

To Accreditation Council
of the Eurasian Center for Accreditation
and Quality Assurance in Higher Education and Health Care
25.05.2022

**FINAL REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS
OF THE ASSESSMENT OF THE EDUCATIONAL PROGRAMME
FOR THE SPECIALTY OF RESIDENCY 7R01139 "THERAPY"
OF "SEMEY MEDICAL UNIVERSITY" NJSC
FOR COMPLIANCE WITH THE ACCREDITATION STANDARDS
OF ECAQA**

period of external expert evaluation: 23-25.05.2022

Semey, 2022

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List of symbols and abbreviations

Abbreviation	Interpretation
AMP	administrative and managerial staff
BD	Basic disciplines
BHE	basic health education
PRS	point-rating system
Blueprint	lesson topic technical specification
EMH	Emergency Medical Hospital
EKR	East Kazakhstan region
University	Higher education institution
SAC	State Attestation Commission
SCES	State Compulsory Educational Standard
DAW	Department of Academic Work
JD	job description
DOPS	direct observ of procedural skills
ESUVO	unified system of accounting for higher education
EHA	European Hematology Association
ECAQA	Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care
ERIC	member of the European research Initiative on Chronic Lymphocytic Leukemia
LIS	library information system
FSA	final state attestation
FSE	final state examination
IL	letter of Instruction
Irbis	library information system
IMS	integrated management system
CIS	Control and measuring instruments
CCES	Committee for Quality Assurance in Education and Science
KMIS	kazakhstan Medical Information System
CEP	Educational Programmes Committee
HCF	health care facility
LMS	learning management system KEYPS
MoH RoK	Ministry of Health of the Republic of Kazakhstan
ICD-10	international Classification of Diseases
MES RoK	Ministry of Education and Science of the Republic of Kazakhstan
MTE	material and technical equipment
mini-CEX	mini-Clinical Exam
MSF	360 Degree Rating
NJSC "SMU"	Non-profit joint-stock company "Semey Medical University"
RW	Research work
RM&E Research Institute	Research Institute of Radiation Medicine and Ecology
NLA	normative legal act
GED	General educational disciplines
GM	"General Medicine"
REP	residency educational programme
RO	registrar's Office

ATR	assessment of tolerance rating
OSPE	objective structured practical exam
OSCE	Objective Structured Clinical Exam
POT	project-oriented training
PD	Profiling Disciplines
TS	Teaching staff
POT	project-oriented training
PD	Profiling Disciplines
WC	Working Educational plan
REMC	Republican Educational and Methodological Section
CBL	Case-based- CBL learning
CbD	Case-based-discussion
CIPP model	c-content programme evaluation model; I - costs, investments; P - process and P – product
QMS	Quality Management System
SSS	Student Scientific Society
SU	Structural unit
SSG	student self-government
SP	standardized patients
SCORM-packages	international standard for e-learning courses
TPEP	Typical professional educational programme
TBL	Team-based-learning
TUKMOS	Turkish National Standard of Medical Education
SC	Scientific Council
DHC	Health Care Department
SPE	School of Postgraduate Education

1. Composition of the external expert commission

In accordance with the ECAQA Order No. 17 dated 05.05.2022, an External Expert Commission (hereinafter referred to as the EEC) was formed for the period of 23.05.- 25.05.2022 external evaluation of the educational programme of the residency in the specialty 7R01139 "Therapy" in the following composition:

order №	Status as part of EEC	Full name	Regalia, 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	Dzhandaev	doctor of Medical Sciences, Professor of the

	Expert	Serik Zhakenovich	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 Bidauletovna	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 ECAQA report contains an assessment of the residency educational programme in the specialty 7R01139 "Therapy" for compliance with the Standards of accreditation of postgraduate programmes of medical education organizations and conclusions, recommendations of the ECAQA for further improvement of approaches and conditions for the implementation of the above educational programme and recommendations for the ECAQA Accreditation Council.

2. General part of the final report

2.1 Presentation of the educational programme "Therapy" of NJSC "Semey Medical University"

Organization name, legal form of ownership, BIN	Non-profit joint-stock company "Semey Medical University" "Семей медицина университеті" коммерциялық емес акционерлік қоғамы: Non-profit joint-stock company "Semey Medical University"
Management body	Ministry of Health of the Republic of Kazakhstan
Full name of the chief executive officer	Dyusupov Altai Akhmetkalievich, Chairperson of the Management Board – Rector, Doctor of Medical Sciences, Professor
Created in	The educational programme 7R01138 "Family Medicine" was developed in 2019. Specialized accreditation for the assessment of the EP residency in NJSC "SMU" was held in 2019.
Location and contact details	Republic of Kazakhstan, East Kazakhstan region Postal code: 071400 103, Abay Kunanbayev str., Semey University website: http://www.semeymedicaluniversity.kz
Information on branches, subsidiaries (if any)	Branches of postgraduate education in Pavlodar and Ust-Kamenogorsk.
Year of implementation of the accredited educational programme (EP)	2019.
Duration of training	2 years
Total number of graduates since the beginning of EP implementation	53
Number of residents on EP since the beginning of the current year	15
Full-time trainers/ Combiners involved in the implementation of the EP	Balashkevich N.A.- Headof the Department of Clinical Formations, Toktarova Zh.Zh.c.m.s Abylkhairova A.K., Candidate of Medical Sciences; Abylkhairova A.K., doctor of the highest category; Maimysheva S.Yu., doctor of the highest category
% Degrees number	66%

The clinical base of the department is the Emergency Hospital of Semey, which was established on the basis of the Central City Hospital in 1996. The new EMH complex, consisting of 9 buildings and designed for 325 beds, was built in 2011-2013 within the framework of the state programme "One hundred schools, one hundred hospitals". The hospital has 14 clinical departments and 8 support units.

On the basis of the hospital there are 6 departments of NJSC "SMU", including the department of hospital therapy. The hospital is open 24/7 on an emergency basis.

Having analyzed the work and educational process in the discipline "Family Medicine", it was established that the residences of the 1st and 2nd years of study are fully involved in the therapeutic and diagnostic process: patients are dynamically admitted to polyclinics in PMHC, call and patronage at home are serviced, diagnostic and therapeutic manipulations are carried out. They have full access to patients of clinical bases in Semey (PSE on the REM "Polyclinic No.1", PSE on the REM "Polyclinic No.4", MI of PMT No.6 of HCD of East Kazakhstan region, PSE on the REM "Polyclinic No.7", MI "Polyclinic No.8", PSE on the REM "Polyclinic No.3", PSE on the REM "Polyclinic No.2", FMOС No.19, LLP "Jean-er", as well as Pavlodar and Ust-Kamenogorsk. Residents of the second year of study are actively preparing for the upcoming annual certification in the NCIE system and are already in demand among employers in our region.

To implement the educational programme "Therapy", there is an opportunity for students of the residency to access international databases: Cochrane, Pubmed, RINC, UptoDate, Medline.

Each resident in the specialty "Therapy" is assigned to clinical mentors: experienced doctors of the highest category of PMHC and TS.

2.2 Information on previous accreditation

The initial accreditation was carried out by the Independent Agency for Quality Assurance in Education (IQAA), the validity period of the accreditation certificate is 25.01.2021-24.01.2022.

2.3 Conclusion on the results of the review of the report on the self-assessment of the educational programme 7R01139 "Therapy» for compliance with the Standards of accreditation of postgraduate programmes (specialty of residency) of medical organizations of education and conclusions

The report on the self-assessment of the educational programme in the specialty 7R01139 "Therapy" for compliance with the accreditation standards of ECAQA/ECAQA of the Semey Medical University is presented on 112 pages and contains 7 annexes according to the relevant standards, located at the link (<https://semeymedicaluniversity.kz/obratnaya-svyaz/obratnaya-svyaz>), (<https://adilet.zan.kz/rus/docs/P1900000988>)

A list of members of the working group on self-assessment and preparation for accreditation is attached to the institutional self-assessment report. The self-assessment of the educational programme "Therapy" of the Non-Profit Joint Stock Company "Medical University Semey" was carried out on the basis of Order No. 41 dated February 9, 2022 "On approval of the composition of the Working Group for self-assessment and preparation for accreditation of educational programmes of the residence for compliance with the standards of specialized accreditation of educational programmes of the Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care (ECAQA)", indicating the responsibility of each member of the internal commission; information about the person responsible for conducting self-assessment for compliance with the Standards for accreditation of educational programmes of ECAQA.

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. Each standard describes and incorporates strengths and includes a description of strengths, areas for improvement for each standard. The report is accompanied by a cover letter signed by A.B. Zhunusova, Director of the Department of Academic Work, which confirms the reliability of quantitative information and information included in the self-assessment report.

The self-assessment of the educational programme "Family Medicine" was carried out on the basis of the order of the head No. 41 of February 2022 "On the creation of a working group for conducting a specialized self-assessment and writing a report" of the Non-Profit Joint Stock Company

"Medical University Semey". Chairperson of the Internal Self-Assessment Commission M.A. Zhanaspaev, Deputy Chairperson for Academic Work, Doctor of Medical Sciences

The report was reviewed by Z.N. Ligay, an accreditation expert, and the review noted strengths and areas for improvement, as well as recommendations for additions and changes. Thus, in the process of feedback from the representative of the educational organization, experts received answers to the questions that arose and the self-assessment report was amended accordingly and additions were made to the recommendations of the reviewers.

In all standards, the real practice of the Non-Profit Joint Stock Company "Medical University Semey" is given, for the training of residents in the specialty "Family Medicine", taking into account the beginning of admission of students in 2020-2021, 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 sufficiently complete and updated in terms of the number of residents, teachers, administration, information on selection and admission, learning outcomes, results of knowledge and skills assessment, material and technical base of the university and clinical bases, contractual obligations with partners (universities, associations, bases), financial information, plans for development and improvement, etc.

The report is submitted to ECAQA in a completed form, with correction of the data on the above recommendations, written in a competent language, the wording for each standard is clear and understandable and described in accordance with the criterion of standards, tables and contain references in the text and have end-to-end numbering.

The quality of the self-assessment report served as the basis for moving to the next stage of the accreditation procedure, the external assessment. The experts plan to validate the report data, compare the information from the report with the information that will be obtained during the visit to the educational institution, i.e. verification of quantitative and qualitative indicators.

3. External expert evaluation assessment

External expert work within the framework of the evaluation of the educational programme "Therapy" 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 "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care" No.5 dated February 17, 2017) and in accordance with the programme approved in accordance with the order of ECAQA No. 17 dated May 5, 2022, the External Expert Group was formed by the Director General of ECAQA Sarsenbayeva S.S. and agreed with the Rector Professor Dyusupov A.A. Dates of visits to organisation: 23-25 of May, 2022.

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 accreditation standards.

The sequence of the visit within 3 days is presented in detail in the Visit Programme (hereinafter referred to as the Programme), which is contained in the documentation of the accreditation center and in Attachment 3 to this report. The programme is evidence 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:

- interview with management and administrative staff – 18 SMU staff
- interviews with residents of 6 people,
- website exploration
- interviewing 20 employers, 18 employees,
- questionnaires of teachers and residents - 18-20, respectively;

- observation of residents' training: attendance at practical classes. Topic: "Secondary Arterial Hypertension". Teacher: Zhanart Tyulutayevna Baibusinova. The open class was attended by 6 residents.
- To fulfil the resources in the context of meeting the accreditation standards, a visit was made where educational programmes are conducted with the participation of full-time teachers/ part-time employees;
- study of educational and methodological documents in the amount of 97 units both before the visit to the organization and during the visit to the units.

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

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

№	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	Deputy Chairperson of the Board for Science and Strategic Development
4	Turarova Elmira Merkhatovna	Head of Graduate 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 the School of Postgraduate Education (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	Kadirova Elmira Asylbekovna	Head of Human Resources Department
14	Balashkevich Natalia Aleksandrovna	Acting Head of the Department of Medical Education
15	Gulnara Tursyngazyevna Nurgaliyeva	Head of Clinic Department
16	Malchenko Victoria Valerievna	Specialist of the Clinic Department
17	Masabaeva Meruert Ravilievna	Chief Researcher of the Department of Science
CEP members (committee of educational programmes)		
1	Zhanaspaev M.A.	chairperson of the CEP residency
2	A.K. Akhmetova	head of the Department of Dermatovenerology and Cosmetology

3	Semenova Yu.M.	head of the Department of Neurology, Ophthalmology and Otorhinolaryngology
4	G.A. Berekenova	head of the Department of Maxillofacial and Plastic Surgery
5	F.F. Yagofarov	associate Professor of the Department of Infectious Diseases and Immunology of NJSC "SMU"

Thus, when implementing the activities of the programme, namely, based on the results of the interview with the first head of the organization, members of the advisory body of NJSC "SMU", in interviews with residents and teachers, compliance with the criteria of **Standard 1** was established. All participants in the educational process know the mission of the organization, took part in the formation of proposals for the formulation of the mission, while the mission was brought to the attention of potential residents through the website, social networks, information letters to medical organizations. The strategic plan of the organization for the period of 5 years has been reviewed.

The experts confirm the implementation of the accreditation standard and demonstrate 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. Attending practical training is carried out according to the plan, before the beginning of the lesson, residents answer the tests, receive feedback from the teacher, have the opportunity to improve the skills of a family medicine doctor. The organization ensures compliance with ethical aspects in the implementation of the educational programme, since experts have studied the code of ethics. According to the Code of Business Ethics, all persons in the labor collective and partners of NJSC "SMU" have the right to fair and just treatment, regardless of race, language, political and religious beliefs, gender, national and cultural affiliation. Regulatory acts are posted on the intranet "Public" and on the website of the University (<https://semeymedicaluniversity.kz/obuchenie/normativno-pravovye-akty/>) and during the interview the residents replied that they were informed about the content of this document. The process of informing residents about their rights and obligations is set out in the NLA posted on the website of the NJSC "SMU" (<https://semeymedicaluniversity.kz/obuchenie/normativno-pravovye-akty/>). Proper behavior of the trainee in relation to colleagues and other medical personnel, patients and their relatives is regulated by the documents of NJSC "SMU": Code of Business Ethics, Internal Regulations. Regular attention is paid to the ethical and deontological aspects of the doctor (<https://semeymedicaluniversity.kz/obuchenie/normativno-pravovye-akty/>).

While attending a practical lesson on the topic of "Secondary arterial hypertension", experts saw that the university contributes to the development of practical competencies of residents, including on simulation equipment. At the same time, residents deepen their theoretical knowledge, develop communication skills.

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 (100 tests, 50 tasks) showed that the organization has implemented a proper evaluation policy that allows for a comprehensive assessment of the educational achievements of undergraduates. During the interview, the residents spoke about the forms of assessment. Information about EP 7R01139 "Therapy", which includes a description of the policy in the field of ensuring the quality of training of future specialists (a list of competencies and practical skills, assessment methods, exam deadlines, checklists), was approved at the meeting of the CEP and the Academic Committee, is available on the university website (<https://semeymedicaluniversity.kz/>) for

students, employers, parents 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 document "Appealing the results of the assessment is carried out on the basis of the principles of fairness and compliance with legal requirements: it is regulated by the Academic Policy and the "Regulations on Residence". Residents have the right to file an appeal on the day of passing the examination in the name of the chief specialist of the registrar's office. The decision of the appeal commission is made collegially on the basis of the analysis of the video recording of the examination process. External experts are involved in the examination on a voluntary basis, and during the period of work of the organization of education there were no precedents for appeal. Thus, compliance with **standard 3 has been established.**

During the visit to the organization and during the interview with the staff of the Department of Hospital Therapy, experts found that teachers have extensive experience in the use of modern methods of diagnosis and treatment of patients with a therapeutic profile. The employees of the department are members of the Association of Therapists of Semey, the European Respiratory Society, the European Hematology Association (EHA), the European Research Initiative on Chronic Lymphocytic Leukemia (ERIC). All teachers have the highest qualification category.

The Board is satisfied that a documentation system is in place that is transparent and accessible to all teachers and staff, and includes documents such as annual operating plans, annual reports, unit regulations, teacher/resident compacts, and training and methodological documentation (work programme, work syllabuses, syllabuses, journals), evaluation tools (checklists, statements), certificates, certifications and certificates. A review of the website showed that its pages contained resident-specific documents and information that was regularly updated. This information was obtained during an interview with teachers.

The experts asked the following questions: What innovative methods have been implemented to improve the educational process? "The role of clinical mentors in the organization of the educational process". Whether there is feedback for final results. "

The conversation allowed the experts to learn about approaches to attracting the staff of clinical bases for teaching about the strategy and tactics of recruitment of residents, the information security of the educational programme, as well as to identify problems in the management and development of human resources, since part-time teachers fully know the teaching methodology.

Interviews with 18 teachers, including 8 full-time, showed that there are both successes and problems in educational management, depending on the specific base (admission of residents to the equipment, 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. The educational programme of the residency (EP) in the specialty "Therapy" is aimed at qualitative training of a qualified general practitioner with high communication skills, professional competencies, broad outlook and deep clinical thinking, ready for independent medical activity in PHC and at the hospital stage, is based on the State Standard of Healthcare of the Ministry of Health of the Republic of Kazakhstan, Order No.647 dated June 31, 2015 with additions and amendments. Therapists are in demand in practical health care. Analysis of the shortage of personnel in EKR and Pavlodar showed that in 2019-2020 there was a shortage in EKR – 26 therapists, of which 5 were in Semey, in Pavlodar – 27 therapists, total – 53.

All resident physicians are members of the European Respiratory Society, which allows them to improve their knowledge by having access to international resources. The University has free access to international databases such as UpToDate, Cochrane Library, Oxford University Press, Clinical Key, Elsevier, EBSC.

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. Experts have found that teachers initiate research topics for residents,

stimulate the need for additional training and independent work with literature, medical documentation. At NJSC "SMU", the employment of teaching staff is carried out in accordance with the Regulations on the University's personnel policy of 2019.

During the visit to clinical bases, a survey of resources was carried out, their compliance with training programmes, 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 on the quality of the programmes, interviews were conducted with residents in the specialty. The experts asked questions about satisfaction with the training, enough time for patient supervision, work in DAMUMED with medical documentation, satisfaction with teaching methods and qualifications of teachers, social and moral support for residents in need, participation in "Journal Clubs", accessibility of international databases of professional literature, scientific works. In general, students are satisfied with the training, assessment methods, and purposefully entered this organization, since they believe that the organization of education has good resources, image and international relations, at the same time, students would like more independence in patient management, the holding of international events.

Residents showed their commitment to the organization of education, were active in answering the questions of external experts, demonstrated their judgment on the organization of training, assessment of their skills, advisory support, opportunities to participate in research, funding, demonstrated proficiency in English when answering the questions of foreign expert Ripp E.G. Experts studied the documents of residents (portfolio, results of assessment of residents checklists, results of questionnaire of residents).

Interviews with 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, about the problems of interaction with departments and universities in general, employment of residency graduates, etc.

The review of resources showed that they correspond to the goals and objectives of the educational programme. The Emergency Hospital (EMH) with a total bed capacity of 340 was visited. The hospital has a hospital therapy unit. The employees of the organization of education provide collegial and ethical relations with the medical personnel, the management of the clinical base to achieve the final results of residents. A sufficient number of thematic patients, modern equipment and demonstrates accessibility to students are provided, and employees who simultaneously perform the roles of teachers and mentors (mentors) provide high-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 must acquire and develop during the training.

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. The experts individually completed the "Quality Profile and Criteria for External Evaluation of the Educational Programme "Therapy" for Compliance with the ECAQA Accreditation Standards". 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.

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, from them 10 residents in the specialty "Therapy".

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%, can not 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%. From 26 respondents, 8 people are involved in the implementation of the educational programme "Therapy".

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 educational programme in the specialty

Standard 1: MISSION AND END OUTCOMES

Evidence of compliance:

1.1 Mission statement and deliverables

The educational programme of the residency in the specialty "Therapy" has been implemented in the NJSC "Semey Medical University" since 2019. The first graduation of residents was in 2021.

Mission of one of the largest medical higher education institutions of the Republic of Kazakhstan, which has its own University Hospital, as well as branches in the cities of Pavlodar and Ust-Kamenogorsk: "Promoting the improvement of health of the population of Kazakhstan through the qualitative training of competitive specialists, through the integration of world practice of education, science and clinic."

In the near future, the university aims to enter the top-700 + universities in the world. To achieve this goal, a modern integrated academic health system was created as a result of the merger of the university with the Scientific Research Institute of Radiation Medicine and Ecology (SRIRM&E), and the expansion of the university's network of clinical bases in East Kazakhstan and Pavlodar regions.

The mission, purpose, tasks and content of the EP must be discussed and approved at the meetings of the collegial bodies of the university. The mission of the educational programme 7R01139 - "Therapy" is "Training of competitive and highly qualified family doctors with a high level of professional competence, based on the principles of continuous development and trinity of education, practice and science". It reflects the need of practical health care of the Republic of Kazakhstan in providing physicians with therapists in rural areas. The principles of continuous development and the trinity of education, practice and science are reflected in the six key competencies that a graduate of the residency must master.

Educational programme 7R01139 - "Therapy" in the field of quality assurance complies with the general policy of the university, is brought to the attention of the competent authorities in the field of medical education and health, the academic community, students and other stakeholders by posting information on the website of the NJSC "SMU"; regular meetings of the head of the department and the responsible for residency with employers, representatives of the management of PMHC organizations of East Kazakhstan region; mentors' conversations with students of the residency .

1.2 Professionalism and professional autonomy

Targeted training in accordance with the "Regulations on Residency" will form a competent family doctor, whose activities will be aimed at prevention and provision of medical care to the population. Residents are actively involved in the scientific activities of the department.

The University adheres to the policy of trinity, which is reflected in the educational programme. Teaching of disciplines is carried out taking into account modern approaches in diagnosis and treatment of diseases, great attention is paid to achievements of the world medical practice and science. Residents master the scientific component at the cycles of basic disciplines: "Biostatistics", "Management of scientific research".

In accordance with the Law on Education, the Code on Health and the Healthcare System of the Republic of Kazakhstan, the NJSC "SMU" has autonomy in decision-making in such key areas as the development of the educational programme, assessment, selection and admission of residents, selection/selection of teachers, employment conditions and allocation of resources.

The autonomy of NJSC "SMU" on key procedures is defined in the developed internal documents. Thus, the process of selection and admission of residents is regulated by the Regulation on the admission of students to higher and postgraduate education in the NJSC "SMU" dated September 16, 2021; the Regulation on the residency of the NJSC "SMU" dated February 1, 2021. The selection and selection of teachers is carried out in accordance with the Personnel Policy of the NJSC "SMU", the Internal Regulations of the NJSC "SMU" dated May 4, 2019.

The training of residents includes the formation of professionalism and the promotion of professional autonomy necessary for the training of a resident therapist.

In NJSC "SMU", students have the opportunity to freely express their opinion on all issues of quality of training, conditions for clinical practice, and others in the form of feedback from students (blog of the Chairperson of the Board, his deputies by type of activity, deans, chats, urn to the rector). Students of the residency in the specialty "Therapy" in different years were part of the collegial bodies, in particular, the Committee of educational programmes for postgraduate education. For example, according to the results of the questionnaire, the following work was carried out to improve the educational programme: the introduction of clinical internships, a list of practical skills.

1.3 Learning outcomes

In developing the learning outcomes, the Residency Educational Programmes Committee takes into account the learning outcomes of the previous level of education. For example, in order to develop the skills of scientific research since 2019, undergraduate students undergo research management and biostatistics with subsequent in-depth study at the residency level (drawing up research protocols).

The list of final results (nosology and conditions, practical skills, manipulations, procedures) that a resident therapist graduate must possess is reflected in the "Therapy" educational programme itself.

NJSC "SMU" guarantees continuity between the final results of training programmes of basic medical education, internship and residency programmes, by determining specific pre-requisites for applicants to the residency in the specialty "Therapy", reflected in the educational programme.

Information on the degrees awarded, the qualifications awarded, the teaching, training and assessment procedures used, the percentage of achievement, the final results and the available opportunities for training students of the residency in each educational programme, including the specialty "Therapy" is available on the website <https://semeymedicaluniversity.kz/>.

The purpose of training, competence and qualifications that students of the accredited specialty residency must acquire in the course of training, comply with the State programmes and regulations, as well as the procedure established in NJSC "SMU" for the training of medical personnel in the residency.

The expected final learning outcomes, in particular, the formation of competencies leading to obtaining an academic degree, meet the requirements of the Ministry of Health of the Republic of Kazakhstan and satisfy the needs of both residents and all stakeholders. It should be noted that when developing the competencies of the residency programme "Therapy", the national educational standard of Turkey TUKMOS was taken into account, which is guided by the strategic partner – Bashkent University (Ankara, Turkey). In addition, the educational programme is also agreed with both employers - heads of departments of the therapeutic profile, and with students of the residency, which satisfies both internal stakeholders and external stakeholders. Employers provide feedback on EP, which are posted on social networks for a wide range of stakeholders: <https://www.youtube.com/watch?v=oOopCEB8TY8>

Professional autonomy of the doctor is formed due to the development of clinical thinking in students, readiness to make independent decisions in a particular situation, which is one of the tasks of education.

The academic policy of NJSC "SMU", which defines the requirements for the organization of the educational process, has been revised. The faculty took an active part in the formation of the content of the EP, solving issues of the organization of the educational process. Blueprints were formed with the participation of a strategic partner of Bashkent University in order to achieve the final learning results. Approaches to assessing students' educational achievements have been revised, which is reflected in academic policy.

Lifelong learning skills are provided by instilling interest in finding and analysing information using evidence-based medicine practices. Residents have access to information systems, monthly held by the Journal Club.

1.4 Participation in the formulation of the mission and final results

The NJSC SMU formulates the mission and final learning outcomes of the programme, taking into account suggestions from other stakeholders. For example, the feedback from employers noted the compliance of the competencies specified in the EP, the list of practical skills, medical equipment used in the training process. There are recommendations to focus on some issues of training topics (compulsory health insurance, infection control). The results of feedback from students are posted on the website of the NJSC "SMU" (<https://semeymedicaluniversity.kz/obratnaya-svyaz/obratnaya-svyaz/>).

Employers, representatives of professional medical associations, public organizations, medical scientific societies, health-care organizations and local authorities take an active part as the main stakeholders in the formulation of the mission and the formation of the final results of the residents' training. Each of the listed stakeholders has different opportunities and rights to contribute to the implementation of the educational programme and have a sufficient degree of influence on this process through feedback and direct participation in meetings of deliberative bodies, admission of examinations, review of the educational programme.

At the same time, interaction with medical scientific societies is aimed at developing joint proposals to improve the quality of training of medical specialists during the participation of representatives of the SMU in events of various levels. In addition, scientific communities have the opportunity to participate in the future in solving the issue of funding from their own funds for internships, students, funding scientific projects. Such interaction is also aimed at involving representatives of the medical scientific communities in the formulation of the mission and the determination of the final results of the training of resident therapists, taking into account the proposals received from them. For example, a response to the educational programme in the specialty 7R01139 "Therapy" was received from the Deputy Chief Physician for Treatment Work of the Emergency Medical Care Hospital Alibaeva G.A.

On March 10, a regular meeting on the employment of internship graduates in 2022 with employers was held. The meeting with young specialists was attended by representatives of 18 medical organizations.

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

Standard 1: Implemented

Recommendations for improvement identified during the external visit:

- 1) To intensify the participation of residency students in scientific projects with foreign partners;
- 2) Expand academic mobility of residency students both within the Republic of Kazakhstan and in foreign medical organizations.

Standard 2: EDUCATIONAL PROGRAMME

Evidence of compliance:

2.1 Postgraduate programme framework

An integrated model of the educational programme is being implemented, which provides for the continuity of basic and postgraduate medical education, when the subsequent educational level is

impossible without full assimilation of the previous one. All blocks of modular EP are logically connected to each other and are aimed at the formation of a competence approach in the training of a residency listener. The term of mastering the programme in the specialty 7R01139 - "Therapy" is 2 years.

The quality management and monitoring of the educational programme is carried out by the Academic Work Department (AWD) and its educational department (ED) and the Quality Control Department of Medical Education (DQCME). A major role in this process is played by the School of Postgraduate Education, the Department of Strategic Development, as well as the specialized department of hospital therapy.

Educational programme 7R01139 – "Therapy" is implemented taking into account the needs of the market of medical services to the population of Kazakhstan in the medical personnel of the relevant profile of East Kazakhstan and Pavlodar regions. All procedures for approval of the educational programme are carried out in accordance with the regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan, as well as the internal regulations of the university (<https://drive.google.com/file/d/1FKZZ-0YKyJ7qIquPxd6cPDhfVGz8sSay/view>).

The University has developed a model of resident competencies, which was approved at the meeting of the Academic Committee (Minutes No. 6 dated June 25, 2020) and is aimed at achieving key competencies.

The NJSC "SMU" has: "Regulations on the procedure for the development, approval and examination of educational programmes", as well as "Regulations on the development of modular educational programmes". These documents are posted on the website of the university, in the section "Training".

The following took part in the development of the educational programme: Deputy Chairperson of the Board for Academic Work – Zhanaspaev M.A., School of PGE and employees of the Department (Doctor of Medical Sciences, Head of the Department Kazymov M.S., Candidate of Medical Sciences, Professor of Rae Adilgozhina S.M., PhD Associate Professor Shalgumbaeva G.M., Candidate of Medical Sciences Temirtasova Zh.O., Assistant to the Department Nurzhanova A.E.), employers (Chief Physician of the PSE on the REM "Polyclinic No.1" Turdunov M.S., Director of the MC LLP "Janer" Clinic "Buleukhanova R.T., Chief Physician of the PSE on the REM " Polyclinic No.4 "Bekbaev M.K.), representatives of practical health care (general practitioners: Akhtayev T.K., Kalykulova A.T., Abisheva L.N., The Department has a special educational center, during the academic year there is an analysis of interesting clinical cases, modern methods of diagnosis and treatment. Scientific degree of the faculty of the department – 66%.

To implement an educational programme in this specialty, there is an opportunity for residency students to access international databases: Cochrane, Pubmed, UptoDate, Medline. Each resident in the specialty "Therapy" is assigned to a clinical mentor: experienced doctors of the highest category from practical health care, residency (Karimova Zh.N., Temirkhanov U.E., Murzakhmetova E.M., Kanafina T.A.).

2.2 Scientific method

The structure of the educational programme provides for the participation of residents in research work. The learning path requires the resident to conduct research. To this end, a scientific group has been created at the department, in which residents actively participate.

The content of the educational programme is adapted to scientific developments. The elective is the discipline "Management of scientific research". The CED for the next academic year is formed taking into account the recommendations from employers and the opinions of students themselves. Each resident has chosen a scientific topic, recruits patients, conducts a literary review on the selected topic, plans to write a research protocol and publish an article in the journal.

Residents are actively engaged in research activities under the guidance of a curator. According to the WEPL of the specialties of residency, the module / CCWECWECWEC (Selective) "Management of scientific research" of the mandatory component of the resident training programme considers the organization and design of scientific research in medicine, the principles of ethical regulation of research in the field of health.

All resident therapists participated in the international project: "TERAVOLT", where participants are more than 100 countries. As a result of the international project, a joint article was published with foreign scientists on the topic "A definitive prognostication system for patients with thoracic malignancies diagnosed with COVID-19: an update from the TERAVOLT registry" in the journal "Journal Thoracic Oncology" IF 15.

All resident physicians are members of the European Respiratory Society. Head of the Department of Hospital Therapy Zhumagaliyeva A.N. since 2022 is the National Delegate from Kazakhstan to the European Respiratory Society, which allows residents, together with the European Respiratory Society, to participate and contribute to the development of medicine in Kazakhstan.

The classroom hours of the EP include training in critical evaluation of literature and scientific data. To form critical thinking skills of residents, discussions of scientific articles in the journal-club format are held. Databases such as Cochrane, PubMed, UpToDate, Epigraph are widely used to search for scientific articles.

2.3 Content of the residency programme

The content, volume and sequence of the REP of specialty 7R01139 - "Therapy" strictly correspond to the SCES. According to the Regulation on the development, approval and examination of educational programmes dated March 29, 2019, the educational programme 7R01139 - "Therapy" is periodically adjusted to take into account changing conditions and achievements of biomedical sciences.

The model of the "Therapy" residency programme: a cycle of profile disciplines (PD) in the amount of 4,080 academic hours/136 academic credits, which consists of a mandatory component (MC) in the amount of 3,960 academic hours/132 academic credits and a component of choice (CC) in the amount of 120 academic hours/4 academic credits; an midterm (MT) in the amount of 60 academic hours/2 academic credits and a final attestation (FA) in the amount of 60 academic hours/2 academic credits. The total workload is 4200 academic hours/140 academic credits.

The implementation of EP 7R01139 – "Therapy" is carried out on the basis of the educational and methodological complex of the specialty (EMCS), which includes: Modular educational programme; Syllabus; Control and measuring tools.

To ensure effective educational and methodological support, the University has an Automated Control System for the KEYPS educational process, which provides for the "EMCD" module.

At the University, the development, approval of educational programmes is carried out in accordance with the internal regulation "On the procedure for the development, approval and examination of educational programmes at the NJSC " Semey Medical University ", located in the public local network. The working curriculum (WEPI) in the specialty 7R01139 - "Therapy" is drawn up for the entire period of training.

Performance evaluation and monitoring of EP is carried out at the end of the 1st and 2nd year of training. Qualifications obtained as a result of mastering the educational programme of the residency 7R01139 "Therapy" correspond to the completion of the third cycle, prescribed in **ESG 1.2**.

The educational programme of the residency 7R01139 "Therapy" provides 143 loans that comply with the requirements set out in the current State Standard of the Republic of Kazakhstan of 2015 (with additions and amendments dated 21.02.2020), as well as the requirements of **ESG 1.2**.

Syllabuses of the main and related disciplines are subject to a review procedure with subsequent discussion at the CEP meeting of postgraduate education.

The CEP carries out regular monitoring of the formation, implementation, evaluation of the efficiency and quality of the EP. The WEPL is approved on the basis of the decision of the Academic Committee.

In the process of practical activities, residents, along with clinical skills, students implement the skills of communication and medical ethics, manager, defender of the interests and health of the patient. The development of these skills is implemented through the discipline "Fundamentals of PMHC management". In this discipline, residents study the fundamentals of management, the principles of financing PMHC and medical and economic analysis, health information systems, GVFMC, MSHI.

The training week in the NJSC "SMU" residency consists of 5 days. One training day for residents is 9 hours, of which 3 practical (classroom), 3 hours are allocated for independent work under the guidance of a teacher (advisory), 3 hours - for independent work of the resident.

Control over the quality of providing residents with academic knowledge and the necessary skills that can affect their personal development and can be used in their future career is carried out through the electronic portfolio of the resident (Regulations on the portfolio of students at NJSC "SMU" dated 07.11.2019).

In the development of the educational programme, an industry qualifications framework was used. The qualification levels of the QMR are used in the development of a professional standard as a source of qualification requirements.

2.4 Programme structure, content and duration

The structure of the REP of the specialty 7R01139 - "Therapy" is formed from various types of educational, scientific and clinical work, practice that determine the content of education, reflects their ratio, measurement and accounting.

The educational programme includes: Passport of the educational programme, Requirements for the content of the educational programme, Levels of proficiency in clinical competencies, List of nosologies and conditions that the resident must master; List of practical skills, manipulations, procedures that the resident with levels of proficiency must possess; Teaching methods and evaluation methods. The list of disciplines of the component by choice is compiled in accordance with the CED, which is formed and approved annually. The total number of credits for mastering the specialty 7R01139 - "Therapy" is 143 credits.

The educational programme in the specialty 7R01139 - "Therapy" contains a mandatory component, which includes all profile disciplines and a component of choice (electives). Information about elective disciplines, including their brief description, is contained in the catalogue of elective disciplines (modules), which is published on the university's website in the relevant section. Registration for elective disciplines is carried out through the office-registrator.

Working groups from the composition of the CEP are created for the examination of the content of the EP.

Effective management of the programme includes collecting feedback from residents through questionnaires and working in focus groups on the content of the EP with their subsequent analysis, discussion and approval at collegial bodies.

The educational programme is aimed at the formation of key competencies and is an organizational and methodological document that structures the content and scope of knowledge, forms of organization of the educational process, the sequence and timing of mastering courses, modules, means of diagnosing the success of training, certification, the expected results of training, including the formation of competencies leading to obtaining an academic degree.

To solve these problems, residents of the Department of Hospital Therapy are trained and undergo clinical training at the clinical bases of Semey and Pavlodar. In clinics, residents receive knowledge consistently and systematically. Information on the clinical databases of the specialty "Therapy" is presented in paragraph 2.5.2 of this standard.

The duration of training is determined by the amount of academic credits disbursed. The educational process takes into account the interests of various categories of students and includes inclusive education.

2.5 Organization of training

All clinical bases correspond to level 3 of medical care.

Residents use all the possibilities of the health care system in the process of training: they work in the information system of the medical information system (KMIS), DMP, AIS, CNCD, RAP, RPW&WFA, use all available medical equipment, equipment. During the clinical rotation, they work in hospitals and take an active part in the professor's rounds, instrumental and laboratory examinations and patient treatment. The effectiveness of training in the residency is assessed by the results of an independent examination with the participation of leading practitioners of health care.

2.6 Relationship between postgraduate medical education and health care

In order to regulate this process, the School of Postgraduate Education (SPE) organized a Mentoring School, developed a Regulation on the Resident Clinical Mentor (14.10.2020). Experts familiarized themselves with contracts with resident clinical mentors. All clinical mentors go through the Mentoring School and receive a certificate, and the experts were convinced of this by visiting the department.

All clinical mentors are specialists of the highest category, their role in the professional development of residents is very high.

Independent work under the guidance of a clinical mentor includes: a presentation, an oral report, a situation analysis (CS - case-study), a seminar with a discussion of messages, reports based on the results of educational or scientific research under the guidance of a teacher, a discussion of a clinical case (CBD – Case based Discussion), RBL (Research-Based Learning), assessment of mastery of practical procedures (DOPS – Direct Observation of Procedural Skills), a mini-clinical exam, etc.

2 **Conclusions of the EEC on the criteria.** Compliant with 30 of the standard: fully – 28, partially -

Standard 2: Implemented

Recommendations for improvement identified during the external visit:

- 1) Strengthen the role of employers and other stakeholders in improving the content of the educational programme;
- 2) For practical training of residents, it is more active to use not only clinical bases, but also educational resources of the simulation center in order to safely master medical manipulations by students, diagnostic studies with high variability of signs, algorithms for emergency and emergency medical care, actions in critical situations and teamwork before contact with patients.
- 3) To develop the scientific competence of residents.

Standard 3: ASSESSMENT OF STUDENTS

Evidence of compliance:

3.1 Methods of evaluation

The system of assessment of knowledge, skills, abilities and competencies corresponds to the accepted practice in the country. The general objectives and principles of resident assessment are set out in the Academic Policy and the Residence Regulations.

The model of training at NJSC "SMU" assumes a cumulative system of knowledge and skills, which contributes to the formation of competencies for admission to PhD doctoral studies.

The Discipline Policy prescribes the forms of assessment: formative (FA) and summary (SA) assessment. Interim certification is carried out after the completion of the discipline in the format of a summary assessment. The examination (SA) is conducted in 2 stages: test control (35%) and practical skills in the form of OSCE and OSPE (35%) on checklists.

From the 2018-2019 academic year, the university moved away from the practice of daily assessment, which was reflected in the discipline policy. A special Case-Log programme has been developed for residents, which displays the daily work of residents, is confirmed by a clinical mentor or curators.

The supervisor and clinical mentor monitors the scope of work using their own login and password Case Log, if necessary, notifies the resident about the implementation or non-fulfillment of the plan and gives advice on achieving the ultimate goals of training.

The methods of assessment of residents should include the compilation of an individual work plan, a resident's portfolio, with which the experts were acquainted during visits to the university departments.

The procedure for conducting examinations is reflected in the "Regulations on the residency of NJSC "SMU" of 2019. Since the beginning of the 2019-2020 academic year, the KEYPS system was tested for 3 months, and from January 2020, the KEYPS system was officially introduced on the

recommendation of Bashkent University, a strategic partner of NJSC SMU. The university has moved away from the practice of daily assessment.

The final state certification is carried out at the end of the second year of training on the basis of the Order of the Ministry of Health of the Republic of Kazakhstan dated December 15, 2020 No. KR DSM-270/2020 "On approval of the rules for placing a state order, admission to training and training of medical personnel in the residency."

3.2 Relationship between evaluation and training

Various forms of assessment are used to control theoretical knowledge and practical skills (according to Bloom's taxonomy) and are constantly reviewed based on the results of the analysis of the performance of residents. The main methods of assessing the cognitive domain are MCQ, EMQ and CbD, the psychomotor domain – MiniCEX and dops, and the affective domain – "360 degree assessment". The practical part is evaluated using OSCE, standardized patient, cases. The examinations are attended by independent examiners, represented by representatives of the Anti-Corruption Council, the PGE School and clinical mentors. Observations and recommendations received during the examination are discussed at the departmental meetings and are immediately eliminated.

The guarantee of providing timely, concrete, constructive and fair feedback to residents on the basis of the results of the assessment of their knowledge and skills is the questionnaire conducted by the DQCME, in which feedback questionnaires are automatically sent at the end of each discipline when forming the final score sheet (FSS) for each student personally. The obtained data, after statistical processing, are analyzed and transferred to the responsible for disciplines for taking measures to improve the quality of discipline teaching. Based on the results of the summer sessions, the analysis is carried out by the deputy boards, the SPE management based on the results of discussions at the departments. Information on the state of academic performance, recommended or taken measures is reflected in the minutes of meetings, with mandatory representation of students at different levels, representatives of practical health care, who are members of collegial bodies.

At the end of each discipline, residents give feedback. The facilitator assesses the progress of mastering the core competencies. At the end of the year, a general analysis is made to determine progress according to the IEP, and the reasons for failure to achieve certain goals are determined. Taking into account the correction, a plan is drawn up for the new academic year.

To appeal the results of the assessment, there is an appeal procedure prescribed in the Regulations on Residence and in the Discipline Policy of NJSC "SMU".

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) Improve motivation of external examiners to participate in regular assessment of residents.

Standard 4: STUDENTS

Evidence of compliance:

4.1 Admission and Selection Policy

The policy of admission and selection of residents in the specialty "Therapy" is based on the principles of continuous development and trinity of education, practice and science. The procedure for selecting students of the residency in NJSC "SMU" for the educational programme "Therapy" is carried out on the basis of current regulations and is regulated by the Regulations on admission to the residency of NJSC "SMU".

A balance has been struck between existing capacity and training opportunities and resident recruitment.

Admission to the residency is managed under the leadership of the Rector of NJSC "SMU", who is the Chairperson of the Admission Commission for Residence. The organization and implementation of the process is entrusted to the PGE school.

For admission to the residency, GPA in the internship and bachelor's degree, a summary assessment based on the results of two stages of the final state certification of the 7th year, as well as an entrance exam in a test format are taken into account.

Thus, the opportunities for training and recruitment of residents in the specialty "Therapy" are facilitated by the powerful material and technical base of NJSC "SMU", high personnel potential and opportunities of the clinical department of hospital therapy, all employees of which have certificates in the specialty and qualification category, are consultants or part-time employees of the clinical base – EMH.

The department has sufficient staff potential: the degree of teaching staff of the department of hospital therapy is 66%.

4.2 Number of residents

NJSC "SMU" determines the quantitative admission of residents in the specialty "Therapy" based on the state order of the Ministry of Health of the Republic of Kazakhstan for the training of medical personnel. At the same time, the possibility of a clinical base is taken into account – the EMH of Semey, clinics of the cities of Pavlodar and Ust-Kamenogorsk for the practical training of residents, its capacity, the presence of clinical mentors in the profile of resident training. The parameter of the maximum permissible load on teachers of the department of hospital therapy is important. An important factor is the availability of educational, methodological, scientific literature, as well as the adequacy of material and technical resources of the university.

The number of residents per teacher, which is 1:3. To ensure the competitiveness of our specialists in the labor market, the development of the list of competencies of EP is carried out jointly with employers.

Since 2020, there is an electronic labor exchange www.enbek.kz, where graduates have the opportunity to post resumes on this electronic portal and see information about vacancies not only in East Kazakhstan region, but also in the cities of Kazakhstan. The electronic labor exchange also made it easier for employers to search for specialists in the required specialty. In NJSC "SMU" there is a Department for employment of graduates and Medical foundation. In order to facilitate the employment of university graduates: a data bank of employers and their vacancies in the specialties of the university is being formed; information and consulting support for university graduates on employment issues is being organized; relations are maintained with centers for the promotion of youth employment and the employment of university graduates, employers' associations.

An important tool for overcoming the shortage of personnel in the region is training with a targeted grant in a medical organization in NJSC "SMU". Every year, the university holds an Employers' Congress, at which representatives of the university negotiate the placement of targeted grants for residency by medical organizations. Future employers can choose from the internship graduates the future specialists of their organization and conclude with them a tripartite agreement on tuition fees in the residency.

The procedure for the admission of residents with disabilities is not regulated by national laws and regulations. In Kazakhstan practice there are no applicants for admission to the residency of persons with disabilities.

4.3 Resident support and advice

Residents can receive advice from the Youth Committee throughout their residency studies. Residents receive information support from the PGE School. Clinical mentors with experienced practitioners also provide advice and support to residents.

University has a system of academic consultation of residents, which includes monitoring of the progress in training, including unintentional incidents.

The Residence Counseling Service is represented by the school of the PGE, the manager and curators of the residents, the head of legal and passport and visa work, and a psychologist.

The staff of the school provides advice to residents on employment and the organization of the educational process: the schedule, the appointment of a curator, the choice of a clinical base, the formation of an individual curriculum, enrollment in elective disciplines, referral to a conference, participation in competitions, Olympiads.

Residents have the opportunity to receive legal advice from the head of legal and passport and visa work.

The resident can get psychological support from a regular teacher-psychologist.

Clinical mentors, together with the staff of the department, provide direct advice to residents on clinical practice, theory and science of medicine. Responsibility for unintentional incidents that caused harm to the patient through the fault of the resident is assigned to the clinical mentor. The system of academic counseling of residents in NJSC "SMU" is represented by the School of Postgraduate Education, resident curators, the head of legal and passport and visa work, a psychologist. In these units, residents are provided with advice on employment and the organization of the educational process: the schedule, the appointment of a curator, the choice of a clinical base, the formation of an individual working educational plan, enrollment in elective disciplines, referral to a conference, participation in competitions, Olympiads.

Resident supervisors appointed by the Academic Council of the university, together with the staff of the department, provide direct advice to residents on clinical practice. Responsibility for unforeseen incidents rests with the supervisor and the clinical mentor.

4.4 Representation of residents

The staff of the department, based on the individual abilities of each resident, his personal characteristics, helps in the planning of employment, assisting in the employment of young specialists in conjunction with the Department of Employment of Graduates.

NJSC SMU provides support in the event of a professional crisis. Depending on the nature of the problem, the resident can seek help and advice from a staff psychologist (in case of emotional burnout, psychological problems, etc.). On interaction with teachers, employees of departments, other divisions, residents apply to the schools of PGE; on protection of the rights of the resident, he can find support from the resident manager; the resident can get legal advice from the head of passport and legal work.

According to the Academic Policy of NJSC "SMU", students have the full right to participate in the work of collegial bodies and be their permanent members (Academic Council of universities and faculties, Academic Committee, Committees of educational programmes, Council of young scientists, Anti-Corruption Council, etc.).

Residents are involved in the formulation of the mission and training outcomes, participation in the development of the training programme, planning of the working environment, evaluation of the training programme, management of the training programme.

Participation in the development and evaluation of the educational programme is carried out by residents by providing systematic feedback, representation in the CEP (Order No.460 of 07.10.2021 "On the composition of the CEP of the specialties of the residency"), the Academic Council.

Departments collect feedback from residents at the stage of mastering the taught discipline (at the end of studying the discipline).

The PGE school annually conducts a survey of residents, aimed at identifying the level of satisfaction with the organization of the educational process as a whole, the quality of teaching, receiving proposals from residents to optimize the educational process.

The participation of residency students in the development of the residency programme is also carried out through the choice of elective disciplines. Residents have the right to make a proposal, to include in the catalogue of new elective disciplines, in their opinion, necessary for study and contributing to the improvement of the educational programme as a whole. Proposals submitted orally or in writing from residents are necessarily taken into account and taken into account.

4.5 Working conditions

Residents on the clinical bases of the department, in addition to the management of patients, participate in all activities held on the clinical base: Monthly meeting "Journal – club" is held at the department, where residents actively discuss articles. They take an active part in the planned "Open Days", in the organization and holding of events for scientific and information exchange in the form of conferences, seminars, symposia, forums and other forms aimed at exchanging experience, scientific and practical information, strengthening mutually beneficial relations, participate in the implementation of joint scientific and research projects.

Residents studying on the basis of a state grant under the Order of the Minister of Health of the Republic of Kazakhstan dated December 15, 2020 No. KR DSM-270/2020, "Resident doctors studying on a state educational order are paid a scholarship, in accordance with the Rules for the appointment, payment and amount of state scholarships to students in educational institutions, approved by the Decree of the Government of the Republic of Kazakhstan dated February 7, 2008 No. 116". Residents studying on the basis of a state grant are provided with a scholarship in the amount of 88,494 tenge.

Residents of the 1st and 2nd years of study work part-time for 0.5 hours in polyclinics in Semey, Ust-Kamenogorsk and Pavlodar.

Conclusions of the EEC on the criteria. Compliant with 30 standards: full – 30.

Standard 4: Implemented

There are no recommendations.

Standard 5: FACULTY

Evidence of compliance:

5.1 Recruitment and Selection Policy

The hiring of teachers is carried out in accordance with the Regulations on the University's Personnel Policy of 2019.

Information about the competition to fill vacant positions of teaching staff and administrative and managerial personnel is displayed on the university's website, on official pages in messengers (facebook.com, instagram) and in republican publications.

Conditions have been created for systematically improving the qualifications of employees, improving and standardizing the procedure for competitive selection of personnel. The meeting of the competition commission is held annually in August before the start of the educational process and is broadcast online on the university's Facebook page.

All clinical mentors of residents in the specialty "Therapy" are practicing physicians with the first or higher qualification category or academic degree. Each employee of the department conducts a therapeutic load, working together with residents, while controlling practical and theoretical activities.

The administration encourages representatives of practical health care to participate in the postgraduate training of specialists (head of departments, senior doctors, residents, doctors of the first and highest categories).

To ensure the optimal balance between teaching, research and public work, the faculty of the Department of Family Medicine participates in the work of collegial bodies at the university level: the Academic Council is attended by Dr. med. Kazymov M.S. and Shalgumbaeva G.M., PhD. Associate Professor.

5.2 Teachers' obligations and development

The scope of work of teaching staff and clinical mentors is regulated by an individual employment contract. An employment contract is concluded with all clinical mentors for the duration of their provision of educational services. Pedagogical load of teaching staff is annually approved by the decision of the Academic Council of the University.

Every year, employees of NJSC "SMU" undergo advanced training in accordance with the provision on advanced training and development of employees. Training is carried out in the following areas: educational and methodological direction; clinical direction; scientific direction; advanced training; internship; participation in conferences, congresses, trainings, field schools; participation in seminars, trainings and master classes; distance learning, including online training. In accordance with the strategic priorities of the university and state programmes, the KPIs of the employees of NJSC "SMU" are reviewed and updated annually.

The required level of professional competencies of employees of NJSC "SMU" is maintained and developed in the system of continuous training and advanced training. To improve language competencies there is an opportunity to learn English.

Conclusions of the EEC on the criteria. Compliant with 7 standards: fully – 6, partially – 1, non-compliant – 0

Standard 5: Implemented

Recommendations for improvement identified during the external visit:

- 1) Promote the degree of the department involved in the training of residents in the specialty "Therapy";
- 2) Expand the possibilities of innovative technologies at the university. Facilitate the development of innovative simulation educational technologies by teachers by sending employees to trainings conducted by recognized international simulation training societies (RSSTM, SESAM, SSH, AMEE) and/or initiate training for employees in the workplace with the involvement of leading foreign specialists in the field of simulation training.

Standard 6: EDUCATIONAL RESOURCES

Evidence of compliance:

6.2 Clinical Bases

The main clinical base of the educational programme in the specialty "Therapy" is the University Hospital (UH) of NJSC "SMU". It is a modern multidisciplinary clinic with 15 in-patient departments for 500 beds, 160 children's beds and -340 adults' beds. The hospital has a consultative and diagnostic clinic: 200 visits per shift and Check-up diagnostics, there are paraclinical departments: functional diagnostics, diagnostic laboratory, X-ray endovascular laboratory, radiation diagnostics, hyperbaric oxygenation, endoscopy, physiotherapy, sterilization department.

To train residents in the specialty 7R01139 "Therapy", the department has the following clinical bases:

- Semey Railway Hospital LLP. The hospital includes a hospital with 45 beds, a day hospital with 35 beds, where qualified medical care is provided on state order in the following profiles: therapy, neurology, general surgery, traumatology and orthopaedics, physiotherapy. Consultative and diagnostic polyclinic and primary health care unit for 240 visits per shift;
- City Hospital No.4, Ust-Kamenogorsk. The hospital has 641 24-hour hospital beds and 21 in-patient beds;
- Clinical bases in Pavlodar and Ust-Kamenogorsk branches of the University.

Equipping the clinical bases with modern equipment contributes to the high-quality organization of the educational process and provides the opportunity to train residents on the principles of evidence-based medicine.

Residents have full access to patients on clinical bases, receive primary and repeat patients, perform preventive examinations, serve calls under the guidance of mentors, conduct dispensary observation of adults, participate in screening examinations, clinical reviews of complex patients.

Residents together with doctors receive patients, master the skills in the Damumed medical information system. In addition, residents have access to medical records, statistical data and archival materials in compliance with the rules of confidentiality. All this contributes to the acquisition of a broad and comprehensive experience in the field. Residents and clinical mentors have access to patient databases in KMIS, where the obtained patient data are entered under the control of practical health care mentors. Studying at the above-mentioned clinical bases equipped with high-tech diagnostic and treatment equipment, residents acquire teamwork skills. Training of residents is carried out taking into account the principles of continuity with basic medical education and continuous professional development under the supervision of a clinical mentor and a mentor of practical health care. Residents, working on clinical bases, have the opportunity to get advice of narrow specialists on the patient being supervised. All conditions for obtaining knowledge from mentors and colleagues, for the development of clinical thinking, constant self-education are created for residents on clinical bases. During the practice, residents receive new knowledge, gradually and consistently improve their competencies, learn communication skills when communicating with

patients and colleagues. In the process of training, residents have access to the KMIS system, medical equipment and equipment.

6.3 Information technology

EEC experts confirm that NJSC Semey Medical University has its own website <https://semeymedicaluniversity.kz/>, where students and university staff can find information of interest to them. On the basis of the Department of Hospital Therapy, there is a sufficient number of computers with high-speed Internet connection.

Students and university faculty have free access to the Internet, including Wi-Fi in the department, mini library and reading room of the main building. Residents at any time can add knowledge in modern databases in the field of fundamental and applied medicine: Cochrane, Scopus, Rubmed, RINC, UptoDate, Medline, Academic Journals, etc.

In addition, the experts were convinced that the PR department provides information to students and employees of NJSC "SMU" on events held at the university, and important events in Kazakhstan and the world. On the university's website, the event calendar provides information about the date and venue of upcoming events. Residents are included in the Whatsapp chats, through which students keep in touch with the dean's office of the SPE and the department, and can also quickly receive the necessary information.

The university library introduced an installation for the use of radio-frequency identification (RFID) technologies – a system for controlling the movement of documents in the library.

In practical work, teachers, residents, mentors widely use the above electronic systems for constant self-education, communication among themselves in compliance with the rules of ethics. Mentors train residents in filling skills and work in the KMIS, and also acquaint them with the "Electronic Register of Dispensary Patients", "Register of the Attached Population", "Outpatient and Polyclinic Care", "Hospitalization Bureau", "Resource Management System", "Electronic Register of Cancer Patients", "Medical Equipment Management System", "Additional Component of the Per capita Standard", "Medical Services Quality Management System", "Register of Pregnant and Fertile Women".

6.4 Clinical Teams

The resident therapists gain experience in the team during the training process under the guidance of a clinical mentor, who instills the skills of proper communication with the patient and his relatives. Residents seek advice from more experienced department residents, work in close cooperation with other medical specialists, with nursing and paramedical staff. Residents of the first year of study are attached to the residents of the senior year, which helps to improve the relationship within the team, and the residents of the last year of study develop effective management skills. Working at clinical facilities under the guidance of a mentor, residents improve their communication skills by communicating with colleagues, patients and their relatives, thereby acquiring the skills to work in a team based on the fulfillment of these requirements significantly increase the effectiveness of team work. At clinical bases, the team type of work is carried out not only between students, but also with other health care professionals. In cases of team failure, the clinical mentor analyzes the errors to prevent their recurrence in the future.

6.5 Medical Research and Advances

The implementation of the research work of the departments of NJSC "SMU" is regulated by the Regulations on Scientific Schools of the University of 28.10.2020, the Regulations on the activities of the Student Scientific Society of NJSC "SMU" of 14.05.2021.

Participation of teaching staff and residents of the Department of Hospital Therapy in scientific projects:

Zhumagalieva A.N.	“Diagnostic and management of alpha1-antitrypsin deficiency”. Ers Short-Term Research Training Fellowship (STRTF) April 2015. Fellowship ID Number: STRTF 2015 – 8199, 2015. Pavia, Italy. 17.09-17.12.2015.
Zhunuspekova a.s. Abylkhairova A.K.	“Pathogenetic and Therapeutic Aspects of Recurrent Myocardial Ischemia After Cutaneous Coronary Interventions,” 2017-2020.

All employees of the department and residents	International project involving more than 100 countries of the world. International registry on thoracic cancer patients with COVID-19. TERAVOLT (Thoracic cancerS international coVid 19 cOLlaboraTion), since 01.2021
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During the residency training, the students of the residency actively participate in the scientific research of the department, acquire knowledge and skills in the field of science, participate in the writing of articles, theses for republican, international conferences and seminars. The resident's individual plan provides for hours for scientific research. Residents can freely get advice on conducting scientific research from a mentor or teachers of the department. In addition, residents get acquainted with the main scientific areas of the department, as well as the main projects and grants of the university. Residents have access to the necessary equipment for conducting scientific research, medical documentation, archival materials at clinical bases.

6.6 Education expertise

The procedure of educational expertise on the quality of planning, implementation and evaluation of EP is the prerogative of the CEPs and the commission created at the CEP, which checks the compliance of teaching methods with the methods of control and the final results of training formed in the Sillabuses. In addition, the university has developed a Regulation on the procedure for the development, approval and examination of educational programmes dated March 29, 2019. The quality system developed and implemented at the university is based on the "Typical model", which corresponds to international standards and directives, as well as the requirements of the process model of the quality system.

One of the mechanisms for motivating and developing the interest of employees and faculty in active participation in improving the educational process is the annual rating. One of the indicators of the TS rating is activity in the public life of the university.

In assessing the educational programme and learning outcomes of residents, it is necessary to analyze the data obtained from the results of interim and final certification, questionnaires, feedback, SWOT analysis based on the results of the final examination. For the purpose of examination of the educational programme, it is necessary to receive feedback from the students of the residency, on the basis of the analysis of the received data, the programme is constantly improved and updated, if necessary.

Feedback is provided from practitioners in the Residence, i.e. feedback and comments are received from all health facilities. The staff of the department are engaged in research in the field of medical education and its improvement with a view to updating the curricula in accordance with the development of medical science and education.

The development of the residency's educational programme in the specialty "Family Medicine" was carried out on the basis of the requirements for the educational programmes of TUKMOS (Turkey), the strategic partner of NJSC "SMU" - the University of Bashkent. This made it possible to establish the final results of the training, on the one hand, close to international standards, on the other hand, taking into account the requirements of the SCES.

6.7 Training in other institutions

Residency students have the right to study within the framework of academic mobility in foreign universities. The university has developed the "Regulations on Academic Mobility", which is a guide for training residents in alternative organizations both within the country and abroad. Since 2015 The strategic partner of the University was St. Louis University, and from 2018-2021, the strategic partner of the NJSC "SMU" was Bashkent University. This strategic partnership provided an opportunity to develop the training of both teachers and students of the residency.

In connection with the coronavirus pandemic, the academic mobility programme was implemented in a remote format.

Conclusions of the EEC on the criteria. Compliant with 21 standards: fully -20, partially - 1.

Standard 6: Implemented

Recommendations for improvement identified during the external visit:

- 1) To improve the technological equipment of the department responsible for the training of residents in the specialty "Therapy".

Standard 7: PROGRAMME EVALUATION

Evidence of compliance:

7.1 Monitoring and evaluation mechanisms

Continuous monitoring of educational programmes at all levels, including in the specialty "Therapy" is carried out on the basis of the Strategy for ensuring the quality of the educational process in NJSC "SMU" and the Regulation on the procedure for the development, approval and examination of educational programmes that are part of the Academic Policy of NJSC "SMU" dated 31.08.2021.

The main organizational structures that ensure the formation, approval and updating of the educational programme are: departments responsible for the quality of development, implementation, as well as updating the programme; Schools responsible for coordinating the work of departments; Department of Quality Control of Medical Education, responsible for monitoring academic activities; Academic Committee (AC) of NJSC "SMU", which carries out an examination of the relevance and competitiveness of EP, content, resources, the level of educational technologies and quality assurance of education. The educational programme is to be updated on the basis of the adjustment of the objectives and final results of training to the changing needs of the labour market, society and practical health care.

Monitoring in the specialty "Therapy" is carried out by the Department of Hospital Therapy in accordance with the procedure established in NJSC "SMU" and taking into account the mission, the expected final results of training, the content of the educational programme, teaching methods, assessment of knowledge and skills, sufficiency and quality and sufficiency of educational resources, the possibility of clinical bases.

The 3600 Evaluation questionnaire reflects the professionalism, interpersonal and communication skills of the resident as a doctor.

The applied system of assessment of knowledge, skills, abilities and competencies in the specialty of the residency "Family Medicine" corresponds to the State Standard of Health and Safety of the Republic of Kazakhstan.

7.2 Feedback from teachers and residents

In order to ensure the transparency of the process and evaluation results for management and stakeholders, the process of collecting feedback from students is automated and carried out in keys, in order to avoid correction or distortion of feedback data. In addition, the results of the feedback are published on the university's website in the "Feedback" section in order for all interested parties to have an opportunity to read it. The School of Postgraduate Education collects feedback from residents to determine the level of satisfaction of residents with the content of the educational programme, the organization of the educational process in the form of questionnaires, focus groups, monitoring of appeals to the school's blog. Schools have a feedback box where residents can incognito leave their suggestions, wishes and complaints. An important role in the evaluation of the educational programme is played by monitoring the achievement by residents of the final learning goals. Therefore, the school collects feedback from residency graduates and their employers.

The main mechanism for improving the quality of the educational process is feedback from students and teaching staff. The dialogue between residents, the administration and the teaching staff is achieved through a system of constant study of feedback: discussion of the results of the questionnaire after the completion of the discipline, which is carried out by the department, discussion of corrective measures, an appeal to the virtual reception and Facebook of the rector, vice-chairperson of the board - the rector, deans, conducting focus groups, direct meetings of the management with students. In the main building, there is an appeal bin where students can anonymously file complaints and suggestions.

An important role in the evaluation of the educational programme is played by the results of the final certification of residents carried out at the testing stage by the National Center for Independent

Examination, as well as the results of certification examinations conducted by the Committee for Control of Medical and Pharmaceutical Activities of the Ministry of Health and Social Development of the Republic of Kazakhstan. The final state certification of residents in the 2020-2021 academic year was carried out in accordance with the standard of the State Standard of the Residence and was carried out in the following stages: determination of the level of theoretical training in the disciplines in the form of testing; certification of practical skills with a standardized patient. The results of these examinations are discussed annually at the meeting of the Academic Council. The results of the examinations are discussed annually at the meeting of the Academic Council.

7.4 Stakeholder Engagement

The participation of external stakeholders in the processes of monitoring and evaluation of EP is achieved through their inclusion in the composition of the collegial bodies of NJSC "SMU" and involvement in meetings. After graduates of the residency are employed, the SPE dean's office collects feedback on the assessment of their competencies and, in general, on the REP "Therapy". Every year, the heads of medical organizations in which graduates are employed provide feedback on the competence of doctors. Based on these feedbacks, decisions are made to improve the REP. Thus, on the Facebook page there are video reviews on the quality of the received skills of resident therapists from the physician of the highest category of the clinic "Zhan-Er" Baltabayeva N.O., who noted a good level of general and clinical training of residents.

The maintenance and development of the corporate spirit in NJSC "SMU", including personal participation in the processes of improving educational, scientific, educational, clinical processes is the main direction of the work of all departments, services and divisions. According to the Code of Corporate Ethics of NJSC "SMU" dated June 21, 2019, the Code of Ethics of Students dated September 1, 2019, the Internal Regulations of NJSC "SMU" dated May 4, 2019, all faculty, employees and students take an active part in the life of the university.

7.5 Procedure for Approval of Educational Programmes

The educational programme in the specialty "Therapy" was approved at a meeting of the chair and subcommittee of the residency of the Academic Committee through the voting procedure. After all the necessary conditions are met, it is entered in the register of educational programmes.

The School of Postgraduate Education collects feedback from residents to determine the level of satisfaction of residents with the content of the educational programme, the organization of the educational process in the form of questionnaires, focus groups, monitoring of appeals to the school's blog. Schools have a feedback box where residents can incognito leave their suggestions, wishes and complaints.

An important role in the evaluation of the educational programme is played by monitoring the achievement by residents of the final learning goals. Therefore, the school collects feedback from residency graduates and their employers. The Law of the Republic of Kazakhstan "On Education" dated 27.07. 2007 provides universities with the possibility of autonomy in decision-making regarding study programmes, which gives NJSC "SMU" a certain academic freedom in many positions. Thus, with the participation of faculty, the content of the educational programme was formed, the issues of the organization of the educational process were resolved, the Academic Policy of the NJSC "SMU" was revised, defining the requirements for the organization of the educational process dated January 20, 2021.

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

Standard 7: Implemented

No recommendations

Standard 8: GOVERNANCE AND ADMINISTRATION

Evidence of compliance:

8.1 Management

The guarantee of the implementation of the "Therapy" educational programme is its strict

compliance with the requirements of regulatory rules regarding the admission of residents (selection criteria and number), the learning process, assessment of knowledge and skills, established learning outcomes, programme management, which are regulated in the Republic of Kazakhstan by regulatory legal acts of the Ministry of Health of the Republic of Kazakhstan and the Ministry of Education and Science of the Republic of Kazakhstan. Internal documents of NJSC "SMU" are developed on the basis of republican regulations.

The Rector's Order No.13 of January 13, 2022 appointed those responsible for educational programmes, whose role is the general coordination of the educational process.

8.2 Academic Leadership

According to the Regulations on residency, the general management of the residency and general control over the implementation of the residency programme in the specialty "family medicine" is provided by the Deputy Chairperson of the Board of the NJSC "SMU" for scientific and clinical work. SPE is responsible for the implementation and effectiveness of the residency's educational programmes.

The regulatory role of the collegial bodies of NJSC "SMU" - the Academic Committee, the Academic Council is also important and relevant. Thus, the results of the final certification of graduates are regularly discussed at the Academic Council of NJSC "SMU". The chairpersons of the State Attestation Commissions conduct a report with an analysis of the average score, make recommendations for improving both the educational process as a whole and the final attestation procedure itself.

All important decisions are made at the Academic Council of NJSC "SMU", which are also published on the website of the university. The official website of NJSC "SMU" (contains all the necessary information about the work of the SPE, the DQCME, the subcommittee of the AC residency, the office-registrator, the training department, the scientific department, the clinical department and directly the department of family medicine.

The educational programme in the specialty "Therapy" fully meets the health needs of the population of the Republic of Kazakhstan and the provision of medical services. The final results of training, which must be mastered by a graduate of residency in the specialty of residency "family medicine" fully meet the qualification requirements for a general practitioner. The high level of mastery of resident GP clinical skills and clinical competencies fully guarantees that the graduate of the residency is able to independently perform the duties of a general practitioner of the polyclinic.

The transparency of the management of the residency programme in NJSC "SMU" is ensured by the functioning of the quality management system; the presence of the Educational Strategy in the specialty of residency; the presence of internal regulations; the functioning of the system for collecting feedback from stakeholders, including the system for collecting anonymous feedback (blog of the vice-rector, rector); the functioning of collegial management bodies.

One of the strategic directions of the University is to promote public health through the integration of education, science and clinical practice.

In order to develop health care in the region, the university organizes trips of multidisciplinary teams from among teachers and employees of the University Hospital. Thus, since 2017, multidisciplinary teams have visited 9 regions of East Kazakhstan region, where more than two and a half thousand patients were consulted, seminars for rural doctors were held.

8.3 Training budget and resource allocation

Management of financial and economic policy and activities of NJSC "SMU" is the responsibility of the first head of the university – the rector. Financial issues are under the responsibility of the chief accountant of the university, whose duties and powers are established by the job description and the Regulations on the Financial and Economic Department.

The allocation of financial resources is carried out in accordance with approved plans developed on the basis of a thorough analysis by areas of activity and structural units, as well as on the basis of limits, norms and standards, based on the need and availability of material resources in these areas.

In order to ensure the transparency of the budget formation process, the university operates the principle of centralized distribution of funds and the formation of tangible assets.

In this regard, the Chairs prepare annual requisitions for the purchase of equipment and

consumables, taking into account the need to update the material and technical base for inclusion in the development plan for the forthcoming financial year. The application is submitted through the electronic portal asu.pro, visible to the members of the commission for the consideration of applications, as well as the meetings of these commissions are broadcast through the social network Facebook in online mode on the page of the NJSC "SMU" on Facebook (<https://m.facebook.com/story.php>).

The financing of the residency programme depends on the formation of an annual state order. Every year, the Government of the Republic of Kazakhstan approves a state educational order for the training of specialists with higher and postgraduate education, in accordance with which the financing of programmes at all levels of training, including residency, is determined.

The applied norms for calculating the cost of training of one resident, adopted in the Republic of Kazakhstan, serve as a legal basis for the financial and economic calculation of the cost of training of a resident of NJSC "SMU" within the framework of the state educational order, as well as for the rational use of funds allocated from the national budget for the training of specialists with medical and pharmaceutical education.

Ensuring the implementation of residency programmes consists of the salaries of residency teachers, providing students with educational resources (educational and scientific literature, access to the Internet and international literature information databases, information and communication technologies), strengthening the programme through the participation of residents in master classes of invited foreign specialists, academic mobility programme and participation of residents in international and republican conferences, seminars.

The university operates the principle of centralized distribution of funds and the formation of tangible assets.

8.4 Administration and Management

Training of specialists in the residency in the specialty "Therapy" is carried out at the Department of Hospital Therapy by qualified personnel.

The structural unit responsible for the implementation and effectiveness of the educational programmes of the residency is the SPE. Discussion and resolution of the main issues on the organization and implementation of residency programmes is carried out at the meetings of the subcommittee of the academic committee on residency programmes, which is a collegial body that includes all those responsible for the specialties of the residency, representatives of practical health care, as well as residents.

8.5 Requirements and regulations

The University has an electronic document flow and developed all the necessary regulations. Experts studied more than 60 documents on residency.

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

Standard 8: Implemented

Recommendations for improvement identified during the external visit:

Standard 9: CONTINUOUS RENEWAL

Evidence of compliance:

The educational programme of the residency 7R01139 "Therapy" is periodically updated, improved and aimed at ensuring the high quality of training of future specialists. The current educational programme of the residency in the specialty "Therapy" was developed on the basis of the State Standard of Education and Science for the Year 2020.

An analysis of the availability of equipment and educational and methodological literature is carried out, and the personnel potential is assessed. The educational and material base of the university, which is necessary to develop practical skills, is being strengthened and developed, the university library is equipped with educational and scientific literature.

The competence of teachers is regularly monitored through feedback. The university's teaching staff meet the qualification requirements, carry out scientific, educational and methodological activities, and doctors of practical health care are also involved.

The National Turkish Catalog of Competencies of Strategic Partners (Bashkent University, Turkey) was studied, on the basis of which additions were made to the educational programme. The test tasks are systematically reviewed, and clinical rotation is provided.

Informing stakeholders on all issues of continuous monitoring and periodic evaluation of educational programmes is carried out by sending documents to departments, posting on the website of the university, meetings of collegial bodies at all levels, meetings of management with residents, teaching staff, employers.

The University continuously participates in the procedures of external quality assurance of the educational programme (EP), ensures the quality of the services provided and meets the licensing requirements in accordance with European standards and guidelines. External quality assessment is ensured by the participation of our university in national and international ratings and in EP ratings. Based on the results of each external quality assurance procedure, a plan of measures is developed to improve compliance with the requirements of the external evaluation procedure.

The educational programme in the specialty "Therapy" was adapted in accordance with the programme of the strategic partner - Bashkent University.

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

Standard 9: Implemented

Recommendations for improvement identified during the external visit:

6. Recommendations for improving the educational programme 7R01198 - "Therapy"

STANDARD 1.

- 1) To intensify the participation of residency students in scientific projects with foreign partners;
- 2) Expand academic mobility of residency students both within the Republic of Kazakhstan and in foreign medical organizations.

STANDARD 2.

- 3) Strengthen the role of employers and other stakeholders in improving the content of the educational programme;
- 4) For practical training of residents, it is more active to use not only clinical bases, but also educational resources of the simulation center in order to safely master medical manipulations by students, diagnostic studies with high variability of signs, algorithms for emergency and emergency medical care, actions in critical situations and teamwork before contact with patients.
- 5) To develop the scientific competence of residents.

STANDARD 3.

- 6) Improve motivation of external examiners to participate in regular assessment of residents.

Standard 4 – None

STANDARD 5.

- 7) Promote the degree of the department involved in the training of residents in the specialty "Therapy";
- 8) Expand the possibilities of innovative technologies at the university. Facilitate the development of innovative simulation educational technologies by teachers by sending employees to trainings conducted by recognized international simulation training societies (RSSTM, SESAM, SSH, AMEE) and/or initiate training for employees in the workplace with the involvement of leading foreign specialists in the field of simulation training.

STANDARD 6.

- 9) To improve the technological equipment of the department responsible for the training of residents in the specialty "Therapy".

Standard 7 - None

Standard 8 – None

Standard 9 – None

7. Recommendation to the ECAQA Accreditation Council

The members of the EEC came to a unanimous opinion to recommend to the Accreditation Council to accredit the educational programme "7R01139 - "Therapy" of the Non-profit Joint Stock Company "SEMEY MEDICAL UNIVERSITY", which meets the Standards of accreditation of educational programmes of the residency of medical educational organizations for the period of 5 years

Chairperson of the External Expert Commission

Zhanalina Bakhyt Sekerbekovna

Foreign expert (online)




Ripp Evgeny Germanovich

National Academic Expert



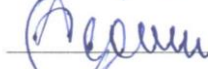
Zhumalina Akmaral Kanashevna

National Academic Expert



Turgunov Ermek Meiramovich

National Academic Expert



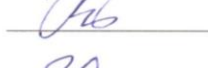
Dzhandaev Serik Zhakenovich

National Academic Expert



Urazova Saltanat Nurgozhayevna

National Academic Expert



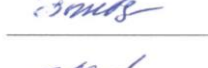
Ligai Zoya Nikolaevna

National Academic Expert



Chingaeva Gulnar Nurtasovna

National Academic Expert



Bozhbanbayeva Nishangul Seitbekovna

National Academic Expert



Beisebayeva Ulzhan Tursunkulovna

National Academic Expert



Doshakanova Asel Baidauletovna

Expert - representative of employers



Tuleutaeva Gulnara Yesenzhanovna

Resident representative Expert (online)



Izmayeva Amina Timurovna

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

Standard	Evaluation Criteria	Number of standards	Estimation		
			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		

List of documents studied by the members of the EEC within the framework of accreditation

№	Document Title	Date of approval	Ref.
1.	Mission <i>New Revision</i>	24.02.2022 Scientific Council	https://drive.google.com/drive/folders/1ANxWYWz7wVUu8qPZpAvsb0qxboqQOEV?usp=sharing
2	Regulations on residency <i>New Revision</i>	12.05.2022	https://drive.google.com/file/d/1bFclR3XBxt17R7XXhSOM8DdLAZwQ4gE7/view?usp=sharing
3	Clinical Instructor Statement <i>New Revision</i>	12.05.2022	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
	Regulations on the organization of the Noa SMU summer / winter school	30.11.2020	https://drive.google.com/file/d/1mE8zNS3CuVQfM--jmkyzkzzJuxxyMgUK/view?usp=sharing
5	Regulations on student self-government	1.11.2021	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
6	Regulations on Academic Mobility of Students, Teachers and Employees	10.09.2021	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
7.	Code of Conduct	21.11.2019	https://drive.google.com/file/d/1Hb1YdrMr6aq-sfH-ZgGUJMg1VMI3BzXk/view?usp=sharing
8.	Regulations on the competition for the positions of teaching staff	24.09.2019	https://drive.google.com/file/d/1IT6PPfbl2XIbzojw96Jb-xkqhhO63dww/view?usp=sharing
9.	Regulation on personnel policy	30.09.2019	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
10.	Regulations on the personnel reserve Hope	24.05.2019	https://drive.google.com/file/d/1EmpaJoRBnS5QtI9nUGwMNC-7BcRBjm2s/view?usp=sharing
11.	Regulation on advanced training and retraining of medical and pharmaceutical personnel	June 4, 2019	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
12.	Regulation on staff development and development	8.05.2019	https://drive.google.com/file/d/1za8GgXuIw51N77Zbyfr_3ZbFedyGKINQ/view?usp=sharing
13.	Regulations on professional development and development of AMP employees	25.11.2020	https://drive.google.com/file/d/14VQZrXSIIo-eOnNWS6zxruNPsZVttbyR/view?usp=sharing

14.	Library Regulations	May 2, 2019	https://drive.google.com/file/d/1soT5lmcMgpd_eTmKiBmHvux1yhjTBq3C/view?usp=sharing
15.	Regulation on the activities of SSS	14.05.2021	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
16.	Regulations on the journal "Science and Health Care"	8.05.2019	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
17.	Regulations on the Student Appraisal Committee	18.11.2019	https://drive.google.com/file/d/1_oRGOKrzItzIl_aShtu_8WiWJmkIMrL4/view?usp=sharing
18.	Regulations on the organization and holding of scientific-practical and intra-university conferences of students in	April 5, 2019	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
19.	Regulations on scientific schools	13.05.2019	https://drive.google.com/file/d/1dGjczrIVt9Z_cg0hGc3EY4TnjXabJRfp/view?usp=sharing
20.	Regulation on the rating of research activities of the NJSC "SMU"	15.09.2021	https://drive.google.com/file/d/1Zv6-PH1UDgl0AHrJQM9LrH-J-Yplelr_/view?usp=sharing
21.	Regulation on the formation of NJSC SMU applications	1.10.2021	https://drive.google.com/file/d/1tRP0ki1CRnD1_vs7EwXA6xXDnLiEqEKn/view?usp=sharing
22.	Regulation on the Interdepartmental Control of NJSC "SMU"	11.11.2019	https://drive.google.com/file/d/1HInv17K2YbqQIKtYzcg-w2ZfJmQe3kv9/view?usp=sharing
23.	Regulation on coordinators of courses/specialties responsible for integrated and non-integrated disciplines	30.09.2020	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
24.	Regulations on the Assessment of Academic Progress of NJSC "SMU" Students	18.11.2019	https://drive.google.com/file/d/11DWj47uNrQDQjI-u8cUdWfd8Q3HfnGOa/view?usp=sharing
25.	Regulation on the Anti-Corruption Committee	17.02.2020	https://drive.google.com/file/d/1K1J_yTIZKizCdIU6nAN4pg0VucYqVxOS/view?usp=sharing
26.	Regulations on the Academic Committee	18.11.2019	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
27.	Regulations on the dissertation council of the NJSC "SMU"	27.05.2019	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
28.	Regulation on the Clinical Committee of the NJSC "SMU"	19.11.2020	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing

29.	Regulations on the Committee for Educational Programmes	11.11.2019	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
30.	Regulations on the Academic Council	23.05.2019	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
31.	Statement on the development and monitoring of the annual development plan for the SMU (Action plan) and the work plan and departmental work plan (Process plan)	25.02.2020	https://drive.google.com/file/d/1HInvl7K2YbqQIKtYzcg-w2ZFJmQe3kv9/view?usp=sharing
32.	Regulation on the procedure for the participation of external stakeholders in the implementation of the quality assurance policy in the Noa SMU	26.11.2020	https://drive.google.com/file/d/1pKP_d2d9REQeW7SvevNDHDRhLmFJpTcc/view?usp=sharing
33.	Institutional accreditation certificate	10.06.2019	https://drive.google.com/file/d/1HInvl7K2YbqQIKtYzcg-w2ZFJmQe3kv9/view?usp=sharing
34.	Academic Policy	31.08.2021	https://drive.google.com/file/d/1eT0S4xC67LfZVYTR7s-AkHl7WPNEMyTW/view?usp=sharing
35.	Regulations on the procedure for the transfer and restoration, expulsion of students to the Semey Medical University	18.06.2021	https://drive.google.com/file/d/1ZI4u43LJXtLda-qA5AvshJRedacBA_X8/view?usp=sharing
36.	Academic Integrity Policy	11.11.2019	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
37.	Regulations on dormitories	May 2, 2019	https://drive.google.com/file/d/1kviW96evUPJHJEifNQVXoNf0SPJZ-vL8/view?usp=sharing
38.	Anti-Corruption Standard <i>New Revision</i>	29.03.2022	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing
39.	Code of Ethics for Students	April 1, 2019	https://drive.google.com/file/d/14RgvAOTGoQTGt2o65tC4As7O5JQud6wl/view?usp=sharing

Attachment 3.

The programme
Of visits of External Expert Commission of the "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care" (ECAQA) the NJSC "Semey Medical University" (NJSC SMU) within the framework of accreditation of educational programmes
address: Abay, 103
date of visit: May 23-25, 2022

Time (s)	ACTIVITY	
18.05.22	Preliminary meeting of all members of the External Expert Commission (EEC) on the ZOOM PLATFORM Acquaintance, distribution of responsibilities of EEC members. A brief overview of the self-assessment reports of educational programmes, discussion of key issues. Discussion of the programme and schedule of visits to the EEC University. Study of documentation on educational programmes in the remote zoom format from the ECAQA observer	
The day of arrival of the members of the EEC is May 22, 2022.		
Day 1 – 23 May 2022 (Monday)		
8:40	Gathering of EEC members in the NJSC "SMU". Meeting room for EEC members (Main building, Abay, 103, Large conference room – hereinafter referred to as LCR, 132 office)	Transport, meeting and escort
8:45-9:00 (15')	Meeting of EEC members. Discussion of the programme and schedule of the visit on the 1st day of the visit to the NJSC "SMU"	<i>Accreditation standards</i>
9:00-9:20 (20')	Meeting of the Chairperson and members of the EEC with the leadership of the NJSC SMU Chairperson of the Management Board - Rector Altai Akhmetkaliyevich Dyusupov <u>The content of the meeting:</u> introduction of the EEC members, familiarization with the objectives of the visit, interviews with the university management on the development strategy of higher and postgraduate education, the mission of the university and involvement in the development of stakeholders.	<i>Standards 1,8,9</i> Large conference hall (LCR), office 132
9:20-9:40 (20')	Meeting with the Acting Deputy Chairperson of the Management Board for Academic and Educational Work Tanatarova Gulnaz Nursoltanovna (via ZOOM) <u>Content of the meeting:</u> policy of internal quality assurance in higher and postgraduate education, planning, monitoring of implementation, provision of resources, evaluation of educational programmes, work with departments. https://us02web.zoom.us/j/89240967869?pwd=TXdHc05SbTU2dWxkZDZ0RlRlUjFtZz09 <i>Conference ID: 892 4096 7869 Access Code: 482281</i>	<i>Standards 2,4,8,9</i> LCR, 132 office
9:40-10:00 (20')	Meeting with Deputy Chairperson of the Board for Science and Strategic Development Omarov Nazarbek Bakhytbekovich <u>The content of the meeting:</u> cooperation with national and foreign partners, prospects for development. Role of international cooperation in the development and strengthening of training programmes (residency)	<i>Standards 1,2,8,9</i> LCR, 132 office

	<p>https://us02web.zoom.us/j/83969788459?pwd=hdyl5jbpym9OzXp9iEOejepPcnG9Tr.1 <i>Conference ID: 839 6978 8459 Access Code: 334389</i></p>	
<p>10:00-10:30 (30') 07:00-07:30 St. Petersburg time</p>	<p>Meeting with the employees of the departments responsible for the admission of students under the residency programmes</p> <ul style="list-style-type: none"> – Head of the Department of Employment of Graduates and MF Turarova Elmira Merkhatorovna (residency) – Dean of Manatov School of Postgraduate Education Almira Manatkyzy(residency) <p><u>Content of the meeting:</u> formation of a state order by specialty, reception of residents, feedback from applicants and applicants, work with departments.</p> <p>https://us02web.zoom.us/j/83969788459?pwd=hdyl5jbpym9OzXp9iEOejepPcnG9Tr.1 <i>Conference ID: 839 6978 8459 Access Code: 334389</i></p>	<p><i>Standards 4,7,8,9 LCR, 132 office</i></p>
<p>10:30-11:10 (40') 07:30-08:10 St. Petersburg time</p>	<p>Meeting with employees of departments responsible for the organization of the educational process in the residency</p> <ul style="list-style-type: none"> Dean of SPE Manatova Almira Manatkyzy Head of the Training Department Kusainova Gulnara Zhomartovna Deputy Dean of SPE-Bekbolatova Mariya Adletkyzy methodologist by residency - Dzhobalayeva Bagym Sasanovna <p>https://us02web.zoom.us/j/83969788459?pwd=hdyl5jbpym9OzXp9iEOejepPcnG9Tr.1 <i>Conference ID: 839 6978 8459 Access Code: 334389</i></p>	<p><i>Standards 2,3,6,7,8,9 LCR, 132 office</i></p>
<p>11:10-11:30 (20') 08:10-08:30 St. Petersburg time</p>	<p>Meeting with Deputy Chairperson of the Board for Science and Strategic Development Omarov Nazarbek Bakhytbekovich</p> <ul style="list-style-type: none"> Head of the Research Institute Krykpaeva Saltanat Sayatovna Head of the Department of Epidemiology and Biostatistics Dzhametdinova Ulzhan Slamovna, Head of the Department of Epidemiology and Biostatistics Baibusinova Assel Zhanartasovna <p><u>The content of the meeting:</u> the scientific directions of the university, the system of motivation and participation in the research of teachers of departments, the effectiveness of research. Scientific component in residency programmes.</p> <p>https://us02web.zoom.us/j/83969788459?pwd=hdyl5jbpym9OzXp9iEOejepPcnG9Tr.1 <i>Conference ID: 839 6978 8459 Access Code: 334389</i></p>	<p><i>Standards 2,6,8 LCR, office number 132</i></p>
<p>11:30-12:05 (35')</p>	<p>Meeting with the Deputy Chairperson of the Management Board for Organizational and Economic Work Yerkezhan Sayatovna Tursinkanbetova</p> <ul style="list-style-type: none"> Head of HR Department Kadirova Elmira Asylbekovna Acting Head of the Department of Medical Education Natalia Aleksandrovna Balashkevich <p><u>Meeting content:</u> provision of resources, including staff capacity. Material and technical equipment, information security</p> <p>https://us02web.zoom.us/j/83969788459?pwd=hdyl5jbpym9OzXp9iEOejepPcnG9Tr.1 <i>Conference ID: 839 6978 8459 Access Code: 334389</i></p>	<p><i>Standards 8.9 LCR, office number 132</i></p>

<p>12:05-12:30 (25')</p> <p>09:05-09:30 St. Petersburg time</p>	<p>Meeting with the employees of the departments and the head of the department of employment of graduates and the Medical Foundation Turarova Elmira Merkhatovna Dean of SPE Manatova Almira Manatkyzy Deputy Dean of SPE-Bekbolatova Mariya Adletkyzy methodologist by residency - Dzhobalayeva Bagym Sasanovna <u>The content of the meeting:</u> monitoring the employment of graduates, satisfaction with the quality of graduate training https://us02web.zoom.us/j/83969788459?pwd=hdyl5jbpym9OzXp9iEOejepPcnG9Tr.1 <i>Conference ID: 839 6978 8459 Access Code: 334389</i></p>		<p><i>Standards 1,4,5</i></p> <p>LCR, office number 132</p>
<p>12:30-13:00 (30')</p> <p>09:30-10:00 St. Petersburg time</p>	<p>Meeting with the head of the department of the clinic Gulnara Tursyngazyevna Nurgaliyeva Dean of SPE Manatova Almira Manatkyzy Specialist of the Clinic Department - Viktoria Malchenko</p> <p>Large conference room, room 132 <u>Content of the meeting:</u> provision of resources for clinical practice and work of residents, cooperation with clinical bases, joint events, mentoring in the residency, representation of residents. https://us02web.zoom.us/j/83969788459?pwd=hdyl5jbpym9OzXp9iEOejepPcnG9Tr.1 <i>Conference ID: 839 6978 8459 Access code: 334389</i></p>	<p>JESL Visit Chief Researcher Meruert Ravilievna Masabaeva <u>The content of the meeting:</u> the availability of resources for the scientific work of residents, the possibility of implementing scientific projects <i>Connect to the Zoom conference</i> https://us02web.zoom.us/j/85734704293?pwd=0gHAX6Ce-1MKqXaqMUG1jX3oKcL7Lz.1 <i>Conference ID: 857 3470 4293 Access code: 981061</i></p>	<p><i>Standards 1,2,6,8</i></p>
<p>13:00-14:00</p>	<p>Lunch break</p>		
<p>14:00-14:50 (50')</p>	<p>Visit to the structural units of the NJSC "SMU" 1 EEC subgroup 2 EEC subgroup</p> <p>Library Visit – Library Manager – Main Building, 1st Floor, Kadirsizova Gulzhan Sayatovna</p> <p>Visit to the audio-video studio – Main building, 1st floor, Technician Engineer of Digital and PR Technologies Department Sochier Darkhan Sakenovich</p> <p>Visit to the Digital and PR Department Main building, 2nd floor</p>		<p><i>Standards 2,3,6,8</i></p>
	<p>Visit to registrar's office - Main building, 108 office, Rakhimzhanova Bayan Kuraltaevna</p> <p>Visit to SSC&O – Main building, 1st floor - Tattybaeva Azhar Nurlykanovna Visit to the psychological unloading room -main</p>		

	Tlebaldin Nurlan Berikovich, Study of IT resources for educational programmes. Remote training platform. E-journal	building, 3rd floor 301 room Asylbekova Aigerim Mukhametbekovna								
14:50-15:30 (40') 11:50-12:30 St. Petersburg time	<p>Interview with the chairperson and members of the Residency Educational Programmes Committees (CEP)</p> <p>- M.A. Zhanaspayev – Chairperson of the Residence CEP, coordinator in the specialty and responsible for the specialty "Traumatology and orthopaedics for adults, children", Acting Head of the Department of Orthopaedic Surgery;</p> <p>1. A.K. Akhmetova – Head of the Department of Dermatovenereology and Cosmetology, responsible for the specialty "Dermatovenereology (adult, children's)";</p> <p>2. Semenova Yu.M. – Head of the Department of Neurology, Ophthalmology and Otorhinolaryngology, responsible for the specialty "Ophthalmology (Adult, children's)";</p> <p>3. Berekenova G.A. – Head of the Department of Maxillofacial and Plastic Surgery, responsible for the specialty "Maxillofacial Surgery (adult, children's)";</p> <p>4. Yagofarov F.F. – Associate Professor of the Department of Infectious Diseases and Immunology, responsible for the specialty "Allergology and Immunology (Adult, children's)";</p> <p>5. Adilgozhina S.M. – Assistant of the Department of Family Medicine, responsible for the specialty "Family Medicine";</p> <p>6. Alibekova B.A. – Assistant of the Department of Perinatology, responsible for the specialty "Neonatology";</p> <p>7. Kapakova M.A. – Assistant of the Department of Hospital Therapy, responsible for the specialty "Therapy";</p> <p>8. Shakhanova A.T. – assistant of the department of faculty therapy, responsible for the specialty "Gastroenterology (adult, children's)";</p> <p>9. Toktarova Zh.Zh. – Assistant of the Department of Hospital Therapy, responsible for the specialty "Pulmonology (adult, children's)";</p> <p>10. Kazymov E.M. - Assistant of the Department of Cardiovascular and Thoracic Surgery, responsible for the specialty "Cardiac Surgery (adult, children's)";</p> <p>https://us02web.zoom.us/j/83969788459?pwd=hdyl5jbpym9OzXp9iEOejepPcnG9Tr.1 <i>Conference ID: 839 6978 8459 Access Code: 334389</i></p>		Standards 2,3,5,7 LCR, 132 office							
15:30-16:00 (30') 12:30-13:00 St. Petersburg time	<p>Interviews with residents.</p> <table border="1"> <thead> <tr> <th>1 EEC subgroup</th> <th>EEC subgroup 2</th> <th>EEC subgroup 3</th> </tr> </thead> <tbody> <tr> <td> <p>White room, room 105</p> <p>Therapeutic specialties</p> <p><i>Gastroenterology, Therapy, Family medicine, Nephrology</i></p> <p><i>Connect to the Zoom conference</i></p> </td> <td> <p>Large conference room, room 132</p> <p>Surgical specialties</p> <p><i>Maxillofacial Surgery, Cardiac surgery, Ophthalmology, Otolaryngology, Neurosurgery</i></p> <p><i>Link for the resident expert</i></p> <p>https://us02web.zoom.us</p> </td> <td> <p>Green Room Room103</p> <p><i>Allergology and Immunology, Pulmonology, Neonatology, Dermatovenereology</i></p> <p><i>Connect to the Zoom conference</i></p> <p>https://us02web.zoom.us/j/85734704293?pwd=0gHAX6Ce-1MKqXaqMUG1jX3oKcL7Lz.</p> </td> </tr> </tbody> </table>			1 EEC subgroup	EEC subgroup 2	EEC subgroup 3	<p>White room, room 105</p> <p>Therapeutic specialties</p> <p><i>Gastroenterology, Therapy, Family medicine, Nephrology</i></p> <p><i>Connect to the Zoom conference</i></p>	<p>Large conference room, room 132</p> <p>Surgical specialties</p> <p><i>Maxillofacial Surgery, Cardiac surgery, Ophthalmology, Otolaryngology, Neurosurgery</i></p> <p><i>Link for the resident expert</i></p> <p>https://us02web.zoom.us</p>	<p>Green Room Room103</p> <p><i>Allergology and Immunology, Pulmonology, Neonatology, Dermatovenereology</i></p> <p><i>Connect to the Zoom conference</i></p> <p>https://us02web.zoom.us/j/85734704293?pwd=0gHAX6Ce-1MKqXaqMUG1jX3oKcL7Lz.</p>	Standards 1,2,3,4,7 LCR, office 132
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	https://us02web.zoom.us/j/87895716968?pwd=eXZXdWhDZFYzMVowQVZyenBwakZrZz09 Conference ID: 878 9571 6968 Access code: 361242	/j/83969788459?pwd=hdyl5jbpym9OzXp9iEOejepPcnG9Tr.1 Conference ID: 839 6978 8459 Access Code: 334389	1 Conference ID: 857 3470 4293 Access code: 981061			
16:00-16:15	EEC meeting on the results of the interview				<i>Ibid.</i>	
16:15-16:45 (40')	Interviews with residency graduates (online) List of residency graduates https://us02web.zoom.us/j/83969788459?pwd=hdyl5jbpym9OzXp9iEOejepPcnG9Tr.1 Conference ID: 839 6978 8459 Access Code: 334389				<i>Standards 1,7,9</i>	
13:15-13:45 St. Petersburg time						
16:45-17:45	NJSC SMU Documentation Review				LCR, office number 132	
17:45-18:00	EEC meeting: discussion of evaluation results, exchange of views				132	
Day 2 – May 24, 2022 (Tuesday)						
8.40	Gathering of EEC members __ Large conference hall, office 132					
	Visit to resident training bases					
09:00-13:00	1 EEC subgroup (2 experts+employer) "Therapy". Clinical base: EMH, Semey. Address: str. Michurina 140a, Department of Cardiology 2, 3rd floor. Group: 101. Subject: Secondary hypertension. Teacher: Kapakova M.A. "Family Medicine". Clinical base: "Jamil" Institution. Address: str. 73 Zhamakayev Str., 1st floor, reception. Group: 202.	EEC subgroup 2 (2 experts) "Allergology and immunology, including paediatric". Clinical base: UH of NJSC "SMU". Address: 1 Sechenova St., MFS building, 5th floor. Group: 101,102 (Branches of Ust-Kamenogorsk and Pavlodar through Zoom). Subject: Primary immunodeficiencies. Teacher: Yagofarov F.F.	EEC subgroup 3 (2 experts) "Ophthalmology, including pediatric". Clinical base: Ophthalmosurgery institution. Address: str. Oboronnaya 86. Group: 101. Subject: Hypertensive angioretinopathy. Teacher: Semenova Yu.M. "Neurosurgery (adult, children's)" (primary accreditation). Clinical base: UH NJSC "SMU", Address: 1 Sechenov St., neurosurgical department, adult	4 EEC subgroup (2 experts) "Maxillofacial surgery, including pediatric surgery". Clinical base: UH of NJSC "SMU". Address: 1 Sechenov Street, ChLC building, Department of Maxillofacial Surgery, 3rd floor. Group: 101,301. Subject: Group 101: Traumatology of the maxillofacial	5 EEC subgroup (2 experts) "Neonatology". Clinical base: Semey Perinatal Center. Address: 100 Zhamakaev St., Department of Neonatal Pathology, 2nd floor. Group:101,201. Topic: 101 groups - Parenteral nutrition in neonatology. Teacher: Alibekova B.A. 201 groups - Neonates with ELBW. Teacher: M.K. Aralbayeva	<i>Standards 1,2,3,5,6</i>

	<p>Topic: "Emergency care in the presentation of the placenta and premature detachment of the normally located placenta". Teacher: Baibusinova Zh.T.</p> <p>"Nephrology (adult, children's)" (primary accreditation). Clinical base: Renal center, Address: 1 Sechenova str.</p>	<p>"Pulmonology (adult, children's)". Clinical base: IPMC "Venus". Address: str. Ryskulov, 3A. Group:201. Topic: Cystic fibrosis in children: the contemporary attitude of the issue.101 groups:Discussion with the mentor of the work performed. Teacher: Imanmadieva D.M.</p> <p>"Dermatovenereology, including paediatric". Clinical base: Polyclinic of the cutaneous venereal medicine department of the city hospital No.2 in Semey. Address: str. Bespaev str., 26, polyclinic SCVD, office 51, 2nd floor. Group: 101. Topic: "Melanocytic neoplasms: congenital melanocytic nevus". Teacher: Akhmetova A.K.</p>	<p>hospital, 4th floor.</p> <p>EP "Cardiac surgery (adult, children's)". Clinical base: UH of NJSC "SMU". Address: 1 Sechenov St., Department of Cardiovascular Surgery, 2nd floor. Group:102,103 (branches of Ust-Kamenogorsk and Pavlodar through Zoom). Subject: Types of pacemakers. Indications and contraindications for implantation. Teachers: Botabaev E.S. (Ust-Kamenogorsk), Albazarov A.B. (Pavlodar).</p>	<p>region 301 group: Restorative and reconstructive surgery. Teacher: Bolenbaev A.K.</p> <p>"Otorhinolaryngology (adult, children's)" (primary accreditation). Clinical base: UH of NJSC "SMU". Address: 1 Sechenova St.,MFC building, ENT department, adult hospital, 4th floor</p>	<p>"Gastroenterology, including children's" Clinical base: UH NJSC "SMU". Address: 1 Sechenova St., MFS building, gastroenterology department, 2nd floor. Group: 101. Subject: Duodenal ulcer. Teacher: Shakhanov</p>	
13:00-14:00	Lunch break					
14:00-14:30	Meeting of EEC, exchange of views on the results of visits to training bases and practical exercises					
	Large conference room, room 132					
14:30-15:10	Interviews with teachers					
	1 EEC subgroup	EEC subgroup 2	EEC subgroup 3			

<p>(40')</p> <p>11:30-12:10 St. Petersburg time</p>	<p>Therapeutic specialties Gastroenterology, Therapy, Family medicine, Nephrology</p> <p>Room 105 White Hall</p> <p>Connect to the Zoom conference https://us02web.zoom.us/j/84764528049?pwd=MCtUcTdnbVNOQnVvU3lUMEYlUmx0Zz09</p> <p>Conference ID: 847 6452 8049 Access code: 064744</p>	<p>Surgical specialties Maxillofacial Surgery Cardiac surgery, Ophthalmology, Otorhinolaryngology Neurosurgery</p> <p>Room 132 Large conference room</p> <p>Connect to the Zoom conference https://us02web.zoom.us/j/84769529502?pwd=R0xXcWF2N0FCK0crQWVpYW9YTG1XZz09</p> <p>Conference ID: 847 6952 9502 Access code: 950733</p>	<p>Allergology and Immunology, Pulmonology, Neonatology, Dermatovenerology</p> <p>Room 103 Green Hall</p> <p>Connect to the Zoom conference https://us02web.zoom.us/j/81220430959?pwd=ZVRlOHFHRlVQdzRsemTKL3AxaWkzZz09</p> <p>Conference ID: 812 2043 0959 Access code: 208089</p>	<p>Standards 5.9</p>
<p>15:10-15:50 (40')</p> <p>12:10-12:50 St. Petersburg time</p>	<p>Interview with employers (online) Room 132 Large conference room</p> <p>https://us02web.zoom.us/j/84761606624?pwd=YTEwbS9lVkJlbnHNLNfc4RjBwTjc4UT09</p> <p>Conference ID: 847 6160 6624 Access code: 139331</p>			
<p>15:50-17:30</p>	<p>Study of SMU documentation on residency programmes, including upon additional request of the EEC. Additional meetings with employees of departments responsible for residency educational programmes at the request of EEC members</p>			<p>LCR</p>
<p>17:30-18:00 (30')</p>	<p>Summing up the results of the second day of the EEC, processing the results</p>			<p>LCR</p>
<p>Day 3 - May 25, 2022 (Wednesday)</p>				
<p>8:40</p>	<p>Gathering of EEC members</p>			<p>LCR</p>
<p>8:45-9:00</p>	<p>Meeting of EEC members. Discussion of the programme and schedule of the visit on the 3rd day of the visit to the NJSC "SMU"</p>			<p>LCR</p>
<p>9:00-09:30 (30')</p>	<p>Department of Quality Control of Medical Education, office 102 Kamalieva Anara Zakenovna Kozhakhmetova Dana Kenzhebaevna Akhmetzhanova Natalia Vladimirovna Connect to the Zoom conference https://us02web.zoom.us/j/81439511133?pwd=DP7HFPKK68ZyaTfs8T9CfzUvGRweqD.1 Conference ID: 814 3951 1133</p>	<p>Strategy and QMS Department, office 127</p> <ul style="list-style-type: none"> - Karsakova Ainur Tasbolatovna - Head of the Department of Strategic Development and International Cooperation - Zhanar 		

	<i>Access code: 511019</i>	Dzhakupbekova, Specialist of the Department of Strategic and International Cooperation	
9:30- 10:00 (30') 06:30- 07:00 St. Petersbu rg time	Visit to the Department of Simulation Technologies https://us02web.zoom.us/j/81439511133?pwd=DP7HFPKK68ZyaTfs8T9CfzUvGRweqD.1 <i>Conference ID: 814 3951 1133 Access Code: 511019</i>		<i>Standards 2,3,6,7,8</i>
10:00- 13:00	EEC meeting. Study of documentation on educational programmes. Design of EEC reports, development of recommendations		LCR, office 132
13:00- 14:00	Lunch break		
14:00- 16:45 12:30- 13:00 St. Petersbu rg time	Final discussion of the results of the external assessment of the NJSC SMU for compliance with the standards of specialized accreditation. Completion of the Quality Profile and assessment criteria for compliance with the ECAQA accreditation standards by each member individually. Discussion of recommendations for improvement for NJSC SMU. Final vote on the recommendations for the NJSC SMU. Final vote on the recommendations for the ECAQA Accreditation Council. The Chairperson of the EEC summarizes the data of the EEC members and, together with experts, prepares draft final reports of the EEC		
16:45- 17:00	Familiarization of the management of the NJSC SMU with the results of the work of the EEC, recommendations for the improvement of educational programmes		<i>zoom by ECAQA observer</i>
17:15- 17:45 14:15- 14:45 St. Petersbu rg time	Announcement of the results of the work of the EEC and recommendations for the improvement of educational programmes to the university staff https://us02web.zoom.us/j/81439511133?pwd=DP7HFPKK68ZyaTfs8T9CfzUvGRweqD.1 <i>Conference ID: 814 3951 1133 Access code: 511019</i>		Large conference room, room 132
17:45- 18:00	EEC shutdown.		