

06.06.2022

**REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS OF THE
EVALUATION OF THE EDUCATIONAL PROGRAMME
7R01128 OTORHINOLARYNGOLOGY (ADULT, CHILDREN'S)
OF NJSC "SEMEY MEDICAL UNIVERSITY"
FOR COMPLIANCE WITH THE ACCREDITATION STANDARDS FOR
POSTGRADUATE PROGRAMMES (SPECIALTY OF RESIDENCY) IN MEDICAL
EDUCATIONAL INSTITUTIONS**

period of external expert evaluation: 23.05- 25.05.2022

Semey, 2022

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List of symbols and abbreviations

Abbreviation	Interpretation
RoK	Republic of Kazakhstan
MoH RoK	Ministry of Health of the Republic of Kazakhstan
MEs of RoK	Ministry of Education and Science of the Republic of Kazakhstan
NJSC "SMU"	Non-profit joint-stock company "Semey Medical University"
BD	Basic disciplines
EKR	East Kazakhstan region
EEC	External expert commission
SCES	State Compulsory Educational Standard
ECAQA	Eurasian Center for Accreditation
LIS	library information system
FSA	final state attestation
Irbis	library information system
IMS	integrated management system
IEPI	Individual Educational Plan
CIS	Control and measuring system
CMIS	kazakhstan Medical Information System
CEP	Educational Programmes Committee
LEB	Local Executive Bodies
MEP	Modular educational Programme
MSF	360 Degree Rating
RW	Research work
GM	"General Medicine"
EP	Educational programme
RO	registrar's Office
ATR	assessment of tolerance rating
OSPE	objective structured practical exam
OSCE	Objective Structured Clinical Exam
PD	Profiling Disciplines
TS	Teaching staff
PD	Profiling Disciplines
WC	Working Curriculum
QMS	Quality Management System
SSS	Student Scientific Society
SU	Structural unit
TEP	Typical educational plan
TBL	Team-based-learning
SPE	School of Postgraduate Education

4. Composition of the external expert commission

In accordance with ECAQA Order No. 17 dated 05.05.2022, an External Expert Commission (hereinafter referred to as EEC) was formed to conduct an external evaluation of the educational Programme 7R01128 – Otorhinolaryngology (adult, children's) in the period 23-25.05.2022, consisting of the following composition:

order №	Status as part of EEC	Full name	Academic degree, academic title, position, place of work/place of study, course, specialty
1	chairperson	Zhanalina Bakhyt Sekerbekovna	doctor of Medical Sciences, Professor of the Department of Surgical and Pediatric Dentistry of NJSC "West Kazakhstan Medical University named after Marat Ospanov"
2	Foreign Expert	Ripp Evgeny Germanovich	candidate of Medical Sciences, Associate Professor, Head of the Accreditation Simulation Center of the Institute of Medical Education FSBI "National Medical Research Center named after V.A. Almazov" of the Ministry of Health of the Russian Federation, Member of the Board of the Russian Society for Simulation Education in Medicine (RSSTM), Member of the Programme Committee of RSSTM, Instructor of the European Council on Resuscitation (ERC)
3	Academic Expert	Dzhandaev Serik Zhakenovich	doctor of Medical Sciences, Professor of the Department of Otorhinolaryngology, NJSC "Medical University of Astana", Academician of the "International Academy of Head and Neck Surgery"
4	Academic Expert	Urazova Saltanat Nurgozhayevna	doctor of Medical Sciences, Head of the Department of Family Medicine No.3 of "Medical University of Astana" NJSC
5	Academic Expert	Zhumalina Akmaral Kanashevna	doctor of Medical Sciences, Professor, Head of the Department of Children's Diseases with Neonatology of the NJSC "West Kazakhstan State Medical University named after Marat Ospanov"
6	Academic Expert	Turgunov Yermek Meiramovich	doctor of Medical Sciences, Professor of the Department of Surgical Diseases of the NJSC "Medical University of Karaganda", President of the OS "Surgical Association of Karaganda Region", member of the International Surgery Society, member of the "Association of Independent Experts of Astana" and "Union of Independent Experts of KSMU"
7	Academic Expert	Ligai Zoya Nikolaevna	doctor of Medical Sciences, Head of the Department of General Medical Practice with the course of the AEMC of the NEI "Kazakh-Russian Medical University"
8	Academic Expert	Chingaeva Gulnar Nurtasovna,	doctor of Medical Sciences, Professor of the Department of Clinical Disciplines of the Higher School of Medicine of NJSC "Kazakh National University named after Al-Farabi", Member of the Association of Nephrologists of Kazakhstan,

			Russian Dialysis Society, International Pediatric Nephrology Association, ISN (International Society of Nephrologists), ERA-EDTA (European Renal Association – Dialysis and Transplantation)
9	Academic Expert	Bozhbanbayeva Nishangul Seitbekovna	doctor of Medical Sciences, Professor of the Department of Pediatric Diseases with the course of Neonatology of NJSC "Asfendiyarov Kazakh National Medical University"
10	Academic Expert	Ulzhan Tursunkulovna Beisebaeva	Doctor of Medical Sciences, Professor of the Department of Oncology, NJSC "Asfendiyarov Kazakh National Medical University"
11	Academic Expert	Doshakanova Assel Baidauletovna	candidate of Medical Sciences, Senior Lecturer of the Postgraduate Department of the Kazakh Order "Badge of Honor" Research Institute of Eye Diseases LLP
12	Expert – employer representative	Tuleutaeva Gulnara Esenzhanovna	Organizing physician - social hygienist of the highest category, deputy chief physician of the PSE on the REM "Polyclinic No.1", Semey, EKR HCD
13	Resident	Amina Timurovna Izmaeva	Resident of the second year of study in the specialty "Ophthalmology" of NJSC "Medical University of Astana"

The observer for ECAQA is Umarova Makpal Aldibekovna, Head of Accreditation and Monitoring Department.

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

The EEC report contains an assessment of the educational Programme "7R01128 – Otorhinolaryngology (adult, children's) for compliance with the Standards of accreditation of postgraduate education Programmes (residency specialties) of medical educational organizations and conclusions (hereinafter referred to as Accreditation Standards), recommendations of the EEC on further improvement of approaches and conditions for the implementation of the above-mentioned educational Programme and recommendations for the ECAQA Accreditation Council.

2. General part of the final report

2.1 Introduction of NJSC "Semey Medical University" and the educational Programme 7R01128 – Otorhinolaryngology (adult, children's)

Organization name, legal form of ownership, BIN	NJSC Semey Medical University BIN: 190240004938
Management body	Board of Directors
Full name of the chief executive officer	Dyusupov Altai Akhmetkalievich
Created in	1953
Location and contact details	071400, East Kazakhstan region, Semey, Abaya Kunanbaeva, 103, Tel. Reception: 8(7222)52-22-51 E-mail: smu@nao-SMU.kz
State license for educational activities in the residency (date, number)	June 20, 2019 No. KZ50LAA00016373
Information on branches, subsidiaries (if any)	Pavlodar and Ust-Kamenogorsk branches

Year of implementation of the accredited educational Programme (EP)	It is planned in 2022-2023.
Duration of training	2 years

Semey Medical University is one of the largest medical higher education institutions in the Republic of Kazakhstan, which has its own University Hospital, as well as branches in the cities of Pavlodar and Ust-Kamenogorsk. Residency Programmes, being part of the educational activities of the university, strive to achieve indicators of the strategic plan of the university. Within the framework of the corporate culture, decisions on the formation of a strategic plan are made collectively in the NJSC "SMU".

The educational Programme of the residency in the specialty 7R01128 – Otorhinolaryngology (adult, children's) has been introduced in NJSC "Semey Medical University" since 2022. Graduates of this educational Programme will successfully work in the healthcare organizations of East Kazakhstan, Abay and Pavlodar regions, as well as other regions of the Republic of Kazakhstan.

Preparation for accreditation of the educational Programme 7R01128 – Otorhinolaryngology (adult, children's) of Semey Medical University NJSC was carried out on the basis of Order No. 26-02-50/1-n/k dated 01.07.2021 "On preparation for accreditation and organization of the process of self-assessment of educational Programmes".

2.2 Analysis of the report on the self-assessment of the educational Programme of the residence in the specialty 7R01128 – Otorhinolaryngology (adult, children's)

The report is characterized by the completeness of responses to all 9 main accreditation standards and criteria, structured taking into account the recommendations of the Guidelines for the self-assessment of the educational programme provided to the organization of education by the accreditation center - ECAQA, as well as the internal unity of information. The report is accompanied by a cover letter signed by the Rector prof. A.A. Dyusupov, which confirms the reliability of quantitative information and information included in the self-assessment report. The report contains information about the representative of NJSC "Semey Medical University", responsible for the self-assessment of educational Programmes – Zhunusova A.B., Director of the Department of Academic Work.

Attached to the self-assessment report is a list of members of the working group on self-assessment and preparation for accreditation of the specialty 7R01128 – Otorhinolaryngology (adult, children's), indicating the responsibility of each member of the internal commission; information on the person responsible for conducting the self-assessment for compliance with the ECAQA Educational Programme Accreditation Standards.

All standards contain real data of Semey Medical University NJSC on the opening of training of residents in the specialty 7R01128 – Otorhinolaryngology (adult, children's). The residency training will start from 2022-2023 academic year, therefore this external assessment is the primary one.

The self-assessment report provides complete information about the medical organization of education, including history, scientific achievements, personnel, etc., which generally determines the extent to which the university meets the intention to conduct training in the specialty 7R01128 – Otorhinolaryngology (adult, children's).

The expert analyzed the developed and approved educational and methodological documentation that ensures the implementation of the new educational Programme, assessed the availability of teaching staff, relevant educational and information, clinical resources.

The report is written in a competent language, consistently with the logic in the description of standards, the wording for each standard is clear and understandable, the tables contain references in the text and have end-to-end numbering. There are links to regulations, model rules, regulations, educational and methodological documents, website pages: <https://semeymedicaluniversity.kz/onas/struktura/>

The self-assessment report contains reasoned data, as well as how the tasks of the educational Programme will be implemented, methods of assessing residents, about planned national and international events. The report describes the methodological support of the educational Programme. Despite the fact that the accredited educational Programme is new and the reception of residents will be carried out at the beginning of 2022-2023 academic year, however, the University has been engaged in the preparation of residents since 2008. This explains that the university has established all the processes of postgraduate education in the residency, i.e. the rules for admission to the residency, the resident assessment system, the policy of admission of teachers and their development have long been introduced, relations with clinical bases have been established, methods for assessing the educational process, the documenting system, planning for development and improvement have been developed.

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

Based on the analysis of the self-assessment report, the external experts found that the content of the self-assessment report was structured in accordance with the ECAQA accreditation standards and the recommendations of the Self-Assessment Manual, while the review resulted in recommendations for adjustments, which were taken into account by the working group.

3. External expert evaluation assessment

External expert work on the evaluation of the educational Programme of the residency in the specialty 7R01128 – Otorhinolaryngology (adult, children's) was organized in accordance with the Guidelines for the external evaluation of educational organizations and educational Programmes of ECAQA (approved by the order of the Director General of the NU "Eurasian Center for Accreditation and Quality Assurance of Education and Health" No.5 dated February 17, 2017) and in accordance with the Programme and schedule approved by Order No. 17 dated May 5, 2022 with the Director General of ECAQA Sarsenbayeva S.S. and agreed with Rector Dyusupov A.A. Dates of the visit to the organization: May 23-25, 2022.

To obtain objective information on the expert evaluation of the accredited educational Programme, the following methods were used by the members of the EEC: interviewing management and administrative staff, interviewing teachers, observation, studying the website, interviewing employees of various structural units, questioning teachers and residents (other educational Programmes to determine their satisfaction with their studies at the university). The external evaluation included a review of on-site resources to be used to train future otolaryngologists. The expert studied the regulatory and educational documents both before the visit to the Semey Medical University and during the visit to the organization.

The staff of the accredited organization ensures the presence of all persons indicated in the visiting programme and according to the lists of interviews (Table 1).

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

№	Full name	Job Title
1	Altai Akhmetkalievich Dyusupov	Chairperson of the Management Board - Rector
2	Tanatarova Gulnaz Nursoltanovna	Acting Deputy Chairperson of the Management Board for Academic and Educational Work
3	Omarov Nazarbek Bakhytbekovich	Meeting with Deputy Chairperson of the Board for Science and Strategic Development
4	Turarova Elmira Merkhatorovna	Head of Graduate and MF Employment (Residency)
5	Manatova Almira Manatkyzy	Dean of the School of Postgraduate Education (residency)
6	Kusainova Gulnara Zhomartovna	Head of Training Department

7	Bekbolatova Mariya Adletkyzy	Deputy Dean of SPE
8	Dzhobalayeva Bagym Sasanovna	residency methodologist
9	Krykpayeva Saltanat Sayatovna	Head of Research Institute
10	Dzhametdinova Ulzhan Slamovna	Head of the Department of Epidemiology and Biostatistics
11	Baybusinova Assel Zhanartasovna	Head of the Department of Epidemiology and Biostatistics
12	Yerkezhan Sayatovna Tursinkanbetova	Deputy Chairperson of the Management Board for Organizational and Economic Work
13	Gulnara Tursyngazyevna Nurgaliyeva	Head of Clinic Department
14	Malchenko Victoria Valerievna	Specialist of the Clinic Department
15	Masabaeva Meruert Ravilievna	Chief Researcher
16	Kadirsizova Gulzhan Sayatovna	Head of the Library
17	Co-founder Darkhan Sakenovic	digital and PR Technician Engineer
18	Tlebaldin Nurlan Berikovich,	Head of Digital and PR Technologies Department
19	Asylbekova Aigerim Mukhametbekovna	Psychologist
20	Rakhimzhanova Bayan Kuraltaevna	Head of Registrar's Office
21	Tattybaeva Azhar Nurlykanovna	Head of SSC&O
22	Kamalieva Anara Zakenovna Kozhakhmetova Dana Kenzhebaevna Akhmetzhanova Natalia Vladimirovna	Department of Quality Control of Medical Education
23	Karsakova Ainur Tasbolatovna	head of the Department of Strategic Development and International cooperation
24	Zhanar Dzhakubekova	specialist of the Department of Strategic and International Cooperation

The sequence of the visit during 23-25.05.2022 is presented in detail in the Visit Programme (Appendix 3).

Thus, when implementing the activities of the Programme, namely, according to the results of the interview with the first head of the organization, the Chairperson of the Board, the Acting Deputy Chairperson of the Board for Academic and Educational Work, the Deputy Chairperson of the Board for Science and Strategic Development, the Deputy Chairperson of the Board for Organizational and Economic Work, the Head of the Department of Employment of Graduates and MF, the Dean of the School of Postgraduate Education, the Head of the Training Department, the Head of the Research Institute, the Head of the Department of Personnel Management, the employees of the units and the Head of the Department of Employment of Graduates and the Medical Foundation, the Head of the Department of the Clinic, the employees of the JESL, members of the advisory bodies: the CEP of the Residency, in interviews with residents and teachers, compliance with the criteria of **Standard 1** was established.

The Programme for the development of NJSC "SMU" for 2020-2024 was reviewed, which includes such areas as "Promotion of public health care" and "Entry into the top-700 universities of the world according to the QS version", which confirms the implementation of the accreditation standard and demonstrates the goals, objectives and prospects of the organization.

From interviews with residents, it was established that before the beginning of classes, teachers inform about the mission, work plans of the organization of education, tell 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 residents. The organization's documents contain work programmes, EMCD, which define the goal, take into account the integration of practical and theoretical components, independent work. Compliance with the SCES and standard requirements has been established.

The analysis of educational activities showed that the scientific basis and all the achievements of science in advisory disciplines are taken into account, additions are made to the bibliography of the EMCD and syllabuses, and teachers apply them in classes.

The study of control and measuring tools (600 tests of the database of test tasks, 100 KEYPS tests, 50 clinical tasks) showed that the organization has implemented a proper evaluation policy that allows a comprehensive assessment of the educational achievements of residents. During the interview, the residents spoke about the forms of assessment, for example, assessment sheets for solving situational problems, assessment sheets for performing practical skills and that they are satisfied with everything. They also receive regular feedback from teachers. The system of appealing the results of the assessment is reflected in the "Regulation on the conduct of the appeal" G-041.03.23-2020 dated May 29, 2020, and during the period of work of the organization of education, there were no precedents for the appeal. Thus, compliance with **standard 3 has been established.**

During the visit to the university and during the interview with the Head of the Department of Maxillofacial Surgery Berekenova G.A., with the Head of the Department of Neurology, Ophthalmology and Otorhinolaryngology Semenova Yu.M., Head of the Course of Otorhinolaryngology Merzhakupov, T.D., experts of the EEC made sure that there is a documentation system that is transparent and accessible to all teachers and employees, and includes such documents as annual operational plans, annual reports, provisions of divisions, contracts with teachers and residents, individual plans of teachers and educational and methodological documentation (work Programme, work curricula, syllabuses, journals), evaluation tools (checklists, sheets), certificates, resident portfolios. A review of the website showed that its pages contain the necessary documents for residents "Regulations on the portfolio", "Regulations on residency" of NJSC "Semey Medical University", "Academic Policy" of NJSC "Semey Medical University", "Policy of academic honesty", etc., and there is up-to-date information that is regularly updated.

An interview with the 3rd teachers, including 2 full-time, 1st part-time employees of the **Department of Neurology, Ophthalmology and Otorhinolaryngology** showed that there are both successes and problems in educational management, depending on the specific base (admission of students to the equipment, a sufficient number of thematic patients, time for maintaining medical records, independent work). Experts received answers about the Programme of professional development of teachers, financing of this training, availability at teachers of certification on methods of teaching.

On the same day, experts studied materials on the admission of residents and the selection of teachers and established compliance with **standard 4.**

In order to verify the data of **Standard 5**, external experts received an opinion on personnel policy and approaches to the development of teachers' pedagogical competence, motivation to work with residents, and mentoring. For example, according to the results of 2021-2022 academic year, Alibekova B.A. and Mukapova ZH.B. were recognized as the "Best mentors in the residency".

Experts were informed about approaches to mentoring and academic mobility of teachers. It is currently being conducted with Ryazan State Medical University and was conducted online during the pandemic.

Experts were acquainted with the assessment indicators of the educational Programme, evaluation criteria, individual work plans of teachers, the form of the individual plan of the resident.

During the visit to the university, experts were shown the work of teachers in the keyps system. Experts were familiarized with the results of the survey of residents (other educational Programmes) and employers. Experts found that teachers initiate research topics for residents, stimulate the need for additional training and independent work with literature, work with medical documents, the implementation of an individual plan, the implementation of sanitary and educational work among

the population, academic mobility of residents. The experts also made sure that there are certificates of clinical mentors, publications of teachers together with residents.

During the visit to clinical bases (photo 1), experts also carried out a survey of resources, their compliance with the training Programme for resident otorhinolaryngologists, accessibility for teachers and residents, as far as this equipment is modern and meets the needs of students and practical health care. Experts obtained evidence of compliance with **Standard 6**, as well as validation of the information in the self-assessment report.

In order to validate the implementation of the self-assessment report and to obtain evidence of the quality of the Programmes, interviews were conducted with residents in the specialty of "Maxillofacial Surgery", since there are no residents in otorhinolaryngology at the time of the external evaluation. Experts asked questions about satisfaction with the training; availability of the necessary literature and equipment; sufficient time for patient supervision and availability of all categories of thematic patients under the new educational Programme 7R01128 – Otorhinolaryngology (adult, children's); planned work in medical information systems (Damumed) with medical documentation and who will train residents. Teachers answered that mentors will train. Experts asked teachers and residents about satisfaction with teaching methods and qualifications of teachers; about social and moral support for residents in need, the availability of resources for international databases of professional literature. When visiting the library, the expert familiarized himself with the list of literature on otorhinolaryngology and believes that the list should be expanded and constantly updated and better if it is scientific literature and in electronic form.

In general, the surveyed residents were satisfied with the training, assessment methods, conditions of training at the University's clinical bases, access to Internet resources and purposefully entered this organization for training. Residents believe that the university has good resources, image and international relations, at the same time residents would like more autonomy in patient management, more time for classes in the simulation center and that the simulation equipment is updated.





Photo 1. The process of training residents in the Department of Otorhinolaryngology

Residents showed their commitment to the organization of education, were active in answering the questions of external experts, demonstrated their judgments on the organization of training, the formation of a catalog of elective disciplines, assessment of their skills, advisory support, the ability to participate in research, support for publications, financing participation in scientific and practical conferences. Members of the External Expert Commission (EEC) Experts studied the documents of residents (portfolio, results of assessment of residents - checklists, results of questionnaire of residents).

Interviews with 16 employers were conducted online and included such questions as: knowledge of the university's mission, participation in the development of the mission and proposals to 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 formation clinical thinking, interaction with departments and the university as a whole, 100% employment of residency graduates, etc.

On the last day of the visit to the organization, a meeting of EEC members was held on 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 the interview, questionnaires was held. EEC members started designing the final EEC report. The results of the external evaluation are summarized. Experts individually completed the "Quality profile and criteria for external evaluation of the educational Programme in the specialty 7R7R01128 – Otorhinolaryngology (adult, children's) 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 Zhanalina B.S. held a final open vote on recommendations for the ECAQA Accreditation Council for the accreditation period.

For the work of the EEC, comfortable conditions were created, access to all the necessary information and material resources was organized. The Commission notes the high level of

corporate culture of the NJSC "SMU", the high degree of openness of the team in providing information to the members of the EEC.

During a visit to the clinical base: the NJSC "Semey Medical University" UH of the MFS corps, the ENT department revealed that the ENT department currently has 25 beds (of adults) and 20 beds (of children) , the ENT department provides round-the-clock emergency care to patients with trauma, bleeding, foreign bodies, rhinosinusogenic and autogenous intracranial complications, in connection with which an acute shortage of ENT doctors in the region was identified (5 ENT doctors in 9 districts).

At the end of the programme of the visit, the chairperson of the EEC for the management and employees of the organization of education announced recommendations on the results of an external assessment within the framework of specialized accreditation.

4. Results of the survey

An observer from the ECAQA conducted an online survey on the resource in the period 23-25.05.2022 <https://webanketa.com/>.

The resident survey includes 22 questions.

In total 124 people (in total 124 residents for the current year) answered.

This university will be recommended as an organization of education – 87.9% fully agree, partially -8.87%. 83.06% of respondents fully agree and 15.32% partially agree that Programme managers and teaching staff are aware of their learning problems. Fully (75%) and partially (18.55%) satisfied with the conditions and equipment of the teaching rooms, classrooms of the university. According to 83.6% (fully) and 12.1% (partially) of office equipment is available for use on the basis of practice. Teachers provide residents with methodological and didactic materials, additional literature to prepare for classes - fully agree 83.6%, partially – 14.52%. Fully (86.29%) and partially (8.87%) satisfied with the library collection and resources. 91.94% of respondents have access to e-learning resources and 6.45% believe that this is a partial access.

According to 81.45%, the organization of clinical training fully satisfies them, and 16.13% partially. Satisfied completely (88.71%) and partially (10.48%) with the methods of teaching. There is sufficient time for practical training (patient supervision, etc.) – 94.35% fully agree, 5.65% partially. Satisfied with the methods of assessing my knowledge and skills –92.74% completely agree, partially 7.26%. According to 84.71% of teachers in the classroom use active and interactive teaching methods regularly, and according to 0.81% - rarely.

According to 91.94% of respondents, teachers constantly provide feedback after completing classes, but according to 4.03% - sometimes and 1.61% - rarely. Fully satisfied that they study at the university 91.13%, partially 8.06%, disappointed-0.81% of respondents. The university allows you to improve or acquire the necessary knowledge and skills in the chosen specialty confidently 94.35%, not sure 0.81%, cannot give an answer 3.23%, would like to believe in this - 0.81%, began to doubt this – 0.81%. Completely (94.5 per cent) and partially (93.55 per cent) satisfied with the organization of teaching at the NJSC "SMU".

According to 85.48% of respondents, accreditation is a necessary mechanism for improving educational Programmes, but 8.06% believe that it is not necessary to conduct and 5.65% doubt the answer. The work of the EEC was assessed as positive – 92.74%, satisfactory -4.84%.

The teacher survey included 21 questionnaire questions.

A total of 26 people responded. The total number of respondents was 26, including 15.38% with up to 5 years of experience, 7.69% with up to 10 years of experience, and 76.92% with over 10 years of experience. Satisfied with the organization of the educational process completely 88.46%, partially –11.54%. The university observes ethics and subordination completely agree 88.46%, partially – 11.54%. The organization of work and workplace is fully satisfied with 73.08% of respondents, partially 23.08%. In the organization there is an opportunity for career growth and competence development to teachers-88,46% completely agree, partially –11,54%.

In this educational institution, teachers have the opportunity to engage in scientific work and publish the results of research – fully agree 80.77%, partly 19.23%. 88.46% of respondents are completely satisfied with work of personnel service, partially–7.69%. The majority of those surveyed have undergone refresher training over the past 5 years. Only 92.31% fully agree that they can be implemented as professionals, and 7.69% - partially. Unfortunately, 7.69% did not answer the question whether the university supports the teacher in participating in international and republican events, and 30.77% did not address this to the management or relevant administrative employees of the university. The majority of respondents (96.15%) completely agree, and 3.85% partially agree that students have free access to patients on the clinical bases of the university and to the resources of the practice bases. 26.92% are unaware of the implementation of social Programmes to support teachers and 3.85% of respondents are doubtful about their availability. The management and administration systematically listen to the opinion of teachers-76.92%, sometimes -0% of respondents. Various methods of teaching are used in the teaching of students, but more often work - analysis of situational problems (88.46%), work in small groups (61.54%), oral surveys and analysis of the topic (50%), also problem-oriented teaching (34.62%), solution of tests (73.08%), cases are solved (88.46%), less often written performance of tasks (7.69%). Completely according to 73.08% that this questionnaire will be useful for the development of recommendations for improving the university and educational Programmes of the residency, 19.23% partially agree with this.

The results of the survey in general demonstrate satisfaction with the educational process, the resources of the clinical base, the competencies of teachers, and also indicate the existence of centralized management of educational programmes.

5. Analysis for compliance with accreditation standards based on the results of an external evaluation of the residency educational Programme in the specialty 7R01128 – OTORHINOLARYNGOLOGY (adult, children's) and an overview of strengths for each standard.

Standard 1: MISSION AND END OUTCOMES

Evidence found

The staff of the Department of Neurology, Ophthalmology and Otorhinolaryngology implementing the residency Programme in the specialty 7R01128 – Otorhinolaryngology (adult, children's) as the basis of the mission of the educational Programme, and the goals adopted the mission of the university and informed stakeholders (teachers, employers, residents) about it in order to clearly understand the tasks and strive to meet the needs of practical health care. The structure of the educational Programme, where the dominance of practical training is observed (75%), the sufficiency of clinical bases and the mentoring system allow to strengthen a patient-oriented approach in the care and treatment of patients. The university organized training and clinical practice with observance of safety for all participants of the educational process (safety precautions, use of PPE, briefing before the start of training).

The educational Programme (EP) in the specialty 7R01128 – Otorhinolaryngology (adult, children's) is aimed at the implementation of the University's mission through the training of a qualified doctor specialist in infectious diseases, who has a system of universal knowledge and professional competencies, capable and ready for independent professional activity in the treatment of infectious diseases.

Responsible for the residency Programme of the Department of ENT diseases and pediatric ENT diseases applies a variety of innovations in the learning process, allowing to develop the basic and special competencies of residents, namely, work near the patient's bed, clinical debriefing, solving situational problems, protection of medical records. Residents are actively involved in the scientific work of the department.

Experts received convincing data that the university is autonomous in making decisions in the development of the educational Programme in terms of the component of choice, the assessment policy (current and final), including the choice of assessment methods (testing, oral survey, clinical

examination), selection and admission of residents, personnel policy for teachers under the accredited educational Programme, as well as the allocation of resources (classroom fund of clinical bases according to contracts).

EMCD determines the final results of training in accordance with the qualification requirements for the specialty of residency. The departments implement cooperation with foreign partners from the Russian Federation (FSBEI HE "Saratov State Medical University" of the Ministry of Health of the Russian Federation, FSBEI HE "Omsk State Medical University" of the Ministry of Health of the Russian Federation) and Greece (University of Joannina (Yanin University, Greece), as well as Israel (Carmel Medcurator LTD Educational Medical Center)

The university has developed a Code of Ethics of the student, with which residents are familiar, and work on the development and improvement of communication skills is carried out systematically and integrated into the work Programme.

Representatives of practical health care and residents participate in the development of the mission and goals of the educational Programme, form the CED. The effectiveness of the educational Programme is evidenced by 100% employment.

In general, Standard 1 demonstrates compliance.

Conclusions of the EEC on the criteria. Compliant with 17 standards: full – 17.

Standard 1: Implemented

Recommendations for improvement identified during the external visit:

Standard 2: Educational programmes

Evidence found

The educational Programme of the residency in the specialty 77R01128 – Otorhinolaryngology (adult, children's) is implemented in accordance with the State mandatory standards and standard professional training Programmes in medical and pharmaceutical specialties dated July 31, 2015 (as amended by the order of the Ministry of Health of the Republic of Kazakhstan dated February 21, 2020 No. DSM-12/2020 Chapter 2. Requirements for the content of residency educational Programmes with a focus on learning outcomes) and the first admission of residents is planned in August 2022.

The model of competencies of residents in accordance with the qualification requirements for the specialty has been introduced. The structure, content and duration of the programme are clearly defined. The mechanism for the development and approval of the residency Programme is clearly defined and regulated by the CEP.

Experts noted that the department, which will be engaged in the training of future otorhinolaryngologists, regularly carries out work on the improvement of educational and methodological materials, the development of skills of teachers and mentors of residents. Currently, a list of future mentors of resident otorhinolaryngologists is being formed. Instructors plan doctors who have the highest category and long experience of work. As a rule, there are up to 4 residents per mentor. The personnel of the department has the necessary competencies for training residents. Teachers of departments apply various methods of interactive and traditional education, according to which staff members periodically study abroad and within the university. Training methods – seminars, webinars, conferences, case studies, problem-based learning (PBL), case-based learning (CBL), team-based learning (TBL), case studies, medical records, quality of care, patient management, primary and inpatient training, medical conferences, consultations, clinical debriefings. Emphasis in training is placed on working at the patient's bedside. The dean's office tries to monitor this process and through the School of pedagogical skill to train newly recruited teachers.

Due to the availability of clinical facilities for residents, they spend most of their study time in close contact with patients, medical records, including automated health care systems. Mentors play a big role in this. When conducting interviews with residents, the experts were convinced that

the organization of training and labor is focused on patients. During the pandemic, there is not always a sufficient number of thematic patients, therefore, cases of real patients are used, a theoretical analysis of complex topics and study of literature in modern databases are carried out. Clinical training is carried out in the conditions of accredited clinics.

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

Thus, the educational Programme of the residency in the specialty 7R01128 – Otorhinolaryngology (adult, children's) demonstrates the compliance with the basic criteria of the accreditation standard: a developed and approved educational Programme that meets the requirements of the State Educational Standard and that will be implemented in a student-oriented and patient-oriented environment in accredited medical organizations of the city of Semey and branches of the university. The educational Programme is provided with appropriate methodological documentation and accompanying documents for residents have been developed. Teachers effectively apply various teaching methods, involve residents in research, which contributes to the formation and development of competencies in the specialty.

Conclusions of the EEC on the criteria. Compliant with 30 standards: fully - 29, partially – 1.

Standard 2: Implemented

Recommendations for improvement identified during the external visit:

- 1) To provide residents with a choice of elective disciplines in the specialty 7R01128 – Otorhinolaryngology (adult, children's).

Standard 3: ASSESSMENT OF STUDENTS

Evidence found

The NJSC Semey Medical University has developed and implemented a resident assessment policy, including the principles and methods of assessment, which are reflected in the document "Academic Policy", it is posted on the website of the university, as well as in the "Regulations on the current monitoring of academic performance, interim and final certification of students of the NJSC " Semey Medical University ". Responsibility for the implementation of the policy on assessing the educational achievements of residents is borne by the faculty of departments, heads of departments, the registrar's office.

The assessment of residents' academic achievements covers the assessment of key competencies, and the assessment tools themselves are developed by departments – control questions, tasks in test form (MCQ tasks with several versions of correct answers), a list of practical skills, situational tasks, clinical situations.

As an additional method of assessing residents, portfolios are used, which experts familiarized themselves with when visiting the department planning to receive residents of otorhinolaryngologists. Residents are engaged in research work, which necessarily should culminate in the publication of a scientific article or a report at scientific and practical conferences. The assessment of scientific work also affects the overall assessment of the discipline.

A mini clinical examination checklist is used to assess practical skills, but it does not contain an assessment of communication skills.

The number of exams in each course is regulated by the Standard Curriculum, which is an integral part of the SCES RoK 2020. The results of students' academic achievements are recorded in the electronic educational journal through the office-recorder system and the AIS Platonus Programme, which automatically generates examination sheets, which is confirmed by experts when viewing electronic journals.

The possibility of appeal based on the results of the interim and final certification of residents is determined in the "Academic Policy", updated for each academic year.

The procedure for planning, organizing, monitoring and evaluating evaluation methods ensures the reliability and validity of these methods. The development of new control and measuring

tools is carried out by teachers through the study of world experience in the assessment of knowledge in the residency, then implemented at the department.

Thus, this standard as a whole is implemented in the university and guarantees an effective assessment of resident otorhinolaryngologists.

The conclusions of the EEC meet the criteria of 11 standards: 11 in full.

Standard 3: Implemented

Recommendations for improvement identified during the external visit:

- 1) Include an assessment of communication skills in the checklist of the mini-clinical exam.

Standard 4: STUDENTS

Evidence found

Admission to the residency is carried out in accordance with the Order of the Ministry of Education and Science of the Republic of Kazakhstan "On approval of the Standard Rules for admission to education in the organization of education, implementing educational Programmes of higher and postgraduate education". The number of residents is determined based on the possibilities of clinical training, as well as the needs of practical health care. The criteria for applicants entering the residency are determined by the requirements of the State Standard of Education 2020 of the Republic of Kazakhstan, according to which the previous level of education of persons wishing to master the educational Programmes of the residency: basic medical education, higher medical education, internship. Information on the necessary list of documents for admission to the residency is posted on the website of the Semey Medical University, as well as in the admission commission.

The University has developed a document "Rules for admission to the residency", on the basis of which residents are admitted. This ensures the organization of admission of residents to the new educational Programme.

The conclusions of the EEC meet the criteria of 30 standards: 30 in full.

Standard 4: Implemented

Recommendations for improvement identified during the external visit:

Standard 5: FACULTY

Evidence found

The Semey Medical University applies effective and open criteria for recruitment and appointment of teachers and guarantees equal employment opportunities, consistent with legal requirements and any other selection criteria. The personnel policy is updated annually. The department, which plans to train resident otorhinolaryngologists, has a sufficient number of settled highly qualified teachers (1 candidate of medical sciences, 3 doctors of the highest category), which corresponds to the mission and will ensure the successful implementation of the educational Programme of residency 7R01128 – Otorhinolaryngology (adult, children's).

The faculty is formed on the basis of the requirements for the effective implementation of educational Programmes, as well as on the basis of the total amount of study load. Clinical mentors from practical health care engaged to teach residents are subject to such requirements as the availability of basic education, the availability of a medical qualification category and sufficient experience in the specialty. The faculty members of the department constantly improve their qualifications in pedagogical and clinical areas.

The conclusions of the EEC meet the criteria of 7 standards: fully - 6, partially – 1.

Standard 5: Implemented

Recommendations for improvement identified during the external visit:

- 1) Involvement of foreign professors in the educational process in the residency.

Standard 6: EDUCATIONAL RESOURCES

Evidence found

The University has a developed material and technical base for the professional training of residents in the SPECIALTY 7R01128 – Otorhinolaryngology (adult, children's). The material and technical base of the department includes the leading specialized medical clinics in Semey, Pavlodar, Ust-Kamenogorsk. The equipment of clinical bases contributes to the high-quality organization of the educational process and the provision of specialized and highly specialized inpatient and outpatient polyclinic assistance to the population. The classrooms are equipped with personal computers, multimedia installations, office equipment.

Conclusions of the EEC on the criteria. Compliant with 21 standards: fully -19, partially - 2.

Standard 6: Implemented

Recommendations for improvement identified during the external visit:

- 1) In order to improve the quality of training of residents, equip the training and clinical center with simulators to practice the provision of emergency and practical assistance to ENT patients and for work on the temporal bone. Acquire equipment for fibroendoscopic manipulations;
- 2) Ensure the examination in the evaluation of the educational process;
- 3) To ensure documentation of innovative methods of training of residents used in the educational process.

Standard 7: PROGRAMME EVALUATION

Evidence found

Monitoring and evaluation of the educational Programme is carried out at all levels of education, a multilevel approach is used, including profiling and related departments, the Committee of the educational Programme of internship and residency, DAW, the Academic Committee, the student government, the Center for admission and professional orientation of students (general monitoring of the quality of educational Programmes through a survey of stakeholders (employers, professional associations and students)).

Independent monitoring of data on the implementation and achievement of the final learning outcomes (LO) is carried out by independent certification of graduates of EP through the National Center for Independent Examinations (NCIE) and on employer questionnaires. This procedure is carried out annually, after which disciplines are introduced into the catalog of elective disciplines (CED), which allow to strengthen the achievement of the expected final LO.

Conclusions of the EEC on the criteria. Compliant with 15 standards: fully – 15.

Standard 7: Implemented

Recommendations for improvement identified during the external visit:

Standard 8: GOVERNANCE AND ADMINISTRATION

Evidence found

The administration of the university responsible for postgraduate education is guided by the Laws of the Republic of Kazakhstan "On Education", "On Approval of the State Educational Order for the Training of Specialists with Higher and Postgraduate Education", which regulate the amount of the state educational order for the training of residents in the field of health care.

Assessment of residents and achievement of the final results of training under the residency Programme is carried out on the basis of the final state independent certification and is regulated by the "Regulations on the current control, intermediate and final certification". Every FSA and the composition of the certification commission.

Thus, NJSC "Semey Medical University" implements educational Programmes of the residency in accordance with the regulations approved by the Ministry of Health and Social Development and the Government of the Republic of Kazakhstan, as well as the internal rules for the organization of the educational process in the residency.

The Regulation on Residency was developed in accordance with the Law of the Republic of Kazakhstan "On Education", the Concept for the Development of Medical Education and determines the procedure for training medical personnel in the Residency in the organizations of medical education and science of the Republic of Kazakhstan, regardless of the forms of ownership, having a license for this type of educational activity and clinical bases.

This guarantees the legal security of the implementation of the new educational Programme on otorhinolaryngology.

Conclusions of the EEC on 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 found

The University carries out planned and regularly evaluated continuous improvement, including revision and updating of the content of the educational Programme, updating of educational and methodological materials, expansion of the classroom fund, improvement of the material and technical base, search for new clinical bases corresponding to the specialty of the residency Programme in otorhinolaryngology. For the processes of renewal and continuous improvement, the university has different management units.

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 health care of the Republic of Kazakhstan, NJSC "SMU" regularly initiates the review and updating of processes. Based on the analysis of the documented review, resources are allocated at all levels 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 health care, ensure the improvement of learning outcomes/competencies, and the learning environment of the Programme.

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

Standard 9: Implemented

Recommendations for improvement identified during the external visit:

Thus, all 9 accreditation standards have been met, no inconsistencies in the fulfillment of the criteria of each of the basic accreditation standards in the process of analyzing the self-assessment report and conducting an examination within the framework of the implementation of the tasks of the external expert evaluation Programme have been found.

6. Recommendations for the improvement of the educational residency in the specialty 7R01128 – Otorhinolaryngology (adult, children's):

- 1) To provide residents with a choice of elective disciplines in the SPECIALTY 7R01128 – Otorhinolaryngology (adult, children's).
- 2) Include an assessment of communication skills in the checklist of the mini-clinical exam.
- 3) Involvement of foreign professors in the educational process in the residency.
- 4) In order to improve the quality of training of residents, equip the training and clinical center with simulators to practice the provision of emergency and practical assistance to ENT patients and for work on the temporal bone. Acquire equipment for fibroendoscopic manipulation (standard 6);
- 5) Ensure the examination in the evaluation of the educational process (standard 6);
- 6) To ensure documentation of innovative methods of training of residents used in the educational process.

ECAQA

8. Recommendation to the Accreditation Council of ECAQA

Members of the EEC came to a unanimous opinion to recommend to the Accreditation Council to accredit the new educational Programme OF RESIDENCY 7R01128 – Otorhinolaryngology (adult, children's) of NJSC "Semey Medical University" for a period of 3 years

Chairperson of the External Expert Commission

Zhanalina Bakhyt Sekerbekova

Foreign expert

Ripp Evgeny Germanovich

National Academic Expert

Zhumalina Akmaral Kanashevna

National Academic Expert

Turgunov Ermek Meiramovich

National Academic Expert

Dzhandaev Serik Zhakenovich

National Academic Expert

Urazova Saltanat Nurguzhaevna

National Academic Expert

Ligai Zoya Nikolaevna

National Academic Expert

Chingaeva Gulnar Nurtasovna

National Academic Expert

Bozhbanbayeva Nishangul Seitbekovna

National Academic Expert

Beisebayeva Ulzhan Tursunkulovna

National Academic Expert

Doshakanova Asel Baydavletova

Expert - representative of employers

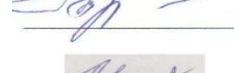
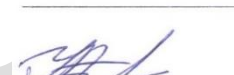
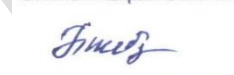
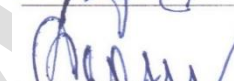
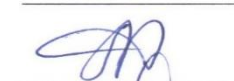
Tuleutaeva Gulnara Yesenzhanova

Resident representative Expert

Osmayeva Amina Timurovna



Рипп Е.Г.
(подпись)



Quality profile and criteria for external (primary) evaluation of the educational Programme 7R01128 – Otorhinolaryngology (adult, children's) (generalization)

Standard	Evaluation Criteria	Number of standards	Evaluation		
			Fully compliant	Partially compliant	Not compliant
1	MISSION AND END OUTCOMES	17	17		
2	EDUCATIONAL PROGRAMME	30	28	2	
3	ASSESSMENT OF STUDENTS	11	11		
4	STUDENTS	30	30		
5	FACULTY	7	6	1	
6	EDUCATIONAL RESOURCES	21	20	1	
7	PROGRAMME EVALUATION	15	15		
8	GOVERNANCE AND ADMINISTRATION	15	15		
9	CONTINUOUS RENEWAL	4	4		
	Subtotal:	150	146	4	
			150		