private Charitable Foundation "Adal Niet Astana" - Moskovskaya 17, where training is provided in 3 educational programmes with the participation of 16/24 full-time teachers/part-time teachers;
- study of educational and methodological documents in the amount of 48 units both before the visit to the organization and during the visit to the departments (the list of examined documents is 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 conversations was ensured (Table 1).

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

<b>№</b>	<b>Job title</b>	<b>Quantity</b>
1	Head of department of rehabilitation and sports medicine (SM)	1
2	Associate Professor of department of rehabilitation and SM	3
3	Senior Lecturer of department of rehabilitation and SM	1
4	Assistant of department of rehabilitation and SM	3
5	Teacher of department of rehabilitation and SM	1
6	Bachelor degree students	18
7	Administrative staff	14

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. A final discussion of the results of the external evaluation of the educational programme, the study of documents, the results of conversations, interviews, and questionnaires was held. EEC members have begun drafting the final report of the EEC. Generalizations of the results of the external evaluation are made. The experts individually completed the “Quality Profile and Criteria for External Evaluation of the Bachelor’s Educational Programme 6B10115 “Kinesitherapy” 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 final open vote on recommendations for the ECAQA Accreditation Council for the period of accreditation was held by the chairperson Professor Yermukhanova Lyudmila Sergeevna.

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.

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. A final discussion of the results of the external evaluation of the educational programme, the study of documents, the results of conversations, interviews and questionnaires was held. EEC members have begun drafting the final report of the EEC. Generalizations of the results of the external evaluation are made. The experts individually completed the “Quality Profile and Criteria for External Evaluation of the Educational Programme 6B10115 “Kinesitherapy” 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 final open vote on recommendations for the ECAQA Accreditation Council for the accreditation period of 5 years was held by the chairwoman Yermukhanova Lyudmila Sergeiyena.

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 members of the EEC.

*According to 62.96% of teachers, the survey conducted by the ECAQA is useful for developing recommendations for improving the key areas of activity of the accredited educational institution.*

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.

### **3. Analysis for compliance with accreditation standards based on the results of an external evaluation of the educational programme of the bachelor's degree in the specialty 6B10115 "Kinesitherapy"**

#### **Standard 1: MISSION AND VALUES**

##### **Evidence of Compliance:**

##### **1.1 Mission statement**

When implementing the programme activities, namely, based on the results of a conversation with the first head of the organization, members of the advisory and consultative body of the **Board of Directors**, in interviews with students and teachers, compliance with the criteria of **standard 1** was established. All participants in the educational process know the mission of the educational programme (1.1), took part in the formation of proposals for the formulation of the mission (1.2), while the mission was brought to the attention of potential students through the website, social networks, newsletters to medical organizations (1.1.2).

The organization's strategic plan for a period of 5 years was reviewed, including such areas (1.1.3) as 1) Training of competitive and professionally competent healthcare professionals in popular specialties and specializations; 2) Transformation into a research university and its development as a leading center for translating new knowledge and innovations into healthcare practice and policy; 3) Development of the university as an integrated academic medical center, functioning on the basis of the trinity of education, science and practice; 4) Development of human resources and improvement of the university management and financing system; 5) Development of the infrastructure and material and technical base of the university, which confirms the implementation of the accreditation standard and demonstrates the goals, objectives and prospects of the organization. From interviews with students, 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.

In the process of visiting the subdivisions of the educational organization, the experts noted the strengths of the educational organization in relation to the accredited educational programme, including: *academic staff and clinical bases*.

The AMU has subdivisions - the Dean's Office of Nursing, which is directly related to the educational programme "Kinesitherapy", which can be noted as the best practice in education, namely, the Dean's Office participates in medical educational projects like Erasmus +. This experience is a prerequisite for the further implementation of international training standards in Kinesitherapy.

The results of the study of the documentation demonstrate that the mission of the organization and the mission of the Kinesitherapy educational programme, the educational process is built in accordance with the State Compulsory Educational Standard and the current normative legal acts (NLA) in higher education and healthcare.

##### **1.2 Participation in the formulation of the mission of the educational programme**

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

The main stakeholders participated in the development of the mission: employers, students, the Association of Legal Entities "Kazakhstan Association of Rehabilitation, Balneology, Tourism and Health Organizations", leading experts in the field of rehabilitation. Then the mission was discussed at a meeting of the Department of Rehabilitation and Sports Medicine (minutes No. 6 dated 30.01.2020), at the QAC of Nursing (minutes No. 3 dated 14.02.2020), which, in addition to university teachers, include representatives of students, public health organizations and employers. So, the discussion of the EP at the department was made by the participation of the following persons: the chief freelance rehabilitologist of the Republic of Kazakhstan Zhanaspayeva G.A., the main freelance children's rehabilitologist of the Republic of Kazakhstan Bulekbayeva Sh.A., the chief freelance rehabilitologist for the city of Astana Dzhusupova L.A., Head of the Rehabilitation Department of the Unitary Enterprise based on the Right of Economic Management "City Polyclinic No. 4" Sorokina Ye.F., chief physician of the "Center of Doctor Labunets" Labunets A.A., who are potential employers and part-time employees of the department.

To verify **standard 1**, a meeting was held with the vice-rector for academic work - Zhunussova A.B., and with the vice-rector for scientific work and strategic development - Kokov V.V.

*When conducting a survey (on the resource <https://webanketa.com/>), 10 teachers (21 questions of the questionnaire) answered that 78.48% were satisfied with the organization of labor and the workplace at the university, and 14.81% partially agreed with this statement. In the opinion of 81.48%, the teacher has the opportunity to realize himself/herself as a professional in his/her specialty. For information, a total of 10 people answered (there are 14 in the staff of the department), while 22.22% have a teaching experience of up to 5 years, 14.81% - up to 10 years, 62.96% - more than 10 years.*

**Conclusions of the EEC by the criteria.** Compliant with 8 standards (including 8 basic) fully - 8.  
**Standard 1: implemented**

## **Standard 2: EDUCATIONAL PROGRAMME**

### **Evidence of Compliance:**

#### **2.1 Training outcomes of the educational programme**

The experts established a clear continuity between the outcomes of previous student learning (prerequisites) and bachelor studies and subsequent continuing professional development programmes. The organization has developed 8 programmes of higher medical education, including for the specialty "Kinesitherapy". Students are aware of this.

*70.37% of teachers-respondents believe that students of this educational organization have a high level of knowledge and practical skills after completing the training programme, and 14.81% partially agree with this.*

#### **2.2 Organization and structure of the educational programme**

For the implementation of the educational programme in the specialty "Kinesitherapy" in the documents of the organization there are teaching materials, which defines the goal, takes into account the integration of practical and theoretical components, and independent work. Compliance with State Compulsory Educational Standard and standard requirements was established. The organization ensures compliance with ethical aspects in the implementation of the educational programme, as the experts studied the "Code of Corporate Culture of NJSC "AMU" (28.09.2012, protocol No. 8) and during the interview, the students answered that they were informed about 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 classroom.

This indicates compliance with standard 2 in terms of adapting training to the needs of students. At the same time, along with the principles of quality and academic honesty, which are described in the document Academic policy of NJSC "Astana Medical University", P-MUA-17-20 dated 29.09.2022.

Upon completion of the educational programme at NJSC "AMU", a bachelor's degree is awarded in the specialty "Kinesitherapy", which provides graduates with additional career development opportunities, continuing their education in magistracy and doctoral studies. *The qualification obtained after completion of the programme corresponds to level 6 of the National Qualifications Framework, compiled on the basis of qualifications in the European Higher Education Area (EQF). (ESG 1.2) (clauses 2.2.4, 2.2.5)*

All explanatory conversations are held by the dean during a meeting with students, curators during curatorial hours.

The educational programme "Kinesitherapy" provides students with both academic knowledge and the necessary skills that contribute to their personal development and necessary for use in their future careers. Future bachelors of the specialty acquire the necessary skills and abilities to work directly in the clinic during practical classes and during the work experience internship, delving into the problems of the patient, into the essence of the work of physicians at all levels of the healthcare system.

In NJSC "AMU" the clinical skills that a graduate must master are unified, distributed among courses in compliance with the principle from simple to complex, fixed between disciplines, which allows avoiding duplication and making progress in mastering clinical skills. And the constant monitoring by the developers of the educational programme of the healthcare requirements for kinesitherapists allows expanding the competencies of future specialists in the development of elective disciplines. Thus, the high prevalence among children and adolescents of flat feet and scoliosis dictated an in-depth consolidation of the skills of working with such patients in the future on electives: "Kinesitherapy for various types of flat feet" and "Kinesiology for scoliosis". Changes in healthcare needs against the backdrop of the consequences of Covid-19 motivated the introduction of an elective: "Fundamentals of rehabilitation after Covid infection", etc.

The goals of the educational programme "Kinesitherapy" are fully consistent with the institutional strategy, the most important areas of which are:

- training of competitive and professionally competent healthcare professionals in popular specialties and specializations;
- transformation into a research university and its development as a leading center for translating new knowledge and innovations into healthcare practice and policy;
- development of the university as an integrated academic medical center operating on the basis of the trinity of education, science and practice;
- development of human resources and improvement of the system of management and financing of the university;
- development of infrastructure and material and technical base of the university.

The medical school provides clear training outcomes (TO) for "Kinesitherapy" EP. These are detailed in the self-assessment report and provided to the experts during the external visit.

Students have a real opportunity to participate in the organization of the curriculum of the specialty in the course of direct discussion and approval of work programmes and elective disciplines at meetings of the department, the quality assurance committee (QAC) of the educational programme, the academic committee of the Scientific Council. So, during the meetings of the Department of Rehabilitology and Sports Medicine (formerly the Department of Sports Medicine and Rehabilitation), student representation is guaranteed.

Therefore, when developing the EP "Kinesitherapy" in 2020, Kusainov Bauyrzhan, a resident of the 2nd year of study in the specialty "Sports Medicine", participated in the discussion at the meeting of the Department of Sports Medicine and Rehabilitation. In 2022, residents of the 2nd year of study in the specialty "Physical Medicine and Rehabilitation" Labunets A.A. and Shamelova A.M. and a student of the specialty "Ergotherapy" Tashimova D.G. took part.

Students are regularly invited to QAC meetings and take part in the discussion of issues in the context of this specialty. The proposals and recommendations of the students are necessarily taken into account by the members of the QAC when forming the final decision of the meeting. The staff of the School has the decisive right in approving candidates from among the students who are part of the QAC, while the determining criterion is the student's academic performance and active life position.

A significant role in the management and evaluation of the effectiveness of the educational programme, planning of working conditions is played by feedback from students, which allows you to focus more on the analysis of topical and complex professional issues and methods. Based on the opinion of students, elective disciplines are developed and put forward for students to choose, allowing them to dwell on topics of interest to students in more detail.

The personal development of students, their creative abilities and social competencies are formed throughout the entire period of study at NJSC "AMU".

Students are given the opportunity to further develop their intellectual potential, communication skills, creativity and self-realization. The creative potential of students is effectively developed when organizing independent cognitive activities in the learning process aimed at setting and solving specific educational problems, solving case problems, preparing reports for conferences, etc.

In the educational programme, the emphasis is on the formation of a holistic systemic view of graduates and flexible professional and personal competencies that will allow the future graduate of the educational programme "Kinesitherapy" to work successfully in the field of rehabilitation and habilitation, to have general and professional competencies in the use of kinesitherapy techniques as a means of physical education in the treatment and prevention of various diseases, as well as to effectively interact with specialists in the field of medical rehabilitation as part of a multidisciplinary team.

An individual trajectory, the possibility of studying in interdisciplinary and joint programmes in the best way is consistent with the professional plans and interests of students. During the period of mastering the EP "Kinesitherapy", students undergo the practice: "Kinesitherapy in the rehabilitation of children and adolescents" on the basis of the Unitary Enterprise based on the Right of Economic Management "City Polyclinic No. 5", "Kinesitherapy in the rehabilitation of the elderly and senile" on the basis of the center of Dr. Labunets, "Kinesitherapy in Rehabilitation of Neurological Patients" on the basis of the Multidisciplinary Regional Hospital No. 2 and MB Clinic, "Kinesitherapy in inpatient practice" on the basis of the Unitary Enterprise based on the Right of Economic Management "City Hospital No. 1" and the Multidisciplinary Regional Hospital No. 2, "Specialized Kinesitherapy Care" on the basis of the Unitary Enterprise based on the Right of Economic Management "City Polyclinic No. 5", "Working as part of a multidisciplinary team" on the basis of the Unitary Enterprise based on the Right of Economic Management "City Polyclinic No. 5".

The development and approval of the EP "Kinesitherapy" is carried out in accordance with the University standard SU-MUA-15-22 "Educational programmes: development, evaluation and updating", approved by the decision of the Board of NJSC "AMU" No. 29 dated December 2, 2022 [https://drive.google.com/drive/folders/1i2gDHftKBRRxFc\\_RMPD48qm85ARvEWvN](https://drive.google.com/drive/folders/1i2gDHftKBRRxFc_RMPD48qm85ARvEWvN). This Standard describes the procedure for planning, designing, developing, reviewing, approving the EP, its structure, design, procedure for entering into the Register of Educational Programmes of the Ministry of Education and Science of the Republic of Kazakhstan, as well as its monitoring, evaluation and updating. The educational programme is developed by the staff of the leading department, agreed with experts in this field, again taking into account the comments and suggestions of experts and other stakeholders, it is discussed at the department, then at a school meeting and after a positive decision is sent to the QAC of EP. After discussion at the QAC of EP, the draft of EP with an extract from the QAC of EP is submitted for approval to the Committee of the Scientific Council on academic activities. After being agreed upon by the Scientific Council Committee on Academic Activities, the EP is approved by the Scientific Council, then, for inclusion in the register of the EP of the MES RK, the school submits to the Center for the Development of academic activity a paper and electronic version of the EP with an extract from the meeting of the Scientific Council.

The above data confirms that the AMU has *a process and procedure for the development and approval of an educational programme according to qualifications in the European Higher Education Area (EQF)*. (ESG 1.2).

### **2.3 Content of the educational programme**

The content of the educational programme in all areas is sufficient to allow the student to achieve the planned outcomes of the educational programme and safely proceed to the next stage of study or practice upon graduation, as well as continue education at the postgraduate level.

The content of the work programmes and the catalog of elective disciplines reflected the needs of the healthcare system, including in kinesitherapy, as well as the specifics of research and scientific achievements of teachers. These include the following: participation in the international project “Preparing the country to join the International Classification of Functioning, Disability and Health (ICF), taking into account the age characteristics of children and adolescents”, implemented by the AMU jointly with UNICEF, and the project implemented by the AMU jointly with UNDP “National and international system of rehabilitation and habilitation of persons with disabilities with an emphasis on the activities of rehabilitation centers”.

The department participates in the implementation of the roadmap within the framework of cooperation between NJSC “Astana Medical University” and “Phoenix” Rehabilitation Center” LLP for 2023–2026. For the successful implementation of the educational programme in the specialty "Kinesitherapy", the organization has resources to organize the assessment of students' practical skills.

During the conversation, students are fully satisfied with the schedule of training sessions. From interviews with students, 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. This indicates compliance with standard 2 in terms of adapting training to the needs of students.

The documents of the organization contain work programmes where the goal is defined, the integration of practical and theoretical components and independent work are taken into account. Compliance with the State Compulsory Educational Standard and standard requirements was established.

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 and syllabuses, and teachers use them in the classroom.

### **2.6 Scientific method**

The educational programme includes the scientific foundations and methodology of medical research (Organization and methods of scientific research in kinesitherapy, the number of credits is 3). When talking with students, the experts learned that they use scientific data in teaching and know the basics of evidence-based medicine.

During the student interviews, the commission established the need to identify mechanisms for the wide coverage of students in research work in order to develop research competence, critical and analytical thinking and ensure a greater number of participants in scientific student conferences at the university, republican levels and abroad.

### **2.9 Management of the educational programme**

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 Registrar's Office, the test center, the simulation center and talking with the head and employees.

*When teaching students, a variety of teaching methods are used, but more often - analysis of case problems (85.19%), work in small groups (74.07%), less often rewrite thematic information from monographs (7.41%).*

The training of bachelors in the specialty "Kinesitherapy" is aimed at meeting the needs of practical healthcare. An acute shortage of specialists in the field of medical rehabilitation prevents the maximum coverage of those in need of rehabilitation and the full provision of rehabilitation assistance to patients with protracted and chronic forms of diseases, as well as socially unadapted persons. The

prospects for further development of healthcare in the Republic of Kazakhstan largely depend on the professional level and quality of training of medical personnel, including specialists in medical rehabilitation. For this reason, based on the analysis of international and domestic experience, an educational programme for a bachelor's degree in the specialty "Kinesiotherapy" was developed. Therefore, we can assume that the university is specialized in the field of rehabilitation, and provides a lot of opportunities and conditions for qualified training of specialists in "Kinesiotherapy".

**Conclusions of the EEC by the criteria.** Compliant with 36 standards (including 30 basic, 6 improvement standards): fully - 34, partially - 2, not compliant - 0.

**Standard 2: implemented**

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

- 1) To define mechanisms for wide coverage of students with research work in order to develop research competence, critical and analytical thinking and provide more participants in scientific student conferences at the university, republican levels and abroad.

### **Standard 3: STUDENT ASSESSMENT**

#### **Evidence of Compliance:**

##### **3.1 Evaluation policy and system**

The educational process is carried out in accordance with the established workload, educational programme, working curriculum, schedule of the educational process based on the academic calendar, which is approved by the decision of the Scientific Council. The approved working curricula, academic calendar, class schedule, based on the Working Curriculum, are posted on the website of NJSC "AMU", which guarantees openness and accessibility for external experts, consumers of services.

During the interview, the students spoke about the forms of assessment, for example, control, testing, term papers, and that they were satisfied with everything. They also receive regular feedback from teachers. The student can appeal the assessment of the admission rating and/or summative assessment in accordance with the internal document "Academic Policy" P-MUA8.110.20/03.2019 section 17 "Appeal", which describes the organization of the work of the appeal commission during the midterm/end-of-course assessment.

Educational achievements of bachelor degree students are assessed in accordance with the Regulations "On the rating system for assessing educational achievements of students" PL-MUA-31-12 (13.11.12 No. 38). NJSC "AMU" uses the principles, methods and practice of assessment, including the educational achievements of students and the assessment of knowledge, skills, professional values of attitudes that are: clearly comparable with the methods of learning, teaching and learning outcomes.

During a visit to the organization and during a conversation with Professor Slivkina Natalya Vladimirovna (Head of the Department of Rehabilitology and Sports Medicine, PhD), the commission was convinced that there is a documentation system that is transparent and accessible to all faculty and staff, and includes documents such as annual operating plans, annual reports, regulations of divisions, and educational and methodological documentation (work programme, working curricula, syllabuses, grade record books), evaluation tools (checklists, statements), evidences, certificates and verifications. A review of the website showed that its pages contain the necessary information for students.

##### **3.2 Assessment that facilitates and supports training (formative assessment)**

Formative assessment and current control are carried out at each lesson through oral and combined questioning, testing, solving case problems, writing an essay and defending a medical history. The department has developed and implemented checklists for assessing the knowledge and skills of students in a number of disciplines.

The frequency and duration of examination sessions is determined by the working curriculum and the schedule of the educational process. The summer examination session is a transfer session, as a result of which the student is transferred from course to course. Examinations are taken by teachers approved by order of the Vice-Rector for Academic Affairs. When appearing for the exam, the student

is required to have a student card, in case of its absence - an identity card. Examinations are held in written, oral or test forms. If the student did not appear for the exam, the mark "did not appear" is made in the examination sheet opposite his/her surname. If there is a good reason, the School decides to take this exam on an individual schedule, according to the official order of the School.

The final grade for the discipline includes ratings for admission and final control. When calculating the final grade, the weight fraction of each component is taken into account. The points received when working off missed classes are recorded in the pedagogical journal and the journal of working off. Re-calculation of the admission rating assessment, taking into account the points of the completed classes, is carried out only in the case of practicing a lesson that was missed for a good reason. Points received when practicing a lesson missed for an unexcused reason are not counted in the current rating, respectively, the re-calculation of the admission rating evaluation is not performed. The final control evaluation (FCE) is affixed by the examiner to the electronic grade record book, where the FCE record sheet is formed.

### **3.4 Quality control**

The University has the rector's blog for feedback with teachers and students, where the teaching staff and students receive answers to questions of interest regarding the conditions for the implementation of the EP. Students are members of the Scientific Council of NJSC "AMU", SF, where they participate in the discussion of the implementation of the EP. Based on the comprehensive analysis carried out, a decision is made on the advisability of adjusting the goals of the educational programme.

Upon completion of the discipline, students provide feedback, where they write about their satisfaction with education and the quality of educational services. The results of the midterm assessment are analyzed at a meeting of the QAC or at a meeting of the department. For the period from November 1 to December 31, 2022, the questions of the questionnaire were answered 10 times (of which - 4 in November, 6 in December). Among them: 1 course – 1 student; 2-3 courses – 7 students.

The department surveyed students on the topic "the department through the eyes of students." In the assessment, teachers received 10 points. (Aitenov B.T. - Kinesitherapy in the rehabilitation of children and adolescents; Kubekova S.K. - Practical work as part of a multidisciplinary team).

During the survey, students were interested in the future topics of the electives ("What will be the electives?"), the timing and time of the internship ("Is it possible to do an internship at the workplace?"), ("How are the final exams?"). The results of the survey were discussed at a meeting of the department under No. 6 dated 27.01.2023.

Based on the results of the survey, the following was proposed: to discuss with students the topics of electives, the possibility of internships on an individual basis.

Thus, compliance with standard 3 is established.

***Conclusions of the EEC by the criteria*** Compliant with 13 standards: fully - 13.

***Standard 3: implemented***

## **Standard 4: STUDENTS**

### **Evidence of Compliance:**

#### **4.1 Student selection and admission policy**

Based on the Standard Rules, the admissions committee annually draws up the "Rules for admission to study at NJSC "AMU"", which are discussed at a meeting of the admissions committee and approved by the decision of the University Board. Admission of persons entering the university is carried out by placing a state educational grant of higher education at the expense of the republican budget or the local budget, as well as paying for tuition at the expense of the student's own funds and other sources. The work of the admissions committee is regulated by the document "Regulations on the work of the admissions committee of NJSC "AMU".

Zhilkiybayeva Karlygash Tulegenovna, head of the admissions committee, spoke about the student admission policy. The transfer and restoration of students at the university is carried out on the basis of the current regulatory documents: 1. Decree of the Government of the Republic of Kazakhstan dated January 20, 2015 No. 19 "Rules for the transfer and restoration of students by type of educational organization"; 2. Academic policy P-MUA-.110.20/-2019.

Thus, the experts validated the data according to **standard 4**.

The contingent of students: duration of study 4 years - 3 students, on an accelerated course (2 years 6 months) - 17 students (including 3 graduated in February 2023), duration of study 10 months - currently there are no students (in 2021-2022 academic year there were 3 students). The training contingent of kinesitherapists are students with practical work experience - more than 5 years of work experience in practical healthcare.

#### **4.2 Student counseling and support**

The university has a policy of balanced enrollment of students, taking into account their gender, ethnicity and other social requirements. All of the above allows you to meet social obligations and needs in the field of public health.

The University conducts systematic work on social support for students from a socially vulnerable category (orphans, legally free children, students from large families, the disabled and for the loss of a breadwinner). Guided by the Decree of the Government of the Republic of Kazakhstan dated March 12, 2012 No. 320 "On approval of the size, sources, types and Rules for the provision of social assistance to citizens who are provided with social assistance", NJSC "AMU" provides social support for students-orphans, legally free children and graduates of orphanages during their education. This category of students is allocated: money for food, money for uniforms (clothes, shoes, bedding), one-time free meals in the university canteens (complex meal), organization and issuance of monthly travel tickets.

Student support services have been established at the University. The university has an admission committee, psychologists, a registrar office, e-University, a youth affairs center, student government, an institute of curators, a legal service, a library, a "campus", a center for planning, organizing and controlling the educational process, a center for international cooperation and academic mobility, center for work with foreign students. All these support services are structural divisions of the university and have their own regulatory documentation when working with students.

Regarding the practice of academic counseling, personal support for students and the development of not only professional skills, the experts interviewed Kabdulina Gulzhan, head of the Practice and Employment Center. The experts asked questions about professional orientation work for the professional transformation of a specialist of another profession into a kinesitherapist. Kabdulina G.B. answered that all students are already working in this field.

A graduate who has successfully passed the end-of-course assessment for the development of a professional curriculum of higher education is awarded the academic degree "Bachelor of Healthcare in the educational programme "Kinesitherapy". A bachelor graduate has the right to continue further studies in a master's programme, which **corresponds to qualifications in the European Higher Education Area (EQF). (ESG 1.4)**.

During the reporting period, there were no precedents for an appeal for admission to the bachelor's programme in kinesiotherapy.

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

*Standard 4: implemented*

#### **Standard 5: ACADEMIC STAFF**

##### **Evidence of Compliance:**

##### **5.1 Academic staff forming policy**

There are 39 employees in total, 14 of them are full-time teachers, 25 are part-time ones. The experts are familiar with the personnel policy of the university, which is aimed at developing and



supporting the potential of teachers by encouraging teachers for their achievements in educational, scientific and clinical activities in accordance with the Regulations "On the rating for educational, scientific and clinical activities of the teaching staff" approved by the Decision of the Board No. 26 dated November 22, 2019.

In order to verify the data of standard 5, external experts received the opinion of teachers on personnel policy. The conversation with Letuta Pavel Alexandrovich (Head of the Rector's Office) and Zikenov Igor Irsainovich included such issues as personnel policy, selection and recruitment criteria for teaching staff, the programme for the development and motivation of teaching staff, feedback from students on the quality of teaching and allowed the experts to learn about the information support of the educational programme, as well as to identify problems in the management and development of human resources, since the number of part-time teachers (25) exceeds the number of full-time teachers (14).

*When questioning teachers, it was found that the majority (81.48%) are completely satisfied with the organization of labor and workplace in the university, but 14.81% are partially satisfied. Teachers have the opportunity to engage in scientific work and publish the results of research - 92.59% fully agree, 3.7% partially. Satisfied with the work of the HR service (personnel) - 70.37% fully agree, 22.22% partially. Satisfied with wages - 11.11% fully agree, 37.04% partially.*

***Thus, the experts identified a number of problems in the personnel service, including in relation to the work of the personnel department (HR) and the salary level of teachers.***

In order to verify the data of standard 5, at a meeting with the head of the personnel department and during interviews with teachers, experts received an opinion on approaches to the development of pedagogical competence of teachers.

Encouragement of teachers and departments that have fulfilled the established KPIs will be carried out through the implementation of the task of the Operational Plan of NJSC "AMU" - "Formation of an effective system of motivation and retention of employees based on the introduction of differentiated wages, a system of additional payments and incentives for achieving KPIs."

Experts found that teachers initiate research topics for students, stimulate the need for additional training and independent work with literature.

*There is an opportunity for career growth and development of teacher competencies in the organization - 88.89% of the surveyed teachers answered, and 7.41% partially agree with this. 62.96% studied at professional development programmes during this year, 14.81% more than 5 years ago and 7.41% answered "I don't remember when it was".*

*The organization implements social support programmes for teachers - 62.96% answered that "yes, such programmes exist", 3.7% "I have already used it", 3.7% of respondents answered that there are no such programmes, and 22.22 % of respondents do not know about it.*

***Conclusions of the EEC by the criteria.*** Compliant with 8 standards: fully - 8.  
***Standard 5: implemented***

## **Standard 6: EDUCATIONAL RESOURCES**

### **Evidence of Compliance:**

#### **6.1 Material and technical base for teaching and learning**

The educational programme in the specialty - 6B10115 Kinesiotherapy is implemented on the basis of the Department of Rehabilitology and Sports Medicine of NJSC "AMU", located in the main building at the address: Astana, st. Beibitshilik, 49, 2nd floor.

The department has a developed material and technical base for conducting educational and scientific and educational processes, has classrooms, sports facilities, a library, information technology tools, cultural and social facilities, as well as all other resources. When mastering the educational programme, students widely use the material and technical base in the conditions of the best clinics in the city of Astana. The implementation of the educational programme in the specialty "Kinesiotherapy"

at the university is ensured by the free access of each student to information resources, library funds and material and technical equipment. The department uses lecture halls for theoretical teaching. Scientific and other types of conferences are held in the Assembly Hall. When preparing for exams, the technical means of the Testing Center and the Simulation Center are used. During the pandemic in 2020-2021, distance learning technology based on Moodle was used.

## **6.2 Resources for clinical training**

The university has the necessary resources to acquire practical clinical experience for students in the specialty - 6B10115 Kinesiotherapy. Clinical bases of the University are medical and preventive organizations subordinate to the State Institution "Department of Public Health of Astana" and the Local Administration of the city of Astana, as well as Republican centers, research institutes, clinics subordinate to the Ministry of Healthcare, the Ministry of Internal Affairs, the Ministry of Defense of the Republic of Kazakhstan, according to the List of Clinical Bases approved by the Order of the Minister of Healthcare and social development of the Republic of Kazakhstan dated January 30, 2015 under No. 51.

The entire teaching staff of clinical departments perform medical and advisory work within the limits of the therapeutic load of scientific and pedagogical workers of the departments in accordance with Order No. 628 of the Ministry of Healthcare of the Republic of Kazakhstan dated 11.09.2012 "On approval of the Regulations on clinical bases of medical educational organizations".

In order to improve the quality of education, the University concludes contracts for the passage of professional practice for students with city clinics, in accordance with the Order of the Minister of Education and Science of the Republic of Kazakhstan dated January 28, 2016 under No. 93 "On approval of the forms of a standard contract for the provision of educational services and a standard contract for professional practice, according to the curriculum in 2018-19 - 8 contracts, in 2019-2020 - 4 contracts, 2022-2023 - 4 contracts.

*At the same time, during the interview, the students raised the issue of the need for domestic and foreign mobility of students, academic and administrative staff for the internationalization of education, the exchange of experience, the introduction of best practices and the acquisition of broader and alternative knowledge by students in the specialty.*

To date, the Department of Rehabilitation and Sports Medicine of NJSC AMU has the following clinical bases:

- Research Institute of Traumatology and Orthopedics
- Multidisciplinary Regional Hospital No. 2, Astana
- Center of Dr. Bubnovsky, Astana
- Unitary Enterprise based on the Right of Economic Management "City polyclinic No. 5"
- Unitary Enterprise based on the Right of Economic Management No. 4 of Astana
- LLP "Center of Doctor Labunets"
- 13 polyclinic of Astana
- National Center for Children's Rehabilitation of Astana
- "MB Clini"
- Sports and rehabilitation center "Atlant"
- PCF "Adal Niet Astana"
- "Health Nation"
- Hospital of the Administration of the President of the Republic of Kazakhstan
- MCH No. 1
- Kindergarten "Karim"
- Main military clinical hospital of the Ministry of Defense of the Republic of Kazakhstan

Of all the above practical training courses, experts visited the Dr. Labunets Center; City Polyclinic No. 5; Private charitable foundation "Adal Niet Astana". A review of the resources showed that they correspond to the goals and objectives of the educational programme, and the staff of the department provides collegial and ethical relations with the medical staff, the leadership of the clinical base to achieve the outcomes of students. A sufficient number of thematic patients, modern equipment

is provided 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.

*The majority of respondents-teachers (62.96%) fully agree, and 33.33% partially agree that the discipline that is taught is provided with sufficient resources (classrooms, equipment).*

During a visit to clinical bases 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. Experts obtained evidence of compliance with **standard 6**.

### **6.3 Medical research and scientific achievements**

The research activity of NJSC "AMU" meets the ultimate goals of training kinesiotherapy specialists, is part of the unified educational, scientific complex of the University and is the initial stage in the implementation of the state programme in the field of science. The number of research and innovation projects, including international ones (in which the department participates) per 1 staff unit of teaching staff and researchers:

1. "Preparing the country to join the International Classification of Functioning, Disability and Health (ICF), taking into account the age characteristics of children and adolescents. (Project of Unicef and NJSC AMU) (Slivkina N.V., Omarova A.B., Khaldenova A.T., Bulekbayeva Sh.A., Balgayeva M.S., Taitubaeva G.K.).

2. "Development of the system of social and vocational rehabilitation in the system of social protection of the population in 2022-2023. (UNDP and AMU project) (Slivkina N.V., Omarova A.B., Khaldenova A.T., Taitubayeva G.Kh.).

3. Participation in a scientific project to train specialists in medical and social expertise from November 7, 2022 to December 20, 2022 (by order of the Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan) (Omarova A.B., Khaldenova A.T.).

4. Approbation of the exoskeleton (Slivkina N.V., Taitubayeva G.K., Zhukov D.Yu.)

Head of the Department Slivkina N.V. is a member of the local ethical commission of the university.

The subject of scientific research is inextricably linked with the educational process. The subject of scientific research is of an applied nature, focused on the subsequent professional (industrial or scientific) activity of a kinesiotherapist and solves its specific problems: identify existing disorders, restore or develop a person's functional capabilities that are necessary in everyday life (activity); help a person with disabilities become as independent as possible in everyday life by restoring (development) lost functions, using special devices, and adapting the environment; create optimal conditions for the development and self-realization of a person with disabilities through his/her "employment" in various spheres of life and, ultimately, improve his/her quality of life.

To participate in research activities, students are attracted who wish to engage in scientific research and successfully complete the curriculum, who have shown the skills of research, experimental and analytical activities. The School of "Young Scientists" was organized at the department, where students and residents of the Department of Rehabilitology and Sports Medicine take an active part in various scientific fields. The scientific adviser is Ph.D. Professor Slivkina N.V.

The School of "Young Scientists" held scientific conferences on the topic "On some aspects of the rehabilitation of patients who have undergone Covid-19 in round-the-clock and day hospitals.

According to the results of the "School of Young Scientists" competition, which was held at the International Scientific and Practical Conference "Medical Rehabilitation: Priority Areas in Diagnostics, Therapy and Prevention", 2nd year resident Kurban Zhandos was awarded a 1st degree diploma.

Students are provided with the opportunity to quickly exchange information with domestic and foreign universities, enterprises and organizations; access to sets of the library fund of the main domestic and foreign academic and industry journals on the profile of training is provided.).

*Experts found that teachers initiate research topics for students, stimulate the need for additional training and independent work with literature. Questions were asked about the main scientific directions of the university, the contribution of the department to the development of the scientific direction of the university, methods of motivating students to conduct research.*

#### **6.4 Information resources**

In NJSC "AMU" the coverage area of the territory of the university WI-FI for free access to the Internet is 100%, students' access to electronic resources is provided and expanded.

For independent work, users are provided with electronic resources of the library, including purchased electronic and multimedia textbooks, training programmes, as well as subscription databases and electronic libraries: DB "EBSCO, SMART, "Cochrane Library", "Thomson Reuters", "Springer", EBS "BUKAP" and to the Scientific Electronic Library of the RSCI. Updating of documents in the field of education, science and healthcare is carried out by subscription and daily updates.

On the website of the university <https://amu.edu.kz/> there is an electronic page "LIBRARY", which reflects information about the library's novelties, "Virtual book exhibition of the teaching staff's works" and provides access via a link for users to electronic information at a local and remote level; information is updated periodically.

To improve its work, the library conducts a survey of students. All wishes and criticisms of the library have been taken into account, and appropriate adjustments have been made to the work plans with students.

Great informational assistance in the educational process is provided by the events "Days and Weeks of Departments" and "Specialist's Day". The library fund has programmes for self-training of teachers and students in the use of information and communication technologies (personal training in computer skills and office programmes, independent work on the Internet, teaching the state and English languages). *But there is a need to expand access to evidence-based, practical databases, in particular, to subject-specific databases (for example, to sources of evidence-based kinesitherapy) and to widely introduce innovative teaching methods using audiovisual platforms to simulate the appointment of kinesiotherapy activities and therapeutic exercises.*

#### **6.6 Exchange in education**

Cooperation at the national and international levels with other educational organizations, including the mobility of students and academic and administrative staff, researchers of the University is one of the strategic directions of NJSC "AMU". The University implements internationalization initiatives in four directions: science, education, clinic and management with all groups of foreign participants - Strategic Partnership; projects of academic mobility (exchange of students and teaching staff, holding scientific and practical seminars, lecturing); cooperation with organizations (signing agreements on research work, applying for international grants, projects and programmes); participation in international events (entry into the world rankings of Universities, associations); export of educational services (attracting foreign students and listeners for training, retraining and internships at the University).

NJSC "AMU" cooperates with more than 63 leading foreign universities, clinics, hospitals on the basis of concluded memorandums of understanding, contracts, agreements on international cooperation, the number of which is increasing every year.

*Unfortunately, 25.93% did not answer the question of whether the university supports the teacher in participating in international and national events, and 25.93% did not contact the management or relevant administrative staff of the university with this.*

*During the interview, the students raised the issue of the need to carry out intra-country and foreign mobility of students, academic and administrative staff for the internationalization of education, the exchange of experience, the introduction of best practices and the acquisition of broader and alternative knowledge by students in the specialty.*

**Conclusions of the EEC by the criteria.** Compliant with 18 standards: fully - 15, partially - 3, not compliant - 0

**Standard 6: implemented**

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

- 1) To provide students with access to online resources, platforms dedicated to kinesiotherapy for students to receive up-to-date information in their specialty.
- 2) To Actively carry out intra-country and foreign mobility of students, academic and administrative staff for the internationalization of education, the exchange of experience, the introduction of best practices and the acquisition of broader and alternative knowledge by students in the specialty.

## **Standard 7: QUALITY ASSURANCE**

### **Evidence of Compliance:**

#### **7.1 Quality assurance system**

In order to comply with international quality standards, the policy of the University of NJSC "AMU" is based on the *"European standards and guidelines for quality assurance in the European Higher Education Area" (ESG)* and the national education policy of the Ministry of Education and Science of the Republic of Kazakhstan.

To evaluate the quality assurance system, the University organizes the collection and analysis of information through the following methods:

- Development, implementation and use of information systems;
- Determination of stakeholder requirements for performance results;
- Conducting an assessment of student satisfaction with the educational services of the University;
- Monitoring at all stages of activity.

To guarantee the quality of the education provided, the University conducts self-examination procedures (monitoring, audits), the results of which are the subject of discussion at the Scientific Council and to take effective measures to improve all University processes.

The University has sufficient means of collecting and analyzing information about its own activities and is able to determine the strengths and weaknesses of its activities and the results of innovation.

Quality related information systems cover:

- The progress of students and the level of academic performance, the proportion of expelled;
- Demand for graduates in the labor market;
- Satisfaction of students with educational programmes;
- Satisfaction of employees, teaching staff with working conditions, management system, resources;
- Teaching effectiveness;
- Composition of students, contingent;
- Availability and cost of learning resources;
- Employment of graduates, communication with them, career monitoring;
- Key performance indicators of the University.

#### **7.2 Programme monitoring and evaluation mechanisms**

In solving the problems facing the university in the conduct and organization of the educational process, the introduction of innovations in the educational process, the main role is played by the Scientific Council, the Department of Organization and Quality Control of Educational Activities, QAC. These divisions act as structures coordinating the activities of schools, departments and courses to improve the methodological, scientific and methodological and educational content of disciplines, the development and implementation of regulations, research in nursing, the generalization and dissemination of best practices in teaching students. The main tasks of scientific research in medical education are: the development of scientific approaches to the development and improvement of medical education, the development of reasonable norms, criteria and standards of the educational process, the development of new forms of organization and methods.

Interviews with 14 teachers showed that there are both successes and problems in the management of education, depending on the specific base (the admission of students to the equipment, a sufficient number of thematic patients, independent work). The experts received answers about the teacher advanced training programme, the financing of this training, and whether teachers have certification in teaching methods.

*Thus, the experts found that the university guarantees the collection, analysis and use of relevant information for the effective management of the educational programme and other areas of its activities (ESG S1.7)*

### **7.3 Teacher and student feedback**

The information received from teachers and students is centrally collected, analyzed and used. One of the mechanisms for implementing feedback is the questioning of students, teachers and employers.

Questionnaires are developed to study the processes of education, improvement and development of educational programmes. The questionnaire procedure is carried out systematically throughout the entire period of study, it consists of questionnaires for teaching staff, students, graduates, parents of students, employers. For example, when questioning students, the University covers all aspects of education:

- satisfaction with the quality of teaching materials;
- satisfaction with the expanded catalog of elective disciplines in the specialty;
- how do you evaluate the organization of the consulting service of advisers?
- satisfaction of students with the quality of textbooks, teaching aids;
- satisfaction with the schedule;
- creation of a programme in which the best students, graduates had the opportunity to undergo work experience internship, training in the best medical centers, clinics of the Republic of Kazakhstan, and outside the country;
- development of partnership in terms of academic mobility of students and teaching staff (increased exchange of students and teaching staff).

The department regularly analyzes the content of courses and teaching methods.

### **7.5 Stakeholder involvement**

The system for monitoring compliance with the norms for the development of educational materials successfully functions in accordance with the developed IMS documents (management system): process map "Management of the educational process", Working instructions for organizing and conducting intra-departmental control and mutual attendance of classes.

The university has an effective, continuous mechanism for internal quality assessment and examination of educational programmes. To improve educational programmes and their periodic revision, feedback is provided from consumers, namely teaching staff and students.

Evaluation of the content of the training programme, teaching methods and assessment is carried out on the basis of feedback from students, practitioners, as well as reviews of employers. The Committee for Quality Assurance (QAC) of educational programmes develop models of graduates, their educational trajectories, educational programmes, monitor the continuity of education levels, pursue the implementation of the needs of practical healthcare in the framework of the training of medical specialists. In order to qualitatively implement the training of kinesiotherapists, ergotherapists, teachers of the departments are constantly working to improve the content of educational programmes in accordance with the development trends of the modern healthcare system, they analyze programmes with peer review from employers.

Interviews with 12 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 departments 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, 100% employment of

bachelor degree graduates, etc.

*Conclusions of the EEC by the criteria.* Compliant with 12 standards: fully - 12.  
*Standard 7: implemented*

## **Standard 8: MANAGEMENT AND ADMINISTRATION**

### **Evidence of Compliance:**

#### **8.1 Management**

NJSC "Astana Medical University" has its own management system that contributes to the achievement of the mission and goals, maintains institutional efficiency and integrity, creates and maintains an environment for learning.

The management system is built on the principle of verticality and involves structural divisions in areas of activity: educational, clinical, research and disciplinary.

According to the new structure of NJSC "Astana Medical University", which was adopted in August 2022, the Board, chaired by the rector, includes 4 vice-rectors: vice-rector for academic work, vice-rector for clinical work, vice-rector for scientific work and strategic development and vice-rector for financial, economic and disciplinary work, who perform their duties in accordance with the Regulations on the Board and the Procedure for the distribution of duties. <https://amu.edu.kz/upload/images/struktura-2022.jpg>.

The Academic Council, committees and QAC of educational programmes "Nursing" (it also includes the educational programme "kinesiotherapy") - form the core of academic management. The main management unit of the "kinesiotherapy" programme is the School of Nursing.

In its work, the School interacts with the Center for the Development of Academic Activities, the office of the registrar, the library (on issues of providing the educational process with educational literature, methodological developments, access to electronic databases), the Center for Youth and Sports, the Center for the Development of Clinical Activities, the Center for Career Practice employment, the Center for the Development of Research Activities and the Center for Strategic Development and Project Management, as well as with other departments for the management and organization of educational activities.

#### **8.3 Administration**

The School has adequate and sufficient administrative support to achieve its goals in teaching, learning and research activity.

In addition to vice-rectors, administrative functions are performed by the Economic Council <https://amu.edu.kz/upload/iblock/d60/d604145f7e3b6a6f2a4d81bf5cbbb8a6.pdf>. It determines the validity of planning, managing project activities at the University, improving the efficiency of financial and economic activities in terms of increasing income and optimizing operating costs, as well as investments by NJSC "AMU".

In order to ensure the quality of the implementation of the educational programme, the university constantly allocates financial resources for educational, material, technical and information resources. The teachers of the departments noted that their applications are fulfilled quite quickly, however, they conclude agreements with clinical bases on their own and search for appropriate practice bases themselves. There are difficulties in this, since the clinical bases do not have material incentives from the university and become partners of the department only thanks to the personal authority of the teachers of the department.

The mechanisms for studying needs, allocating and distributing resources are prescribed in the relevant internal regulatory documents of the University, the regulation on the economic council and process maps. Increasing the efficiency of financial and economic activities in terms of increasing income and optimizing operating costs, as well as investments of the University guarantees the adequacy and effectiveness of financial support for the activities and operations of the School and, accordingly, the department responsible for the educational programme in the specialty "kinesiotherapy".

To the question of the questionnaire "Do the leaders of the university listen to your opinion regarding issues on the educational process, research, clinical work", 85.19% of teachers answered that systematically, 7.41% answered "sometimes", 3.7% "quite rarely".

#### **8.4 Training budget and resource allocation**

The cost of paid educational services at the University is determined in accordance with the requirements of the legislation, information is communicated to consumers by posting on the official website.

Planning expenses in the context of the 1st student for financial support is regulated by the order of the acting Minister of Healthcare of the Republic of Kazakhstan dated January 19, 2021 "On approval of the methodology for forming the cost of training for education programmes in the field of healthcare." The cost of training for 1 student for the corresponding academic year, which includes all types of expenses under the programme, is determined by the Ministry of Healthcare of the Republic of Kazakhstan and is allocated in accordance with the Agreement for the provision of services for the training of specialists with higher and postgraduate medical and pharmaceutical education.

The University Administration allocates the necessary funds from the University budget for the continuous improvement of the material and technical base, which are spent on: capital and current repairs, increasing the supply of educational literature, improving the equipment of departments and courses implementing the educational programme, increasing the computer equipment, updating licensed software, technical equipment for educational, scientific and information activities, the purchase of furniture and educational equipment, etc.

The sufficiency and adequacy of the material and technical base is analyzed annually in the reports of the departments. The update is carried out by fulfilling the submitted applications from the structural divisions, feedback is provided to the teachers and staff of the departments. Feedback is provided to students through questioning and identifying their satisfaction.

On the basis of the Order of the Minister of Healthcare of the Republic of Kazakhstan dated December 21, 2020 under No. ҚР ДСМ-304/2020 "On approval of the regulations on the clinical base, the clinic of the organization of education in the field of healthcare, the university hospital, the residency base, the integrated academic medical center and the requirements for them» Clinical bases of the University are the leading medical clinics and medical organizations in Astana.

**Conclusions of the EEC by the criteria.** Compliant with 16 standards: fully - 16.

**Standard 8: implemented**

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

##### **Evidence of Compliance:**

During the interview, representatives of the university informed the commission that the declared educational programme "Kinesiotherapy" will be periodically updated to adapt to the changing needs of the healthcare system, employers and society. The revision of the mission and outcomes of the educational programme is carried out in compliance with the principle of transparency, with the participation of all parties involved in the process: scientific and pedagogical personnel, students, administrative structures at the level of departments.

Changes may include adjusting the structure and content of the educational programme, the principles of active training. The adjustment will guarantee, along with the exclusion of obsolete ones, the development of new relevant knowledge, competencies, methods and concepts based on new achievements in basic biomedical, clinical, taking into account changes in the demographic situation and population structure on public health issues, as well as changes in socio-economic and cultural conditions;

NJSC "AMU" conducts an annual assessment of the literature and equipment of the library fund, while planning and applying the processes of monitoring, measurement, analysis and improvement necessary to demonstrate compliance with the requirements of the Order of the Minister of Education



and Science of the Republic of Kazakhstan dated January 19, 2016 under No. 44 "On Approval of Rules for the formation, use and preservation of the fund of libraries of State Educational Institutions", as well as the requirements and expectations of stakeholders for the quality of education, for the quality of knowledge of graduates.

The university has a comprehensive system for collecting and analyzing versatile information, which reflects all the basic requirements for the quality of the library fund and material and technical equipment.

In relation to the staff of the department, measures will also be taken to increase its number if the number of students increases. At present, given the small number of students, there are enough teachers.

During the meetings of experts with the administration and teachers, it was found that they themselves are aware of the problems in education management and quality management, which needs to be revived and implemented in all areas of the institutional activities of the university.

**Conclusions of the EEC by the criteria.** Compliant with 3 standards: fully - 3.  
**Standard 9: implemented**

When conducting an external evaluation of the educational programme, it was found that out of **129 standards** (including 106 basic standards and 23 improvement standards), 123 accreditation standards demonstrate full compliance, including 105 basic standards and 17 improvement standards. 1 basic standard and 6 improvement standards are partially implemented. No non-compliance with standards has been established.

## **5. Recommendations for improving the educational programme of Kinesitherapy:**

### **Standard 2**

1. To define mechanisms for wide coverage of students with research work in order to develop research competence, critical and analytical thinking and provide more participants in scientific student conferences at the university, republican levels and abroad.

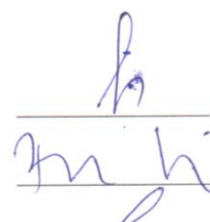
### **Standard 6**

2. To provide students with access to online resources, platforms dedicated to kinesiotherapy for students to receive up-to-date information in their specialty.
3. To actively carry out intra-country and foreign mobility of students, academic and administrative staff for the internationalization of education, the exchange of experience, the introduction of best practices and the acquisition of broader and alternative knowledge by students in the specialty.

## **6. Recommendation to the ECAQA Accreditation Council**

The EEC members determined the compliance of the educational programme of the bachelor's degree in the specialty 6B10115 "Kinesitherapy" with the Accreditation Standards and came to a unanimous opinion to recommend to the ECAQA Accreditation Council to accredit this programme for a period of **5 years**.

<b>№ p/p</b>	<b>Status in the EEC</b>	<b>Full name</b>



1	Chairperson	Yermukhanova Lyudmila Sergeyevna
2	Foreign expert	Dr. Alenka Braček Lalić
3	Foreign expert	Kodirova Shahlo Salomovna
3	Academic Expert	Zhakypbekov Kairat Saparkhanovich
4	Academic Expert	Daniyarova Anara Bakhitkereyevna
5	Academic Expert	Yerzhanova Farida Nurmukhambetovna
6	Academic Expert	Akhmetova Almira Kalikapassovna
7	Academic Expert	Ablaykhanova Nurzhanyat Tatukhanovna
8	Academic Expert	Rakhmanov Yeltay Utemuratovich
9	Employers' representative	Zhukubayeva Almira Asetkyzy
10	Representative of doctoral students	Yessenbekova Naira Adilkhanovna

**Attachment 1.**

**Quality profile and criteria for external evaluation of the educational programme  
(generalization)**

Standard	Criteria for evaluation	Number of standards	BS*/IS	Grade		
				Fully compliant	Partially compliant	Not compliant
1.	MISSION AND OUTCOMES	8	8/0	8	0	0
2.	EDUCATIONAL PROGRAMME	36	30/6	30/4	0/2	0
3.	STUDENT ASSESSMENT	13	11/2	11/2	0	0
4.	STUDENTS	15	11/4	11/3	0/1	0
5.	ACADEMIC STAFF/TEACHERS	8	7/1	7/1	0	0
6.	EDUCATIONAL RESOURCES	18	16/2	15/0	1/2	0
7.	QUALITY ASSURANCE	12	9/3	9/3	0	0
8.	MANAGEMENT AND ADMINISTRATION	16	14/2	14/2	0	0
9.	CONTINUOUS RENEWAL	3	0/3	0/3	0	0
		129	129	106/24	105/16	1/6
				129		

**List of documents reviewed by EEC members as part of an external evaluation of the bachelor's degree programme in "Kinesitherapy"**

<b>№</b>	<b>Наименования документов</b>	<b>Количество</b>
1.	К-МУА-02-19 Этический кодекс обучающихся НАО «МУА»	1
2.	СУ-МУА-15-22 Образовательные программы: Разработка, оценка и обновление	1
3.	Стратегия развития НАО «МУА» на 2022-2026 гг.	1
4.	П-МУА-17-20 Академическая политика НАО «МУА»	1
5.	Образовательная программа 6В10115 «Кинезитерапия»	1
6.	К-МУА-01-20 Кодекс об академической честности	1
7.	Выписка из протокола №6 Заседания Комитета по обеспечению качества образовательных программ «Общественное здоровье» и «Сестринское дело»	1
8.	«АстМУ» КеАҚ-тың факультет кеңесін қуру туралы бұйрық	2
9.	«АстМУ» КеАҚ «Мейіргер ісі» факультеті 2020 жылғы 4 ақпанның Факультет кеңесінің отырысының №3 хаттамасынан үзінді	1
10.	Протокол №6 заседания кафедры спортивной медицины, реабилитологии и физической культуры.	1
11.	Выписка из протокола №6 очередного заседания Ученого совета НАО «МУА»	1
12.	Академиялық кеңес мәжілісінің №1 хаттамасынан үзінді	1
13.	СУ-МУА-04-21 Мониторинг обратной связи	1
14.	«АстМУ» КеАҚ жарғысы	1
15.	СУ-МУА-15-12 Управление научно-исследовательской деятельностью обучающихся	1
16.	СУ-МУА-22-19 Организация учебного процесса по кредитной технологии обучения	1
17.	ПР-МУА-25-17 Правила внутреннего трудового распорядка АО «МУА»	1
18.	ПЛ-МУА-127-20 Положение о комитете по обеспечению качества образовательных программ	1
19.	ПЛ-МУА-17-12 Формирование портфолио обучающегося АО «МУА»	1
20.	ПЛ-МУА-16-13 Положение о каталоге элективных дисциплин	1
21.	Кодекс корпоративной культуры и этики	1
22.	К-МУА-02-19 Этический кодекс обучающихся НАО «МУА»	1
23.	Протокол №9 заседания кафедры реабилитологии и спортивной медицины	1
24.	Приложение 1 Ф-ПЛ-13/1-21 Формы проведения промежуточной и итоговой аттестации по образовательной программе «ОМ»	1
25.	Шкала оценок	1
26.	Оценочный лист	7
27.	ПЛ-МУА-13-21 Положение о проведении промежуточной и итоговой аттестации обучающихся в НАО «МУА»	1
28.	Выписка из протокола №5 заседания Комитета Ученого совета	1

	по академической деятельности	
29.	Результаты опроса обучающихся лиги академической честности	1
30.	План корректирующих действий	1
31.	ПР-МУА-18-21 Правила приема абитурантов на обучение в НАО «МУА»	1
32.	Политика информации безопасности АО «МУА»	1
33.	ПЛ-МУА-24.129/01-18 Положение о студенческих общежитиях	1
34.	ПЛ-МУА-09-20 Правила конкурсного замещения вакантных должностей административно-управленческого персонала НАО «МУА»	1
35.	Изменения в Правила конкурсного замещения вакантных должностей административно-управленческого персонала НАО «МУА»	1
36.	Изменения и дополнения в Правила конкурсного замещения должности заведующей кафедрой НАО «МУА»	1
37.	ПЛ-МУА-76-20 Положение об оплате труда, премирования и социального обеспечения работников НАО «МУА»	1
38.	ПЛ-МУА-63-19 Положение о рейтинге образовательной, научной и клинической деятельности ППС	1
39.	Нормы времени для расчета объема учебной работы, выполняемой ППС на 2022-2023 учебный год	1
40.	Кадровая политика НАО «МУА»	1
41.	Отчет об исполнении ключевых показателей деятельности кафедры реабилитологии и спортивной медицины за 2022 год	1
42.	План научно-студенческого кружка кафедры реабилитологии и спортивной медицины на 2022-2023 учебный год	1
43.	Информация о сотрудничестве с зарубежными партнерами	1
44.	Диплом 1 степени Құрбан Жандос	1
45.	Сертификат Құрбан Жандос	1
46.	СУ-МУА-81-21 Система внутреннего обеспечения качества НАО «МУА»	1
47.	ПР-МУА-07-20 Правила пользования информационными ресурсами центра поддержки публикаций, библиотечной литературы и музей университета	1
48.	Дорожная карта по реализации мероприятий в рамках сотрудничества НАО «Медицинский университет Астана» и ТОО «Реабилитационный центр «Phoenix» на 2023–2026 годы	1