



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

on the results of work of the external expert committee on assessment of compliance with the requirements of institutional accreditation standards of additional education of “Medical University of Karaganda” NCJSC from 28th to 29th of March 2019

THE INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert committee

*Addressed to
Accreditation Council
of IAAR*



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CONTENTS

(I) LIST OF SYMBOLS AND ABBREVIATIONS	3
(II) INTRODUCTION	4
(III) EDUCATIONAL INSTITUTION'S PRESENTATION	4
(IV) EXTERNAL EXPERT COMMITTEE'S VISIT DESCRIPTION.....	5
(V) DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE.....	7
(VI) CONFORMITY TO SPECIALIZED ACCREDITATION STANDARDS.....	7
6.1. <i>Standard "Strategic development and quality assurance"</i>	<i>7</i>
6.2. <i>Standard "Leadership and Management"</i>	<i>8</i>
6.3. <i>Standard "Information management and reporting"</i>	<i>11</i>
6.4 <i>Standard "Development and approval of curricula for additional education"</i>	<i>13</i>
6.5. <i>Standard "Continuous monitoring and periodic evaluation of training programs"</i>	<i>15</i>
6.6 <i>Standard "Personality-oriented approach in the implementation of curricula for additional education"</i>	<i>17</i>
6.7. <i>Standard "Listeners"</i>	<i>19</i>
6.8. <i>Standard "Teachers"</i>	<i>20</i>
6.9. <i>Standard "Finance"</i>	<i>23</i>
6.10. <i>Standard "Educational resources"</i>	<i>25</i>
6.11. <i>Standard "Public awareness"</i>	<i>28</i>
(VII) REVIEW OF STRONG POINTS / BEST PRACTICES FOR EACH STANDARD..	31
(VIII) REVIEW OF THE RECOMMENDATION ON IMPROVEMENT OF QUALITY	38
Appendix 1. "INSTITUTIONAL PROFILE PARAMETERS" evaluation table.....	39

(I) LIST OF SYMBOLS AND ABBREVIATIONS

«MUK» NCJSC - «Medical University of Karaganda» non-commercial joint-stock company
GPA – average assessment of students' learning achievements
NQA – UK – National Quality Assurance Limited UK
PhD – doctor of philosophy
SWOT – Strengths, weaknesses, opportunities, threats
AC – academic council
AMP – administrative and management personnel
SOES RK – State obligatory education standard of the Republic of Kazakhstan
DAW – Department of Academic Work
HRD – Human Resources Department
DSD and IC – Department of Strategic Development and International Cooperation
DMW – Department of maintenance work
ISP – individual study plan
CED – catalogue of elective disciplines
SUL – shared use laboratory
MHC of RK – Ministry of Health Care of the Republic of Kazakhstan
MES of RK – Ministry of Education and Science of the Republic of Kazakhstan
MEP – modular educational program
ISO IS – ISO international standard
MTB – material and technical base
SAC – State Attestation Commission
SRW – scientific research work
DSRW – doctoral scientific research work
NLA – normative legal acts
CPD – continuous professional development
SEC – scientific expert committee
SEC – scientific expert council
SIAMD – scientific and innovation activities management department
EP – educational program
WSP – working study plan
EC – Employers Council.
MC – model curriculum
ECD – educational complex of disciplines
AC – Academic Council
ITTC - Innovative Technologies Transfer Center

(II) INTRODUCTION

In accordance with the order of the IAAR No. 21-19-OD dated February 28, 2019, the external expert committee (EEC) visited the “Medical University of Karaganda” non-commercial joint-stock company (additional education) from March 28 to March 29, 2019. The assessment of the compliance of the report and the submitted data of the organization of additional education with the standards of institutional accreditation of the IAAR (dated September 2, 2015, No 19-15-OD, first edition) was carried out:

External Expert Committee:

1. **Chairman of the commission** – Yusupov Rustam Rakhimovich, Candidate of Medical Sciences, Head of the Center for Teaching Excellence named after H.S. Nasybullina of “NMU” JSC (Almaty);

2. **Expert** – Abdrakhmanova Aliya Serikovna, Candidate of Medical Sciences, Scientific Secretary of the Research Institute of Traumatology and Orthopedics of the Ministry of Healthcare (Astana);

3. **Attendee-Employer** – Sembayeva Raushan Kuanyshevna, Deputy Chief Physician of “Merey” LLP (Karaganda);

4. **Observer from the Agency** – Bekenova Dinara Kairbekovna, manager of the project for the accreditation of organizations of Technical and Vocational Education of the IAAR (Astana).

(III) EDUCATIONAL INSTITUTION'S PRESENTATION

The “Medical University of Karaganda” non-commercial joint-stock company (“MUK” NCJSC), established in 1950, is one of the medical universities of Kazakhstan to train qualified personnel for the health care system.

Currently, the university implements multi-level training: post-secondary education (college), undergraduate, postgraduate (magistracy, residency, doctoral studies) and additional education. Training is carried out in the state, Russian and English languages. Graduates successfully work in Kazakhstan, countries of near and far abroad. As of March 1, 2019, the contingent of students of the “MUK” NCJSC is 7,158 people, including: bachelors - 4,958 people, interns - 1,416 people, residents - 372 people, undergraduates - 99 people, doctoral students - 72 people, students of the school of nursing education - 241 people.

The university is taught by highly qualified teachers, academicians of the National Academy of Sciences of the Republic of Kazakhstan, the New York Academy of Natural Sciences, the International Academy of Information, the Academy of Natural Sciences of the Republic of Kazakhstan. The faculty of the “MUK” NCJSC is 755 people, including: doctors of science - 62 people, doctors of PhD - 22 people, candidates of science - 224 people, masters - 128 people. (as of 03/01/19).

The university trains under 7 undergraduate programs, 7 graduate programs, 4 doctoral programs and 26 residency programs. In addition, additional training is offered for health care and education workers in 52 specialties.

The current organizational structure of the university includes 4 schools (School of Medicine, School of Dentistry, School of Public Health and Pharmacy, School of Nursing Education) and the International Medical Faculty, the Center of Physical Health and 35 departments.

The quality of education and research is provided by a high level of infrastructure - 7 academic buildings with classrooms equipped with interactive equipment, a research library with reading rooms and an electronic library room, a Practical Skills Center with high-tech simulators and mannequins, a research center and a laboratory for genetic and molecular research, University clinic, dental clinic, Department of digitalization and process automation, 61 clinical base of the university, 6 hostels and 2 resting areas.

In the field of medical education, science and practice, the university's partners are medical universities and research centers of Kazakhstan, Russia, Belarus, Georgia, Tajikistan, Uzbekistan, Sweden, France, Italy, Japan, etc.: St. George's University, London (United Kingdom), University Lund (Sweden), University of Milan (Italy), University of Poitiers (France), University of Vilnius (Lithuania), Modern Institute of Hospital Management (India), Medical University of Plovdiv (Bulgaria), University of Aristotle, Thessaloniki (Greece), Medical Institute of Applied Sciences Lahti (Finland), International Medical University (Malaysia), University of Applied Sciences Jyväskylä (Finland), School of Medicine of the University of Zagreb (Croatia), Ataturk University (Turkey), Shimane University (Japan), University Porto (Portugal), Center for modern medical technology "CoMeT" (Israel), Helios Clinic (Germany), Frankfurt-on-Oder Clinic (Germany).

The university is a grantor of two international projects of the Erasmus + program "Transition to University Autonomy in Kazakhstan" and "Training against medical error".

"MUK" NCJSC is included in the directory of medical schools "Avicenna" of the World Health Organization and the World Federation of Medical Education. "MUK" NCJSC is a member of the European Medical Education Association (AMEE), the Association for the Study of Medical Education (ASME), the Organization for the Protection of PhD in Biomedicine and Health in the European System (ORPHEUS), the European Association of Universities (EUA), the University Mobility Organization Asia and the Pacific (UMAP), International Association for the Development of Education (IADE), Association of Higher Educational Institutions of the Republic of Kazakhstan, Association of Medical Education of Asia (AMEA).

"MUK" NCJSC is the first medical university of the Republic of Kazakhstan, which successfully passed the quality management system certification in 2005 for compliance with educational, scientific and clinical activities with the requirements of the ISO 9001 international standard by the certification authority NQA - UK (UK), NQA - Russia. In 2015, he was certified by the certification body SGS (Switzerland). In 2016, he passed the accreditation in the field of health care for compliance with accreditation standards for medical organizations that provide inpatient care with the first category.

In 2017, "MUK" NCJSC successfully switched to a new version of the international standard ISO 9001, as well as a certification audit (Association for Certification Russian Register (Russia)). And in 2018 "MUK" NCJSC passed a specialized accreditation of educational programs (NAAR) in the specialties of residency and doctoral studies.

In 2016 The "Research Sanitary and Hygienic Laboratory" of "MUK" NCJSC has successfully passed accreditation for compliance with the requirements of the ST RK ISO / IEC 17025-2007.

The simulation program of the university in 2017 was awarded the ASPIRE award "Excellence simulation-based healthcare education" by the AMEE accreditation committee. In the same year, they were certified for compliance with the standard of good clinical practice (GCP) by the Pharmacy Committee of the Ministry of Health of the Republic of Kazakhstan.

In 2018 The laboratory of collective use of the Research and Development Center of the "MUK" NCJSC has successfully passed the accreditation of ST RK ISO 15189-2015.

"MUK" NCJSC is the first medical university included in the Eurasian project for the implementation of business education in universities of Kazakhstan.

According to order No. 82 dated January 25, 2019, the Ministry of Finance of the Republic of Kazakhstan, Karaganda State Medical University, was reorganized into the "Medical University of Karaganda" NCJSC.

(IV) EXTERNAL EXPERT COMMITTEE'S VISIT DESCRIPTION

The work of the EEC was carried out on the basis of the program of the visit of the expert committee on institutional accreditation of supplementary education in the "MUK" NCJSC from 28 to 29 March 2019 to obtain objective information about the quality of educational programs and the entire infrastructure of the educational organization, to clarify the data presented in the self-assessment report . The program of the visit also included meetings with the rector, vice-rectors, deans

of faculties, heads of centers, schools, heads of the quality management department, teachers, students, and staff.

Table - Information on the number and categories of meeting participants

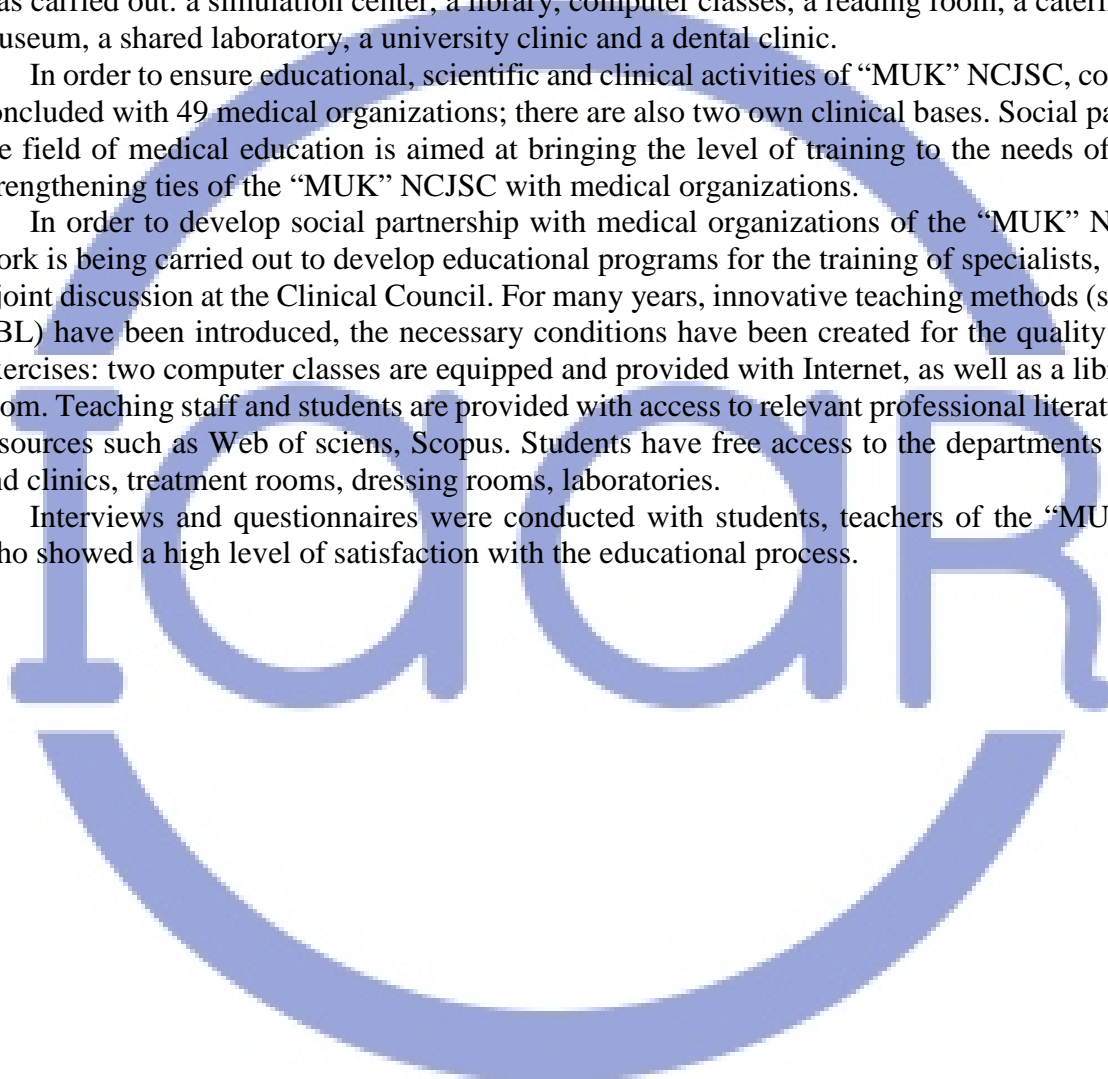
<i>Category of participants</i>	<i>Amount</i>
Rector	1
Vice-rector	3
Faculty	25
Audience	26
Total	26

During the process of EEC’s work, a visual inspection of the infrastructure of the “MUK” NCJSC was carried out: a simulation center, a library, computer classes, a reading room, a catering station, a museum, a shared laboratory, a university clinic and a dental clinic.

In order to ensure educational, scientific and clinical activities of “MUK” NCJSC, contracts were concluded with 49 medical organizations; there are also two own clinical bases. Social partnership in the field of medical education is aimed at bringing the level of training to the needs of employers, strengthening ties of the “MUK” NCJSC with medical organizations.

In order to develop social partnership with medical organizations of the “MUK” NCJSC, joint work is being carried out to develop educational programs for the training of specialists, followed by a joint discussion at the Clinical Council. For many years, innovative teaching methods (such as PBL, TBL) have been introduced, the necessary conditions have been created for the quality of practical exercises: two computer classes are equipped and provided with Internet, as well as a library reading room. Teaching staff and students are provided with access to relevant professional literature, Internet resources such as Web of sciens, Scopus. Students have free access to the departments of hospitals and clinics, treatment rooms, dressing rooms, laboratories.

Interviews and questionnaires were conducted with students, teachers of the “MUK” NCJSC, who showed a high level of satisfaction with the educational process.



(V) DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE

“MUK” NCJSC are accredited in the IAAR for the first time.

(VI) CONFORMITY TO SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard "Strategic development and quality assurance"

Evidentiary part

"MUK" NCJSC provides high-quality provision of educational services in the areas of advanced training and retraining of competitive specialists.

Vision of “MUK” NCJSC: a research university that implements educational activities through science, practice and innovations

“MUK” NCJSC define its **mission** as “the training of professionals who meet the requirements of the national health care system and international standards through the introduction of innovations in education, science and practice”.

Priority areas:

Leadership in research

Excellence in education and student life.

Internationalization and partnership.

Staff development

Effective management and finance

The basis for defining the mission, vision and values of “MUK” NCJSC is laid down international standards to ensure the competitiveness of specialists in both the internal and external labor market, as well as the strategic programs of the Republic of Kazakhstan in the field of training, taking into account the development of health priorities of the country.

The vision and mission, the strategic plan of “MUK” NCJSC were reviewed at the Clinical Council (which includes representatives of all stakeholders), and also agreed by the Supervisory Board (consisting of representatives of the Ministry of Health of the Republic of Kazakhstan, Nur Otan Karaganda Region”, Karaganda Region Branch of the Republican Research Institute for Health Protection, Health Administration of Karaganda Region, Chamber of Entrepreneurs of Karaganda Region. "MUK" NCJSC).

Analytical part

Analyzing the activities of the “MUK” NCJSC for compliance with the criteria of this standard, it can be concluded that the university provides high-quality educational services, including in the areas of advanced training, training and retraining of competitive specialists. The strategic plan corresponds to the stated mission, successfully operates in the provision of educational services, satisfies the needs and expectations of interested parties. A number of goals, defined initially in 2017, are currently being achieved.

It is important to note that the effectiveness of the measures taken is determined by the increase in the number of interested persons (listeners) who wish to undergo training and additional education courses at “MUK” NCJSC. The number of distance learning listeners is constantly growing. Improving the qualifications of medical workers entails raising the qualification category, which affects their professional activities.

Strong points/best practice:

“MUK” NCJSC defined the mission and vision, formulated the main objectives of the priority directions of the strategic development of the university, taking into account the established traditions, values and potential of the university, which cover all areas of the university, levels of functioning and stages of development and reflects the interests of all categories of employees, students, health professionals, employers, society and state.

The mission of the “MUK” NCJSC and the strategic plan are consistent with the state strategic programs in the field of education and health and international standards.

The transparency and consistency of the processes of development, monitoring and continuous review of strategic documents are demonstrated, the results of continuous monitoring of the implementation of the strategic plan showed a high level of achievement of strategic indicators (2017 - 96%, 2018 - 99%).

Recommendations of EEC: no recommendations

Conclusions of EEC according to the criteria:

The quantitative indicators reflecting the organization’s compliance with the Standard criteria are as follows:

- *strong* - 4
- *satisfactory* - 0
- *suggest improvements* - 0;
- *unsatisfactory* - 0.

6.2. Standard "Leadership and Management"

Evidentiary part

Management of additional education in the “MUK” NCJSC is carried out inseparably with other types of education, using general university planning and quality control tools, as well as a unified management system — organizational, functional, and staffing structures — contributing to the achievement of the stated mission and strategic goals, creating and supporting learning environment.

The activities of the “MUK” NCJSC are being built on the work of the management, management decisions made based on the analysis of reliable data on the involvement of all employees in the activities of the university. The structure of the “MUK” NCJSC is defined by the mission, goals and objectives, a map of the processes, the historical aspects of the development of the university, carried out in accordance with the reorganization of KSMU into the “Medical University of Karaganda” Non-Commercial Joint-Stock Company.

Forms of collegial management of the university are the Supervisory Board, the Academic Council, the Managing Council (Rector), the advisory bodies - the Academic Council, the Scientific Expert Council, the Clinical Council.

The university structure includes 4 schools (School of Medicine, School of Dentistry, School of Public Health and Pharmacy, School of Nursing Education) and the International Medical Faculty, which are the main structural units for the educational process in one or more specialties and levels of education.

The implementation of additional education programs is carried out in accordance with the Order of the Ministry of Health of the Republic of Kazakhstan No. 691 of 2009. “On the approval of the Rules of Advanced Training and Retraining of Medical and Pharmaceutical Personnel, as well as qualification requirements for organizations implementing programs of additional medical and pharmaceutical education.” In the case of public funding of the DLP (for budget program 005 “Further training and retraining of personnel of state health organizations”), the programs are approved by the authorized body. Upon completion of training under the budget program 005, the Ministry of Health of the Republic of Kazakhstan provides a report on the results of training, and the programs are revised and adjusted if necessary. Programs that are not conducted within the framework of state funding are discussed annually at the department meetings and the learning outcomes are reflected in the reports. Modern innovative learning technologies are being actively implemented, including with the involvement of international experts.

The functional units of the “MUK” NCJSC, including the school and the CTI, take part in the academic process as coordinators for the implementation of various tasks in accordance with the Strategic and Operational plans of the university, the Roadmap events of the Ministry of Health of the Republic of Kazakhstan.

Evaluation of the activities of vice-rectors, school / faculty is carried out after discussion of the annual report of the dean of the school / faculty at the University Academic Council (annual reports of deans, minutes of meetings of the Academic Council of the “MUK” NCJSC). The dean’s report summarizes and analyzes qualitative and quantitative indicators reflecting the main results of educational, scientific, educational and organizational work.

At the end of each academic year, the departments submit a report on work with mandatory SWOT-analysis. Reports are analyzed in deans.

Structural units operate on the basis of plans and reports. The heads of departments report to the meetings of the Academic Council of the university or the governing council (administration) (reports, meeting minutes).

Each year, the expanded Academic Council of the “MUK” NCJSC discusses the results of the university’s activities for the year, evaluates the achievement of key indicators, analyzes strengths and weaknesses, develops action plans for further improving the university’s activities. The decisions made are communicated to the staff of the university through various information channels (university website www.kgmu.kz, corporate mail @ kgmu.kz, corporate portal of the university SharePoint, social networks).

The implementation of previously adopted decisions is reviewed periodically at meetings of the administration and the Academic Council of the “MUK” NCJSC, the operational control over the implementation of the decisions is entrusted to the secretaries of the Academic Council and the administration.

Identification, analysis and risk assessment is carried out in accordance with the Regulation on the risk management system dated December 28, 2017. The university’s risk management process is built on the basis of an expert integrated methodology for assessing the likelihood of classified external and internal risks and their consequences on a scale of 1 to 3 (where 3 is the highest score), as well as determining the final assessment of medical university exposure to risks based on the risk weight within the group risks. Risk management is conducted centrally, including the risks associated with the implementation of PDO.

The faculty and staff of the university participate in the work of various public commissions, working groups, including self-assessment, internal audit, etc., as evidenced by relevant documents (reports).

An active dialogue with university staff is carried out during meetings, which are governed by the work schedule of managers at all levels. The virtual reception of the rector functions on the official website of the “MUK” www.ukgmu.kz, which allows employees, teaching staff and students to present their proposals for optimizing management processes.

Analytical part

Experts of the EEC noted that “MUK” NCJSC has a certain management system, builds its activities on leadership leadership, creates and maintains an environment for learning.

Strong points/best practice

- The management structure reflects the characteristics of the “MUK” NCJSC: the presence of coordination and integration mechanisms on the part of top management, hierarchical powers within the university, interaction between departments and employees responsible for the main and supporting processes, the monitoring process, analysis and improvement, formation of information flows for decision making on management activities.

- MUK NCJSC demonstrated the effectiveness and efficiency of the quality assurance system:
 - the university has moved to the matrix management system, in which it is assumed that there are both vertical connections and fairly strong horizontal links between the linear (departments) and functional divisions (Schools and the Center for Transfer of Innovative Technologies and Professional Development);
 - a system of ensuring the policy of supporting academic integrity, protection from any kind of intolerance and discrimination against students or employees is supported;

- an effectiveness management system (TME) for the development of human resources and motivating incentives focused on the final result has been introduced.

- Identification, analysis and risk assessment is carried out in accordance with the Regulations on the risk management system - the university's risk management process is based on an expert integrated methodology for assessing the probability of occurrence of classified external and internal risks and their consequences on a scale of 1 to 3 (where 3 is the highest score), as well as determining the final assessment of the medical institution's exposure to risks based on the risk weight within the risk group. Risk management is conducted centrally, including the risks associated with the implementation of PDO.

- The university has implemented a decentralized university management system, developed and implemented new faculty positions, a system of "grades" of staff remuneration.

- Management of supplementary education programs demonstrated through systematic analysis and changes:

- Provisions on subdivisions and job descriptions;

- curriculum content for its individual sections,

- Requirements for assessing students' educational achievements (updating the principles of EP assessment, knowledge in accordance with changes in the final results of training and teaching and learning methods), etc.

- Upon completion of the training (including the 005 budget program), a report on the learning outcomes is provided and, within the framework of the preventive and corrective measures of the program, are revised and adjusted if necessary.

- The management of the educational process is ensured through the management of the curriculum of additional education - systematic assessment, making appropriate additions and changes, fixing specific responsible officials, holding a collegial discussion.

- The successful functioning of the internal quality assurance system is demonstrated by the example of the operational interaction of employees and departments, the implemented and functioning certified quality management system, and the effective and efficient achievement of the measures planned in the strategic plan. The regulation of official duties of employees of the MUK NCJSC is carried out in accordance with the current regulations in the field of education, health and science, and through the introduction of communication cards, duplicate functions are excluded.

- Availability of channels of open communication of interested parties with the management and administration of the university: days and times of admission, availability on the official website of the university: rector's blog, email addresses and telephone numbers of the heads of all departments, functioning of official social networks Facebook, Instagram, VK / VKontakte, Classmates.

- The University demonstrated in its management processes that the monitoring system and analysis results for all activities (educational process, scientific and international activities, distribution of funds in accordance with the budgeting system, based on the university's mission and results, etc.) were actively used in managing and introducing changes. .)

- Availability of communication channels for making suggestions for improvement is described in Section 9 of this standard.

- University management has demonstrated the provision of staff training in the "Management in Medical Education" program. At the time of the EEC, 37 employees of the MUK NCJSC were trained.

Recommendations of EEC: no recommendations

Conclusions of EEC according to the criteria:

The quantitative indicators reflecting the organization's compliance with the Standard criteria are as follows:

- - strong - 10

- - satisfactory - 2

- - suggest improvements - 0

- - unsatisfactory - 0

6.3. Standard "Information management and reporting"

Evidentiary part

There is an information system in the "MUK" NCJSC, which is implemented through the work of collegial bodies, Rector meetings and leadership with the team, with teachers and with students.

Existing feedback channels provide an opportunity for all participants in the educational process to turn to management with problems, initiatives and suggestions.

Information-computer technologies are an integral part of the existence and improvement of the management system of "MUK" NCJSC, which creates new opportunities for development. The management of information resources and the development of the relevant infrastructure is one of the main priorities for the development of MUK. There is an official website www.kgmu.kz with pages containing the necessary for all information about the "MUK" NCJSC, as well as links to various electronic resources. A distance learning system has been introduced on the site of the MOOK.

The database is integrated using IP telephony, WebEx corporate video system, personal services on the SharePoint corporate portal (portal.kgmu.kz), Platonus educational process electronic document management system, University Outlook staff and students.

Each employee and student has a personal login and password. In the university, the "1-C" system functions for managing human and financial resources; library information system Irbis. These resources provide information for operational and strategic management. The advantage of using these resources is that they cover all these processes in conjunction. Students can familiarize themselves with lectures, presentations and other material (video, audio) on the training cycle. The student / teacher can track the progress of the course. A convenient tool for creating / editing courses is provided for teachers.

The information system "PLATONUS" informs the students and the teaching staff about the conduct of the educational process, and also provides the possibility of electronic interaction with the information systems of the authorized bodies (ECMS). At the university, on the online platforms "Moodle" and "Clinical learning" there are materials for independent work of students, including for students of DL programs (programs with elements of distance learning: the module "Effective teacher").

Communication of participants in the educational process (teachers, students and employees of the "MUK" NCJSC) is built using personal messages, chat rooms and forums.

The Department of Digitalization and Process Automation operates in the MUK, providing services for students on the principle of "one window". For effective work on the introduction of information and communication services by the university, an "electronic queue system" was purchased and put into operation.

The properties and characteristics of the information collected and processed are determined by the mission of the "MUK" NCJSC and are aimed at finding the most effective and efficient methods and ways to improve the quality of educational services provided, as well as to improve the social conditions of workers and students.

At the end of the academic (calendar) year, the departments and departments prepare a report on the work with the provision of a SWOT analysis. Reports of the departments are analyzed in schools / faculty, reports of structural units are heard at meetings of collegial bodies of the university. Each year, the university on the results of the activities provides an annual report to the authorized body.

The collection, accounting and analysis of the achievement of indicators of the strategic and operational plans of the "MUK" NCJSC is carried out by the department of strategic development of the university. Responsible persons for the implementation of measures of strategic directions by the department of strategic development are sent a request for implementation with the provision of supporting documents. Data collection is carried out through the Unified Monitoring System, posted on the university's corporate portal (portal.kgmu.kz). Monitoring the effectiveness of the implementation of the Operational Plan is carried out quarterly. The report on the achievement of

target indicators and indicators of direct results of the Operational Plan is heard at meetings of the Governing Council (administration) 2 times a year, the report on the Strategic Plan at the end of the calendar year - at the Academic Council of the university.

The mechanism of conflict management in the “MUK” NCJSC is based on the principles of individual consideration (by written or oral treatment) and settlement of each case, confidentiality, and a balance of interests of the university and employee (director of the Human Resources Management Department, a permanent public commission "). In the event of a “student-teacher” conflict, the causes of the conflict are reviewed by the head of the department, a disciplinary commission is established to review this issue. The decision of the commission is communicated to all parties to the conflict.

Improving the pedagogical qualifications of teaching staff, educational work among students has significantly reduced the occurrence of conflict situations, which is documented by an analysis of the answers when questioning students.

Analytical part

Experts of the EEC noted that the “MUK” NCJSC operates a system for collecting, analyzing and managing information based on the use of information and communication technologies and software. A mechanism of communication with students, employees and other stakeholders is in place, a mechanism for resolving conflicts has been developed.

Strong points/ Best Practice

- A system for collecting, analyzing (external and internal statistical data) and information management is in operation at the “MUK” NCJSC, to determine the degree of achievement of indicators of strategic and operational plans and assess the performance of the university as a whole.

- All information collected and processed is determined by the mission of the “MUK” NCJSC and is aimed at finding the most efficient and effective methods and ways to improve the quality of educational services provided, as well as to improve the level of social conditions of employees and trainees; Chairs and departments prepare reports on the work with the provision of SWOT analysis, which are analyzed in schools / faculty, as well as at meetings of collegial bodies of the university. The university provides the final (annual) report annually to the authorized body.

- The collection and recording of achievement of target indicators, the percentage of accomplishment of the tasks of the Strategic Plan in accordance with the established deadlines is carried out in the Unified Information System for Monitoring the Operational Plan.

- Monitoring the effectiveness of the implementation of the Operational Plan is carried out quarterly; The report on the achievement of target indicators and indicators of direct results of the Operational Plan is heard at meetings of the Governing Council (administration) 2 times a year; The report on the Strategic Plan is discussed at the end of the calendar year at the University Academic Council.

- Trainees are provided with the “one window” service. For effective work on the implementation of information and communication services by the university, an “electronic queue system” was purchased and put into operation; materials for SROs are available on the online platforms “Moodle” and “Clinical learning” of the University, including with elements of distance learning (module "Effective teacher"; in social networks on the You channel. KSMU created educational videos (video lectures, laboratory work), and videos with significant events in the public life of the university.

- At the end of each cycle, according to the results of the questioning of students, the students' satisfaction with the programs of SCs at the meetings of the departments, the Academic Committee and the Academic Council is assessed to improve the educational programs.

Recommendations of EEC: no recommendations

Conclusions of EEC according to the criteria:

In general, according to this Standard, the activities of the organization meet the criteria.

The quantitative indicators reflecting the organization's compliance with the Standard criteria are as follows:

strong positions - 6

satisfactory - 0

suggest improvements - 0

unsatisfactory - 0

6.4 Standard "Development and approval of curricula for additional education"

Evidentiary part

The curriculum development of additional education is carried out by teachers of the relevant specialty. The developed curricula undergo stages of discussion at a meeting of the department, academic committees of schools (until 01.09.2018 at meetings of the committee of educational programs on the specialties of residency and additional education), are reviewed and are examined by the Academic Council of the "MUK" NCJSC. The structure of the University's Clinical Council includes employers of medical organizations that participate in the discussion of work programs of subsidiaries. To provide feedback to the departments after the completion of the training cycle, questionnaires are conducted. Analysis of the results of the survey contributes to the monitoring and effective improvement of the training program.

Curriculum design includes the following steps:

- familiarization with the sectoral qualification framework (qualification characteristic of the specialty), and above all with the end results of the development of the educational program;
- analysis of the standard program (order of the Ministry of Health of the Republic of Kazakhstan dated April 14, 2017 No. 165 "On approval of the Model programs for advanced training and retraining of medical and pharmaceutical personnel") from the standpoint of the interests of the region, students, human and material resources of departments, scientific trends. Based on the analysis, the necessary changes in the content of the curriculum are determined by its individual sections, in the requirements for evaluating the educational achievements of students;
 - distribution of the program material according to the forms of employment in accordance with the accepted concept of education;
 - clarification and development of training technology using modern active methods, simulation technologies, information techniques, etc., leading to the achievement of the established goal;
 - determination of types of control in accordance with the requirements of regulatory documents;
 - preparation of control materials that monitor the stated end results;
 - conducting a survey of students in order to obtain feedback, analysis and improvement of the training program.

The process of approval of curricula for all specialties at the university begins with their discussion at the meeting of the department, Academic committees of schools (until September 1, 2018 at meetings of the committee on specialties of residency and additional education), making adjustments, additions at meetings of working groups, discussions with employers. Work programs are developed by teachers with a doctoral degree / PhD, an academic degree of a doctor of philosophy or a master's degree, specialists of the first and highest qualification category in the specialty profile. Then the discussion ends with their approval at a meeting of the Academic Council, teachers and stakeholders.

The implementation of training programs is carried out on the basis of educational and methodological complexes of the specialty and is provided by each student's free access to information resources and simulation equipment to improve the professional practice and independent work of the student.

Within the framework of the budget program 005 "Further training and retraining of personnel of state health organizations", educational programs for training trainers of medical education organizations have been developed.

The list of curricula for additional education is reflected in the calendar plan for retraining and

advanced training of workers with higher medical, pharmaceutical, technical and professional medical and pharmaceutical education for the current year in the specialties and placed in the tab "Professional Development" on the university website. The list of training programs is reviewed annually at a meeting of the Clinical Council and approved by order of the rector.

The Clinical Council of the university examines the educational programs of additional education with the participation of employers, representatives and heads of medical organizations. Annually at the job fairs, a survey of employers.

The assessment of students' knowledge is carried out through a flexible multilateral mechanism for monitoring and evaluating consumer-oriented educational programs; wide involvement in the evaluation of educational programs and in the assessment of students' knowledge and other stakeholders (teaching staff, representatives of practical public health, etc); improving the evaluation of educational programs, assessing students' knowledge based on the results of systematic feedback from faculty, students, stakeholders; through the work of internal and external commissions for the evaluation of educational programs and for the assessment of knowledge, students using the process approach.

In accordance with the regulatory documentation (Rules for advanced training and retraining of medical and pharmaceutical personnel, Annex 1, 2, 3), according to the results of the final control, persons who have mastered the program are issued a certificate of retraining or a certificate of professional development; For those who have not mastered the advanced training or retraining programs, a certificate of training is given, indicating the extent of the program completed, and repeated final control is appointed. Persons who have been trained at seminars, trainings (master classes) with a duration of less than 54 hours are issued a certificate in the form determined by the training organization.

Analytical part

Experts of the EEC noted that the content of educational programs in the field of additional education meets the requirements of SES and reflects the logical sequence of studying disciplines. The principle of continuity in the study of disciplines can be traced in the preparation and approval of training programs for students. In developing these programs, regional needs and the needs of employers are taken into account.

Strong points / best practice:

- A well-defined documented procedure for the development and approval of additional education programs;
- The developed curricula correspond to the sectoral qualification framework (qualification characteristics of the specialty), the end results of the development of the educational program, the Model program (order of the Ministry of Health of RK No. 165 of April 14, 2017), the interests of the region, students, human and material resources of the departments;
- In full compliance with the regulatory documentation on the results of the final control:
 - 1) to persons who have mastered the program:
 - retraining - a certificate of retraining is issued according to the form, in accordance with Appendix 1 to the Rules of Advanced Training and Retraining of Medical and Pharmaceutical Personnel;
 - advanced training - a certificate of advanced training in the form is issued, according to Appendix 2 to these Rules;
 - advanced training on certification cycles - a certificate of advanced training in the form is issued, in accordance with Appendix 3 to these Rules;
 - 2) persons who have not mastered advanced training or retraining programs shall be given a certificate of completion of training with an indication of the amount of the program completed and repeated final control shall be appointed;
 - 3) persons who have been trained at seminars, trainings (master classes) with a duration of less than 54 hours shall be issued a certificate in the form determined by the training organization;

- The structure of the curriculum provides for various types of activities that correspond to the content and the final learning outcomes;
- An analysis of the sufficiency and modernity of additional education curriculum resources is conducted by internal and external audits, discussed at meetings of advisory bodies with the participation of employers, representatives and heads of medical organizations. External analysis and expertise is carried out in the framework of external audit (2006-2018), external commissions for the audit of financial and economic activities (2009-2018), annual external audits of NQA (supervisory audits - 2006, 2007, 2009, 2010 , 2012, 2013; recertification audits - 2008, 2011, 2014, 2017).

Recommendations of EEC: no recommendations

Conclusions of EEC according to the criteria:

The quantitative indicators reflecting the organization's compliance with the Standard criteria are as follows:

- - strong - 5
- - satisfactory - 2
- - suggest improvements– 0
- - unsatisfactory - 0

6.5. Standard "Continuous monitoring and periodic evaluation of training programs"

Evidentiary part

Monitoring and periodic evaluation of training programs is carried out in accordance with the mission and quality policy of the "MUK" NCJSC.

"MUK" NCJSC monitors the quality of curriculum development by students according to established criteria and ensures continuous monitoring, evaluation and improvement of the educational services provided. CPC on specialties of residency and additional education monitors training programs annually. When monitoring and periodically evaluating curricula to achieve a goal that meets the needs of students, the content and relevance of the curriculum are considered, the needs of practical health care, student satisfaction, compliance with the objectives of the curriculum are taken into account.

Analysis of the monitoring procedures and the periodic evaluation of curricula is carried out at the level of Academic Committees based on the analysis of curricula, internal regulatory documents governing the implementation of programs.

"MUK" NCJSC conducts regular assessment and revision of programs with the participation of students, the curriculum is objectively analyzed, their relevance is ensured. Along with this, such indicators are taken into account as the state of the material and technical base of "MUK" NCJSC, the availability of training resources, the quantitative and qualitative composition of the teaching staff.

Students take part in assessing the quality of the implementation of working curricula. Assessment mechanisms are questionnaires, student feedback on the quality of educational services received.

Achievement of goals within the framework of the curriculum is monitored by the results of curriculum development, testing, CPC, feedback from students on the basis of questionnaires.

At the end of each cycle, the departments study feedback with students. According to the results of the survey, students' satisfaction with preschool programs is assessed. The questionnaire for students of the cycle of additional professional education includes 8 criteria. The results of the survey are discussed at the meetings of the departments, the Academic Committee and the Academic Council to improve the educational programs. Since 2018, the questioning of students who studied at the expense of budget program 005 "Professional development and retraining of personnel of state health organizations") has been carried out online by the Republican Center for Health Development of the Republic of Kazakhstan.

Calendar-thematic plan cycles for PP and PC is based on the PMU (a mandatory component and

a component of choice). Elective disciplines were included in the plan based on applications from students. The list of elective disciplines was also coordinated with the representatives of practical public health, who are members of the clinical council of "MUK" NCJSC.

Analytical part

Experts of the EEC noted that "MUK" NCJSC monitors and periodically evaluates training programs based on analysis of curricula, internal and external regulatory documents, the results of the work of the deliberative bodies, the results of analysis of questioning and interviewing of interested parties.

Strong points/best practice:

- "MUK" NCJSC conducts regular monitoring, evaluation and revision of training programs in order to meet the needs of students and other interested parties;
- All changes to the training programs are made with the direct participation of interested parties with a subsequent wide notification on the "MUK" NCJSC website;
- The system of approval of the assessment and revision of educational programs at the university is regulated by the Academic policy, the forms of the Work program for specialties, the questionnaires of the students of the vocational training cycle, approved by the QMS. In evaluating and revising the programs, the compliance of the program of the PMU with the structure of the program itself is taken into account (title page, explanatory note (relevance), goal, objectives, curriculum, the content of the course being studied, methodological support of educational programs, methods for evaluating students, basic and additional literature) ;
- The revision and updating of the curriculum is carried out once a year and is approved for the new academic year.

Recommendations of EEC: no recommendations

Conclusions of EEC according to the criteria:

The quantitative indicators reflecting the organization's compliance with the Standard criteria are as follows:

- - strong - 4
- - satisfactory - 0
- - suggest improvements– 0
- - unsatisfactory - 0

6.6 Standard "Personality-oriented approach in the implementation of curricula for additional education"

Evidentiary part

The implementation of educational programs is provided by a qualified professional teaching staff with a higher education, corresponding to the profile of the discipline being taught, systematically improving their skills through training courses, participation in conferences and seminars. Teachers have professional experience, own modern technologies, consciously build the learning process, based on the active work of students. The active participation of the teaching staff in the work carried out in conjunction with the work on self-education contributes to the effectiveness of the growth of the teaching potential.

As part of staffing, the management of the "MUK" NCJSC provides ongoing methodological support, material incentives to retain the competent teaching staff.

The main principles of student-centered education are implemented in the "MUK" NCJSC: when forming a contingent, the wishes of students are taken into account and an individual schedule of their training is drawn up. Based on the individual schedule, teachers make changes to the work programs and methods of teaching disciplines. Students have the right to choose the language of instruction for the chosen program.

The site of the "MUK" NCJSC provides information on the conduct of retraining cycles, advanced training, training seminars and master classes. The listener can choose his advanced training course or retraining for passing in a convenient time for him on the website of the university. The free and independent choice of advanced training courses and retraining of medical specialties and their training schedule allows the listener to build the necessary learning trajectory and satisfy his professional needs.

The dean's office of the school of vocational education and residency is engaged in collecting, processing applications from potential students and employers, and forming a list of students.

The working curricula are aimed at continuous self-education of students, as any listener chooses an individual learning trajectory based on them, where, in addition to the basic disciplines of the obligatory component, components of their choice are included. The trajectory of learning is formed by mutual discussion between the teacher and students, which is determined by the choice of modules of training programs, depending on the set of required competencies in the relevant workplace. During training, the teacher provides individual assistance, counseling. By the end of the retraining and / or advanced training, the student masters a number of professional competencies that correspond to the discipline being passed.

For the implementation of student-centered teaching, faculty members conduct on-site advanced training cycles, which are formed at the request of the administration of the treatment-and-prophylactic institution on a contractual basis.

The choice of forms and methods of teaching is determined by the department independently, taking into account the knowledge gained in the framework of the improvement of pedagogical skills, normative documents. Forms of active learning methods are discussed at meetings of academic committees, the Academic Council.

When training students of DOs, resources of the Center of practical skills are actively used. In interactive classes of PSC, training is conducted using electronic interactive textbooks, simulation simulators and manikins. For example, the Advanced Course of Medical Education Organization Coaches on the Organization of Simulation Training according to the program Pedagogical Skills of Medical University Teachers: Innovative Educational Technologies is held on the basis of the Center of Practical Skills of the MUK using high-tech dummies and simulators. During training, issues of effective use of simulation technologies are studied. In the educational process, assessment methods (OSKE) and debriefing.

The use of multimedia and network technologies, video projectors in the MUK allows to combine the whole range of available sources (text, graphic, audio and video documents) in the learning

process, provide remote access to information, and the ability to organize distance learning. Students have free access to Internet resources, to electronic databases, as well as to the library funds of the university, provided with educational materials.

- Transparency, consistency, objectivity of the educational process, knowledge control systems. In the “MUK” NCJSC it is carried out according to the Order of the Acting Of the Minister of Health of the Republic of Kazakhstan dated November 11, 2009 No. 691 (with additions and changes) "On approval of the Rules for Advanced Training and Retraining of Medical and Pharmaceutical Personnel, as well as Qualification Requirements for Organizations Implementing Additional Medical and Pharmaceutical Education Programs".

- To determine the initial (initial) level of knowledge of students of advanced training cycles lasting 54 hours or more, as well as retraining cycles, basic training is carried out, current training at the time of training, final control at the end of training. Monitoring is carried out in the form of testing, interviewing, the use of simulation technologies, as well as work with patients under the guidance of a teacher in the advanced training cycle, retraining.

Analytical part

Experts of the EEC noted that in the MUK, the personalized approach to learning and assessing students is carried out at all stages of the curriculum implementation. Modern forms and methods of evaluation correspond to the objectives of the program, the content and the end results of training.

Strong points/best practice:

- The listener is provided with a wide range of modern educational technologies, educational services using distance learning methods to enable them to learn, regardless of their location, with the provision of continuous monitoring of the quality of education;

- The policy of supporting academic integrity, protecting against any kind of intolerance and discrimination against students or employees of the IOK is implemented through regular management meetings with students and staff, receiving feedback from students on the corporate portal, direct contact with students or employees, and using Complaint Box and Hotline. The mechanism of conflict management in the MUK is based on the principles of individual consideration of complaints (by written or oral treatment) and the settlement of each case, confidentiality, and a balance of interests;

- The “MUK” NCJSC provides transparency, consistency, objectivity of the educational process and the knowledge control system carried out in accordance with the Order of the Ministry of Health of the Republic of Kazakhstan dated November 11, 2009 No. 691 (with additions and changes) also qualification requirements for organizations implementing additional medical and pharmaceutical education programs ";

- Evaluation of the learning outcomes of students at the “MUK” NCJSC is aimed at an objective assessment of each student’s achievement of the planned learning outcomes and communicated to all interested parties;

- Achievement of the objectives of the curriculum in the “MUK” NCJSC is controlled by the results of mastering the results of the curriculum, the results of testing, the CPC and feedback from students based on the analysis of questionnaires;

- The “MUK” NCJSC regularly trains its employees (top and middle managers, as well as department teachers) in advanced training courses at the base of Nazarbayev University, universities of strategic partners, leading foreign universities and clinics.

Recommendations of EEC:

Increase attention to the different groups of students and their needs during the implementation of the curriculum.

Conclusions of EEC according to the criteria:

The quantitative indicators reflecting the organization’s compliance with the Standard criteria are as follows:

- - strong - 6

- - satisfactory - 0
- - suggest improvements– 1
- - unsatisfactory – 0

6.7. Standard "Listeners"

Evidentiary part

The formation of a contingent of students of additional education is carried out in accordance with the Order of the Ministry of Health of the Republic of Kazakhstan No. 691 of 2009 “On approval of the Rules for Advanced Training and Retraining of Medical and Pharmaceutical Personnel, as well as qualification requirements for organizations implementing programs of additional medical and pharmaceutical education”. The official website of the university www.kgmu.kz in the section “Professional development” contains information on conducting retraining cycles, advanced training, training seminars and master classes. Information includes: current year's price list; sample application statements; sample contract; list of necessary documents for registration; calendar plan of advanced training, retraining of doctors, nurses and teachers, master classes; syllabuses of additional education programs.

The admission of students to groups of additional education programs is carried out on the basis of agreements with the administration of the health departments of Karaganda and Kostanay regions, at the written request of the heads of organizations or at the written request of an individual.

In order to attract students to the DL programs, purposeful work is carried out with all interested parties. It consists in providing information in various ways: sending out information letters to medical institutions and other interested parties, posting information on the university website, advertising articles in the media and social networks.

In order to support students for the period of study, teachers create chat rooms in social networks used by the majority of students in the group (WhatsApp, Telegram, etc.). Most courses also use the capabilities of the Moodle distance learning system installed at the university. On this platform, forums, surveys and tasks for self-study are created. Periodically, feedback is provided with organizations that sent their employees for training. Communication with universities is carried out through joint work in various projects and educational and methodical association. If necessary, educational programs of DOs are adjusted based on the needs of students and employers.

In order to attract students for training in educational programs, informational letters are sent to heads of the health care department of Karaganda and Kostanay regions, heads of medical organizations of practical health care.

Analytical part

Experts from the EEC noted that MUK demonstrated the documented and published rules governing periods of study, acceptance of applications, the level of curriculum development and certification, and the procedure for the formation of a contingent of students.

Strong points / best practice:

- On the official website of the university www.kgmu.kz the section “Professional development” contains information on conducting retraining cycles, advanced training, training seminars and master classes. Information includes: current year's price list; sample application statements; sample contract; list of necessary documents for registration; calendar plan of advanced training, retraining of doctors, nurses and teachers, master classes; syllabuses of additional education programs;

- In order to support students for the period of study, teachers create chat rooms in social networks used by the majority of students in the group (WhatsApp, Telegram, etc.). Most courses also use the capabilities of the Moodle distance learning system installed at the university. On this platform, forums, surveys and tasks for self-study are created. Periodically feedback is provided with organizations that have sent their employees for training;

- As part of the work to improve the content of educational and methodical work to ensure the quality of education, the MUK is systematically developing methodological guidelines and

recommendations;

- Individuals who have mastered the program are issued a Certificate of retraining, or a certificate of advanced training, in full compliance with the Rules for Advanced Training and Retraining of Medical and Pharmaceutical Personnel (Appendix 1,2,3). Persons who have been trained at seminars, trainings (master classes) with a duration of less than 54 hours are issued a certificate in the form determined by the training organization.

Recommendations of EEC: no recommendations

Conclusions of EEC according to the criteria:

The quantitative indicators reflecting the organization's compliance with the Standard criteria are as follows:

- - strong - 5
- - satisfactory - 0
- - suggest improvements - 0
- - unsatisfactory - 0

6.8. Standard "Teachers"

Evidentiary part

Human resource management and the development of personnel potential of the university, the definition of admission policy and qualification requirements for teachers, for the effective implementation of educational programs and the achievement of the mission and goals are determined by the Mission and the Quality Policy of MUK, the Strategic Development Plan of "MUK" NCJSC involves determining priorities on the formation, registration, accounting.

Hiring, promotion, promotion, dismissal, familiarization of staff with the rights and duties are carried out in accordance with the Labor Code of the Republic of Kazakhstan. Admission to teaching positions at the university is carried out in accordance with the requirements of the Government of the Republic of Kazakhstan dated February 17, 2012 (as amended dated June 26, 2017) No. 230 "On approval of the Rules for competitive substitution of faculty and academic staff of higher educational institutions". Every year the university holds a competition among the faculty for vacancies. Regulatory documents establishing the guarantee of labor rights and freedoms of employees, the creation of favorable working conditions for them, are collective and labor contracts, Rules of labor (internal) schedule. In accordance with the requirements of the order of the Ministry of Education and Science of the Republic of Kazakhstan dated July 13, 2009 (with amendments and additions dated December 27, 2013) No. 338 "On approval of typical qualification characteristics of teacher positions and persons equivalent to them", the Government Decree on licensing No. 391 when applying for work on the replacement of pedagogical positions necessarily takes into account the compliance of candidates with the qualification requirements.

The document "Personnel Policy of KSMU" reflects the priorities for the formation of human resources and the criteria for the selection of personnel, including the scientific, pedagogical and clinical advantages of applicants.

Since 2004, the university has introduced and annually updates the rating system for teaching staff's performance assessment, which assesses all the activities of teachers, including monitoring the effectiveness of the faculty's potential and assessing the individual contribution of teaching staff to ensuring the quality of training

Until 2019 carried out on the basis of a rating system of PPP activities. Since 2017 The National Center for Independent Examination of the Republic of Kazakhstan carries out an assessment of professional and pedagogical competence. The test results are heard at meetings of the university administration and the Academic Council of the university.

For the selection of the teaching staff, the Competitive Replacement of the positions of the scientific and pedagogical staff of the university (faculty, researchers), developed on the basis of legal

documents and the internal needs of the university, the requirements for the qualifications of the teaching staff were used.

Monitoring of the duties of teachers is carried out by the head of the department, department directors, deans of schools, the department of human resources management by monitoring the implementation of the individual work plan of teachers and the work plan of the department.

The analysis of the quality of teaching, the evaluation of scientific and clinical work is carried out by means of intra-departmental and intra-university control.

The election to the post of teaching staff is carried out on the basis of the Rules of Competitive Replacement of the positions of scientific and pedagogical staff (faculty, researchers).

The university has developed and implemented:

performance management system (TME) for the development of human resources and motivating incentives focused on the final result. As part of the introduction of the TME, teachers and staff members form an Individual Development Plan;

training program for personnel reserve;

the program of management training within the framework of the project “Budgeting based on the mission”;

PB PBL tutor training program.

• The university has organized and conducted courses in Kazakh and English for staff and teachers in accordance with the plan for improving the language competence of the faculty and the AUP. Training is conducted at various levels, preparation is underway for the IELTS and KAZTEST certified language exam.

The following requirements are obligatory for the teaching staff performing training in the programs of additional education: the presence of basic education in accordance with the planned pedagogical activity, the presence of scientific and pedagogical experience, academic degree, academic title.

The contribution of the teaching staff to the improvement of the educational program is: advanced training, annual publications, speeches at methodological and scientific forums, participation in academic committees of schools, universities, i.e. perform all types of work individual teacher plan.

The main methods of assessment are the achievement of the indicators of the department, certification of teaching staff, the performance management system of employees (TME), the contest "The best in the profession" for teaching staff of clinical departments, regular meetings of senior management with the staff of the department.

In the “MUK” NCJSC, a system of advanced training, professional development and stimulation of teachers for high pedagogical skills, scientific results and dedication has been formed.

Control over the advanced training of faculty members is carried out by HRMD. The advanced training plan includes all types of internships, PC courses, etc. Upon completion of the passage of advanced training, reports or documents confirming the training (certificates) are submitted.

The participation of teachers in advanced training programs is reflected in the individual reports and plans of the teaching staff, monitored by intra-departmental control. All university professors undergo advanced training at least once every five years.

Analytical part

The number of teachers and part-time workers from practical health care participating in the implementation of additional education programs is sufficient for the implementation of the UE and the achievement of planned learning outcomes by specialty.

The entire teaching staff of the “MUK” NCJSC has equal opportunities for professional development, regardless of the length of service in the specialty and teaching activity, language of instruction, age, qualification category available.

Strong points / best practice:

• The “Personnel Policy of KSMU” was developed and operates in the “MUK” NCJSC, which reflects the priorities for the formation of human resources and the criteria for the selection of

personnel, including the scientific, pedagogical and clinical advantages of applicants;

- The quantitative and qualitative composition of the personnel potential of the teachers of the “MUK” NCJSC is based on an analysis of the curriculum needs and complies with the development strategy of the university;

- As part of monitoring the activities of the teachers of the “MUK” NCJSC, new qualification requirements for the positions of teachers and educational support staff of the departments were developed and approved, which implies an assessment of activities in two main areas: academic and scientific;

- The “MUK” NCJSC has developed and implemented measures to motivate teachers: ensuring working conditions in accordance with the position held; timely payment and appointment of incentive premiums for quality work; moral encouragement and reward teachers; strengthening the personnel potential of the university through advanced training; the training of scientific and pedagogical personnel from among young scientists and employees; training and specialization of teaching staff abroad, including under the Bolashak program; providing educational resources for the implementation of educational programs. Regulatory legal acts and internal documents are freely available on the website of the “MUK” NCJSC, the corporate portal. In addition, the university has developed and implemented:

- performance management system (TME) for the development of human resources and motivating incentives focused on the final result. As part of the introduction of the TME, teachers and staff members form an Individual Development Plan;

- training program for personnel reserve;

- the program of management training within the framework of the project “Budgeting based on the mission”;

- PBL tutor training program;

The University organized and conducted courses on the study of the Kazakh and English languages for staff and teachers in accordance with the Plan to improve the language competence of the faculty and AUP at various levels; Preparations are underway for the IELTS and KAZTEST certified language exam. The main methods of evaluation are the achievement of the indicators of the department, certification of teaching staff, the performance management system of employees (TME), the contest "The best in profession" for teaching staff of clinical departments, regular senior management meetings with staff of the department;

- The University creates conditions for the initiative and creative activities of teachers, taking into account their individual characteristics and professional skills (an individual plan for the development of a teacher / employee). Training and advanced training of teaching staff is carried out through courses and internships in universities and health organizations of Kazakhstan and abroad. According to the results of the evaluation of the teaching staff of the “MUK” NCJSC, during the school year, the winners are given incentive salary increments in the nominations “The best university department” and “The best department department”; one-time awards for the title of "Best Head of the Department", "Best Associate Professor", "Best Teacher of the Department", "Best Senior Teacher of the Department", "Best Assistant". There are various types of non-financial incentives: declaration of thanks; award of honorary diploma; presentation to titles, medals and breastplates of the Ministry of Health of the Republic of Kazakhstan and the Ministry of Education and Science of the Republic of Kazakhstan. Promotion of faculty members of the university is based on the principles of legality, publicity. The nominees of the teaching staff for rewards are put forward for special merits and achievements in the activity, in order to stimulate efficiency and quality of work. The university provides for measures of social support for employees: benefits for services in the dental clinic of the university, a discount on education at the university for children of employees, free gifts for employees' children for the New Year.

- In order to exchange experience and increase students' knowledge, the “MUK” NCJSC holds master classes and seminars with the involvement of teachers from the near and far abroad, modern innovative training technologies are actively introduced with the involvement of international experts (Germany, Spain, Russia).

Recommendations of EEC: no recommendations**Conclusions of EEC according to the criteria:**

The quantitative indicators reflecting the organization's compliance with the Standard criteria are as follows:

- - strong - 6
- - satisfactory - 1
- - suggest improvements – 0
- - unsatisfactory – 0

6.9. Standard "Finance"**Evidentiary part**

Planning of activities is one of the most important functions of the development strategy of the "MUK" NCJSC. The basis of strategic planning in the MUK and its current activities is the current legislation of the Republic of Kazakhstan, the MUK strategic plan, the MUK development plan, the operational plan for the implementation of the mission, goals and objectives of the university. The implementation of the strategic development plan in terms of the formation of financial stability and economic efficiency is carried out on the basis of the effective use of its own material, financial and human resources.

The financial management of the "MUK" NCJSC is carried out by the top management and the Department of Strategic Development and Planning, which ensures the organization, planning and control of the financial activities of the university.

The level of efficiency of use of financial resources is assessed according to the reporting data for the last 5 years, submitted and approved by the Ministry of Health of the Republic of Kazakhstan. The reported data show that the funds allocated from the republican budget, in accordance with the state order are fully absorbed. Extrabudgetary funds annually exceed revenues over expenditures. Analysis of financial and economic activities over the past 5 years allows us to conclude about the effectiveness of the use of financial resources of the university. The income part of the university budget over the years has been successfully implemented. The expenses stipulated by the estimate are financed in full.

Thus, the analysis of financial and economic activities of the university according to various indicators indicates that according to the prospective development plan, the university is financially stable due to the following factors:

- due to reconstruction and capital investments;
- through the development of educational and scientific programs;
- due to the introduction of new technology and science;
- by increasing funding for the purchase of computers, copying equipment and software, licenses, patents and other intangible assets.

Sources of financing are budgetary and extrabudgetary financing (state educational order, revenues from the provision of paid educational services, research and other activities that do not contradict the law, international funds, organizations, grants, etc.). The university develops an Development Plan for five years annually and coordinates with the authorized body for compliance with the goals and objectives of the university, based on the Government Decree of 20 June 2011 No. 673 "On approval of the Rules for the development, approval of Development plans of state-controlled joint-stock companies and limited partnerships state enterprises, as well as monitoring and evaluating their implementation."

The process of forming the university budget for the current year includes the definition of the income and expenditure base. The revenue part of the university budget is formed from the financial income from the main educational activities (educational grant and income from educational activities on a fee basis) and other activities (research and development, publishing and printing services,

medical services, accommodation services in hostels, etc.). Financing from the republican budget is carried out under budget programs.

The university's financial statements include the Balance Sheet, Income and Expense Report, Cash Flow Statement, Statement of Changes in Share Capital, Explanatory Note to the annual financial statements. Financial statements are submitted to the authorized body in accordance with a schedule approved by the Ministry of Health of the Republic of Kazakhstan. Along with the annual financial statements, the university presents a report on the implementation of the Development Plan. Audit of financial and economic activity is conducted by the Department of Internal Control of the Ministry of Health of the Republic of Kazakhstan, as well as the Internal Audit Service.

According to the Law of the Republic of Kazakhstan "On State Property", a state-owned enterprise is obliged to conduct an audit of financial statements with the Supervisory Board on the right of economic management.

Thus, the financial reporting system is developed according to the principles and in accordance with the requirements of the International Financial Reporting Standard.

Analysis of the structure of the budget of the "MUK" NCJSC shows that the largest share in the costs are labor costs with mandatory social contributions. For the period 2016-2018 payment under the item "Wages" with charges increased, and the share of these items in the total expenditure amounted to 2015-2016 accruals. - 48.6%, in the 2016-2017 account. - 47%, in the 2017-2018 class. - 49%, in the 2018-2019 pup. - 50% is planned. The share of wages in university expenses remained steadily high (an increase from 48.2% in 2016 to 50% in 2019), which indicates the fulfillment of management's intentions to increase the material and social well-being of its employees. A positive trend in the cost structure of the university is the annual increase in financial investments in the acquisition of fixed assets, which indicates a renewal of material and technical base.

During the analyzed period, a lot of work was carried out on the improvement of the adjacent territory of the university and hostels, the overhaul of classrooms, the laying of a fiber-optic communication line (on average, expenses for the analyzed period were 10%). There is also a tendency to increase in expenditures on teaching aids, stationery, consumables and replication (from 0.5% to 0.7%).

The cost of Internet communications has increased, the costs annually make up 0.6% of the total budget of the university and are explained by the constant introduction and use of new learning technologies.

The university annually allocates funds for the renewal, expansion of material, scientific, educational and laboratory facilities. For the purchase of computers and multiplying equipment, software and equipment for classrooms, financial resources are allocated according to the plan of re-equipment and the introduction of new learning technologies. Personal computers and office equipment are updated annually, the amount of financial resources in 2016 was 1.2%, in the 2017-2018 grade. year is planned to increase by 0.3%, which will be 1.5%.

Expenses for advanced training of teaching staff, AUP for the analyzed period range from 1.0 to 1.1% of the total costs according to the advanced training plan annually approved by the university.

The share of expenses for other expenses decreased from 2014 to 2017-2018 acc. from 27.28% to 21.1%.

During the reporting period, audits were conducted by the Internal Audit Service, external organizations and higher bodies of the university's financial and economic activities. An external audit of the university's financial statements is held annually. The funds of the university budget are distributed transparently, the cost estimates are approved annually for all departments and communicated to the entire university staff. The university constantly operates a system of control of income and distribution of funds.

Analytical part

"MUK" NCJSC operates in accordance with the Strategic Development Plan. The university is the strategic planning of its budget. The financial statements are well presented and the internal financial audit system is developed, which is the strength of the organization. The share of expenses

for wages of employees, development of material and technical base is growing. The overall level of financial resources and capabilities of the "MUK" NCJSC is consistent with the mission, development strategy of the university and the objectives of educational programs.

Strong points / best practice:

- Financial activities in "MUK" NCJSC are carried out on the basis of the current legislation of the Republic of Kazakhstan, the MUK Strategic Plan, the MUK Development Plan, the Operational Plan and ensures the implementation of the Mission, goals and objectives of the university;
- Management of financial flows is carried out in accordance with the operational and strategic budget planning of MUK;
- The implementation of the financial management policy, including financial statements, at "MUK" NCJSC was developed according to the principles and in accordance with the requirements of the International Financial Reporting Standard. Financial statements are submitted to the authorized body along with the Development Plan Implementation Report. External audit of financial and economic activities is carried out by the Department of Internal Control of the Ministry of Health of the Republic of Kazakhstan;
- The internal audit of financial and economic activities is carried out by the Internal Audit Service of "MUK" NCJSC. The analysis of the financial activities of the "MUK" NCJSC and the dynamics of the formation of assets indicates an increase in business activity and the strengthening of the financial stability and viability of the university;
- Analysis of the financial and economic activities of MUK at different indicators indicates that according to the prospective development plan, the university is financially stable and in accordance with the strategic development plan plans to continue to ensure financial stability and its compliance with the mission, goals and objectives of the university.

Recommendations of EEC: none

Conclusions of EEC according to the criteria: The quantitative indicators reflecting the organization's compliance with the Standard criteria are as follows:

- - strong - 5
- - satisfactory - 0
- - suggest improvements - 0
- - unsatisfactory - 0

6.10. Standard "Educational resources"

Evidentiary part

For the implementation of educational programs of specialties of additional education, the university has the appropriate information and communication, library, human resources and a sufficiently equipped material and technical base.

"MUK" NCJSC has teaching and tangible assets represented by 7 main educational buildings with a total area of 29,228.6 m² in which are located:

- 23 lecture halls designed for 2,657 seats, in which modern means for multimedia support of lectures are permanently installed;
- 276 classrooms, designed for 5,667 seats and equipped with hard inventory;
- Practical skills center
- Library, area 1 394 m², fund 607 315 ind.
- Research Center, collective use laboratory, 13 specialized laboratories (histological, pathophysiological, physiological, chemical, biochemical, microbiological, biological, biophysical, toxicological, pharmaceutical, dental laboratory for removable prosthetics, dental laboratory for fixed prosthetics, laboratory hygiene food) equipped with special modern equipment for teaching research skills; for model and experimental studies on laboratory animals at "MUK" NCJSC, there is a vivarium that provides maintenance and reproduction of animals.

Classes with students on additional education programs are held at the University Hospital and Dental Clinic, as well as at 49 clinical bases of the university in Karaganda.

The analysis of the level of material and technical, library information resources, their compliance with the quality educational process, educational programs is carried out by the Governing Board (administration), the Academic Council of the university, as well as during internal audit (QMS department and internal audit service) and the work of the internal commissions of the university. The list of all clinical bases is posted on the university's corporate portal (<http://www.kgmu.kz/ru/contents/view/231>) with names and addresses.

To ensure the interaction of all types of activities, a single internal local area network was created at the university, the university website, the Platonus and Paragraph programs are functioning, and IP telephony of divisions and departments has been carried out. Access to the Internet at the workplace is provided to employees of administrative and management units, faculty members, including employees of clinical departments located in remote clinical bases. Access to the Internet for students and teachers is provided in all buildings of the university, hostels, combined into a single local area network. The uninterrupted operation of the university's information network is provided by 16 physical servers, 70 virtual servers required for servicing the testing system, Internet traffic management, well-coordinated work of deans and other university departments, as well as for ensuring financial, personnel and other services.

The university's corporate e-mail is MS Outlook 2010. To provide interactive television, newsgroups, and audio and video conferences, there are 79 LCD TVs located not only in classrooms, but also in halls for the purpose of informing faculty and students. The total number of interactive equipment - 54, the number of projectors has increased to 124.

The teaching staff of "MUK" NCJSC provides a support service to students throughout the entire training cycle: when mastering lecture and practical material by students, when working with distance learning technologies, they advise students on all issues that arise.

In the "MUK" NCJSC, there are 17 computer classes for 409 seats. The number of computers in high schools is -1,664, at clinical sites - 186, in reading rooms - 53. There are two language laboratories. Free Wi-Fi is available in all educational buildings and dormitories, at a speed of 750 MB / sec.

For students, students, faculty is equipped with a modern library. The total area of the library is 1,413 sq.m., the storage area is 879.2 sq.m. The number of seats in the reading room is 443 seats. The library structure includes 2 units: a acquisition unit and a bibliography and a service unit with scientific and educational literature (consists of a subscription of scientific literature, two subscriptions of educational literature, a reading room and a hall of periodicals, an electronic resources hall, an interactive hall).

The general fund of the university library as of January 1, 2019 is 607,315 copies / 87,052 titles and meets the requirements for the provision of literature. The library provides timely and free access to library resources to all categories of readers in the hall of electronic resources and interactive hall. Access to library resources is carried out using an electronic catalog, bibliographic and full-text databases integrated into the information and analytical system of the University. The electronic catalog of MUK has been maintained since 2002 on the basis of the library automation system IRBIS64+. The library program IRBIS 64+ has the following modules: AWS "Administrator", AWS "Komplekator", AWS "Catalogizer", AWS "Knigovydacha", AWS "Book Security", AWS "Reader", Module "WEB-IRBIS".

The university library forms the following databases of its own generation: "Reader", "Completion", "Educational disciplines", "Books", "Articles", "Dissertations", "Proceedings of teaching staff", "Medicine in the state language", "Methodical materials", "Doctors of the city", "Retro books", "Index of journal articles", "Registration card of periodicals". The volume of the electronic catalog of the "MUK" NCJSC is: 124,439 records.

In 2019, the volume of the full-text "Repository of "MUK" NCJSC, created on the basis of DSpace software, included in Open DOAR and Google Scholar, is 243 scientific papers.

Trainees / trainees and teachers have access to international databases, such as the Cochrane Library”, “Clinical Learning”, the Republican Interuniversity Electronic Library (RELEB), Clarivate Analytics Web of Science, Scopus Elsevier.

Table 2. The number of electronic resources in the library of the "MUK" NCJSC:

Name	2016/2017	2017/2018	2018/2019
Electronic resources	8491	8491	8501
Including those in Kazakh	1715	1715	1725
Including those in Russian	6 047	6 047	6 047
Including those in English	729	729	729

Informing users is carried out via mailing to corporate email, as well as posted on the website of the university.

The “Library” section of the “MUK” NCJSC contains a section in the Kazakh, English and Russian languages, at the email address <http://www.kgmu.kz>. The Library website is available on the Student Portal https://kgmukz.sharepoint.com/biblioteka/_layouts. The corporate portal has the Library website <https://portal.kgmu.kz/sites/AYP/library>.

The Center of Practical Skills carries out work on training and passing practical skills on students' training dummies and virtual simulators to improve the quality of clinical training of specialists, improve the skills of teaching staff in the field of teaching clinical skills. The Center of Practical Skills (PSC), where students and trainees of advanced training and retraining cycles can master and improve clinical skills, includes 43 rooms with a total area of 1,300.6 m². The CSC is equipped with simulation chambers for surgery, internal diseases, obstetrics and gynecology, anesthesiology and resuscitation, pediatrics, a simulation room for laparoscopic surgery, simulation rooms for cardiology, a simulation treatment room, a simulation class for dentistry, an emergency and emergency care room, an observation room classroom interactive teaching methods and administrative premises. All premises of the Center are equipped with the appropriate training equipment, mannequins, more than 400 pieces, of which 57 interactive computer dummies, medical equipment and instruments, audio-video equipment, computer equipment. In addition, all training rooms are equipped with computers with Internet access.

Analytical part

The resources of the “MUK” NCJSC and the material and technical base are constantly being improved through the purchase of new equipment. There are two own clinics equipped with the necessary modern equipment. Fully equipped with university libraries, including electronic resources, access to leading databases, scientific publications. Affordable IT-technologies, simulation and practical training on practical bases, high-tech modern equipment are favorable conditions for preparing for the future competence of students of roactic medical activities.

Strong points / best practice:

- For the implementation of educational programs in the field of additional education, the “MUK” NCJSC has the appropriate information and communication, library, human resources and a sufficiently equipped material and technical base;

- In “MUK” NCJSC there is free access to the Internet, WI-FI, all employees / teachers / students have access to the necessary information. The teaching staff of “MUK” NCJSC provides a support service to students throughout the entire training cycle: when mastering lecture and practical material by students, when working with distance learning technologies, they advise students on all issues that arise. In order to meet the requirements of students, the distance-educational technology is implemented, based on conducting training sessions online or offline, without departing from the working environment;

- In the “MUK” NCJSC there are 17 computer classes for 409 seats. The number of computers in the university is 1,664, at the clinical bases - 186, in the reading rooms - 53, there are language

laboratories - 2. Free Wi-Fi is available in all educational buildings and dormitories, at a speed of 750 MB / s. Students and teachers have access to modern databases (Cochrane Library, Clinical Learning, Medical University Electronic Library "Student Consultant", "Doctor's Consultant", "Lan"; "Epigraph"); access to the Clarivate Analytics Web of Science platform, Scopus Elsevier's abstract citation database, as also ScienceDirect, SpringerLink;

- Systematic replenishment of the Center's practical skills with dummies, simulators, and models, directed towards strengthening clinical skills of students in a safe educational environment;

- The conditions for providing students with equal access, including for students with disabilities (counseling, problem solving, creating a barrier-free environment, the ability to use electronic and printed resources on medicine and related sciences in the library, Kazakh and Russian languages; the possibility of working out and putting practical skills on training dummies and virtual simulators based on PSC)

- The training equipment and software used for the development of the UE in the "MUK" NCJSC fully corresponds to those used in practical healthcare.

Recommendations of EEC: none

Conclusions of EEC according to the criteria:

The quantitative indicators reflecting the organization's compliance with the Standard criteria are as follows:

- - strong - 6
- - satisfactory - 0
- - suggest improvements - 0
- - unsatisfactory - 0

6.11. Standard "Public awareness"

Evidentiary part

In the "MUK" NCJSC is ongoing continuous work on the provision of information about its activities. There is a public relations service, whose specialists regularly make news releases, post announcements about the curriculum being implemented, indicating the expected learning outcomes. The information is mainly replicated through the official pages of the university in social networks such as Facebook, Instagram, Odnoklassniki, as well as the site with the domain www.kgmu.kz. These resources also contain information about the cycles of advanced training and retraining in the field of additional education, indicating the name of the course and the amount of hours, information about training.

The official site of "MUK" NCJSC with the domain www.kgmu.kz is an open and publicly available resource for the widest audience. The site is formed from socially significant information for all participants in the educational process, business partners and other interested parties in accordance with the statutory activities of the MUK. The university's website is available in 3 languages: Kazakh, Russian and English. The official website of the "MUK" NCJSC is managed by the university's public relations service. The site is managed by a specialist administrator of the site of the university of this service. According to the results of the 2018 Webometrics ranking, the university's website among universities in the world ranks 10,209. Site attendance for 2018 was 529,704.

The interface of the website of the "MUK" NCJSC is made in the corporate colors, the main page contains the official name of the university, as well as the corporate logo of the organization. The site reflects the mission and policies of the university, the university's internal regulations, the organization's quality management system, as well as legal and contact information.

The official website of the university contains general information about the university, its history, structure, educational, clinical and scientific activities, as well as educational, educational and

scientific information. On the university website anyone can visit the virtual reception of the rector, vice-rectors and deans. The site of the university is integrated with the main social networks such as Facebook, Twitter, Vkontakte. There is an opportunity to make a virtual tour of the center of practical skills of the university, to get acquainted with the map of educational and industrial buildings.

Providing information about the specifics of educational programs of additional education, price list, contact persons of MUK, is also carried out through official accounts of the university of social networks.

Reflection on the web resource of information characterizing the Organization as a whole:

The mission and policy of the university <http://www.kgmu.kz/ru/contents/view/260>

University history <http://www.kgmu.kz/ru/contents/view/566>

Legal Information <http://www.kgmu.kz/ru/contents/list/240>

The reflection on the web-site of information describing the Organization in the context of additional education can be obtained on the official website of the MUK NCJSC www.kgmu.kz, in the section "Professional Development".

Information about teachers / trainers is always available on the website in the "Structure" section, which displays the composition of all divisions of the MUK NCJSC, including schools, departments.

Information on cooperation and collaboration with partners, including consulting organizations, business partners, social partners and educational organizations can be found on the official website of the MUK NCJSC www.kgmu.kz, namely in the lower scrolling of banners, as well as in International Cooperation section <http://www.kgmu.kz/ru/administration/view/otdel-mejdunarodnogo-sotrudnichestva-i-bolonskogo-protsessa>, as well as in the selection of banners located on the right side of the site.

Analytical part

Openness and informing the public about its activities for "MUK" NCJSC is one of the main aspects of ensuring the quality assurance of education in the modern global educational space.

The site of the "MUK" NCJSC is constantly functioning, regularly updated, content is added as new information arrives. The website functions in Russian, Kazakh and English. The site's attendance statistics confirm the choice of strategy for changing the information corporate environment - there is an active increase in the number of site visitors.

Providing information about the specifics of educational programs of additional education, price list, contact persons of MUK, is also carried out through the production and distribution of booklets, leaflets and other printing products.

The university is represented in all relevant social networks in the form of official accounts of the organization.

Strong points / best practice:

- "MUK" NCJSC conducts continuous continuous work to provide relevant and objective information about its activities. There is a public relations service, whose specialists regularly make news releases, post announcements about the curriculum being implemented, indicating the expected learning outcomes. The information is mainly replicated through the official pages of the university in social networks such as Facebook, Instagram, Odnoklassniki, as well as the site with the domain www.kgmu.kz. These resources also contain information about the cycles of advanced training and retraining in the field of additional education, indicating the name of the course and the amount of hours, information about training.

- Providing information about the specifics of educational programs of additional education, price list, contact persons of MUK, is carried out on the university website, on official university accounts in social networks (media, context, audio and video advertising, news information and announcements), as well as production and distribution of booklets, leaflets and other printed products;

- The MUK website provides full information on the "MUK" NCJSC, including information on refresher training cycles, advanced training, and workshops and master classes. According to the

results of the Webometrics 2018 ranking, the university's website among universities in the world ranks 10,209;

- Objective information about teachers of additional education of the “MUK” NCJSC in the context of personnel is available on the website in the “Structure” section, where the composition of all divisions of the “MUK” NCJSC is displayed, including schools, departments.

- Information on cooperation and collaboration with partners, including consulting organizations, business partners, social partners and educational organizations is available on the official website of MUK www.kgmu.kz in the bottom scrolling of banners, as well as in the section “International cooperation ” <http://www.kgmu.kz/ru/administration/view/otdelmejdunarodnogo-sotrudnichestva-i-bolonskogo-protsesta> and in the selection of banners located on the right side of the site.

Recommendations of EEC:

To conduct further work on addressing potential students, including non-formal education, through various professional social networking forums and professional associations.

Conclusions of EEC according to the criteria:

The quantitative indicators reflecting the organization’s compliance with the Standard criteria are as follows:

- - strong - 6
- - satisfactory - 0
- - suggest improvements– 1
- - unsatisfactory – 0



(VII) REVIEW OF STRONG POINTS / BEST PRACTICES FOR EACH STANDARD***Standard «Strategic development and quality assurance»***

- “MUK” NCJSC defined the mission and vision, formulated the main objectives of the priority directions of the strategic development of the university, taking into account the established traditions, values and potential of the university, which cover all areas of the university, levels of functioning and stages of development and reflects the interests of all categories of employees, students, health professionals, employers, society and the state.

- The mission of the “MUK” NCJSC and the strategic plan comply with the state strategic programs in the field of education and health and international standards.

- The transparency and consistency of the development, monitoring and continuous review of strategic documents were demonstrated, the results of continuous monitoring of the implementation of the strategic plan showed a high level of achievement of strategic indicators (2017 - 96%, 2018 - 99%).

Standard «Management and administration»

- The management structure reflects the characteristics of the “MUK” NCJSC: the presence of coordination and integration mechanisms on the part of top management, hierarchical powers within the university, interaction between departments and employees responsible for the main and supporting processes, the monitoring process, analysis and improvement, formation of information flows for decision making on management activities.

- “MUK” NCJSC demonstrated the effectiveness and efficiency of the quality assurance system:
 - the university has moved to the matrix management system, in which it is assumed that there are both vertical connections and fairly strong horizontal links between the linear (departments) and functional divisions (Schools and the Center for Transfer of Innovative Technologies and Professional Development);

- a system of ensuring the policy of supporting academic integrity, protection from any kind of intolerance and discrimination against students or employees is supported;

- an effectiveness management system (TME) for the development of human resources and motivating incentives focused on the final result has been introduced.

- Identification, analysis and risk assessment is carried out in accordance with the Regulations on the risk management system - the university’s risk management process is based on an expert integrated methodology for assessing the likelihood of occurrence of classified external and internal risks and their consequences on a scale of 1 to 3 (where 3 is the highest score), as well as determining the final assessment of the medical institution's exposure to risks based on the risk weight within the risk group. Risk management is conducted centrally, including the risks associated with the implementation of PDO.

- The university has implemented a decentralized university management system, developed and implemented new faculty positions, a system of “grades” of staff remuneration.

- Management of supplementary education programs demonstrated through systematic analysis and changes:

- Provisions on subdivisions and job descriptions;

- curriculum content for its individual sections,

- Requirements for assessing students ’educational achievements (updating the principles of EP assessment, knowledge in accordance with changes in the final results of training and teaching and learning methods), etc.

- Upon completion of the training (including the 005 budget program), a report on the learning outcomes is provided and, within the framework of the preventive and corrective measures of the program, are revised and adjusted if necessary.

- The management of the educational process is ensured through the management of the curriculum of additional education - systematic assessment, making appropriate additions and changes, fixing specific responsible officials, holding a collegial discussion.

- The successful functioning of the internal quality assurance system is demonstrated by the example of the operational interaction of employees and departments, the implemented and functioning certified quality management system, and the effective and efficient achievement of the measures planned in the strategic plan. The regulation of official duties of employees of the “MUK” NCJSC is carried out in accordance with the current regulations in the field of education, health and science, and through the introduction of communication cards, duplicate functions are excluded.

- Availability of channels of open communication of interested parties with the leadership and administration of the university: days and times of admission, availability on the official website of the university: rector’s blog, email addresses and telephone numbers of managers of all departments, functioning of official social networks Facebook, Instagram, VK / VKontakte , Classmates.

- The University demonstrated in its management processes that the monitoring system and analysis results for all activities (educational process, scientific and international activities, distribution of funds in accordance with the budgeting system, based on the university’s mission and results, etc.) were actively used in managing and introducing changes. .)

- Availability of communication channels for making suggestions for improvement is described in Section 9 of this standard.

- University management has demonstrated the provision of staff training in the “Management in Medical Education” program. At the time of the EEC, 37 employees of the “MUK” NCJSC were trained.

Standard «Information management and reporting»

- A system for collecting, analyzing (external and internal statistical data) and information management is in operation at the “MUK” NCJSC, to determine the degree of achievement of indicators of strategic and operational plans and assess the performance of the university as a whole.

- All information collected and processed is determined by the mission of the “MUK” NCJSC and is aimed at finding the most efficient and effective methods and ways to improve the quality of educational services provided, as well as to improve the level of social conditions of employees and trainees; Chairs and departments prepare reports on the work with the provision of SWOT analysis, which are analyzed in schools / faculty, as well as at meetings of collegial bodies of the university. The university provides the final (annual) report annually to the authorized body.

- The collection and recording of achievement of target indicators, the percentage of accomplishment of the tasks of the Strategic Plan in accordance with the established deadlines is carried out in the Unified Information System for Monitoring the Operational Plan.

- Monitoring the effectiveness of the implementation of the Operational Plan is carried out quarterly; The report on the achievement of target indicators and indicators of direct results of the Operational Plan is heard at meetings of the Governing Council (administration) 2 times a year; The report on the Strategic Plan is discussed at the end of the calendar year at the University Academic Council.

- Trainees are provided with the “one window” service. For effective work on the implementation of information and communication services by the university, an “electronic queue system” was purchased and put into operation; materials for SROs are available on the online platforms “Moodle” and “Clinical learning” of the University, including with elements of distance learning (module "Effective teacher"; in social networks on the channel You.KSMU created educational videos (video lectures, laboratory work), and videos with significant events in the public life of the university.

- At the end of each cycle, according to the results of the questioning of students, the students' satisfaction with the programs of SCs at the meetings of the departments, the Academic Committee and the Academic Council is assessed to improve the educational programs.

«Development and approval of curricula for additional education»

- A well-defined documented procedure for the development and approval of additional education programs;

- The developed curricula correspond to the sectoral qualification framework (qualification characteristics of the specialty), the end results of the development of the educational program, the Model program (order of the Ministry of Health of RK No. 165 of April 14, 2017), the interests of the region, students, human and material resources of the departments;

- In full compliance with the regulatory documentation on the results of the final control:

- 1) to persons who have mastered the program:

- retraining - a certificate of retraining is issued according to the form, in accordance with Appendix 1 to the Rules of Advanced Training and Retraining of Medical and Pharmaceutical Personnel;

- advanced training - a certificate of advanced training in the form is issued, according to Appendix 2 to these Rules;

- advanced training on certification cycles - a certificate of advanced training in the form is issued, in accordance with Appendix 3 to these Rules;

- 2) persons who have not mastered advanced training or retraining programs shall be given a certificate of completion of training with an indication of the amount of the program completed and repeated final control shall be appointed;

- 3) persons who have been trained at seminars, trainings (master classes) with a duration of less than 54 hours shall be issued a certificate in the form determined by the training organization;

- The structure of the curriculum provides for various activities that correspond to the content and the end results of the training;

- An analysis of the sufficiency and modernity of additional education curriculum resources is conducted by internal and external audits, discussed at meetings of advisory bodies with the participation of employers, representatives and heads of medical organizations. External analysis and expertise is carried out in the framework of external audit (2006-2018), external commissions for the audit of financial and economic activities (2009-2018), annual external audits of NQA (supervisory audits - 2006, 2007, 2009, 2010, 2012, 2013; recertification audits - 2008, 2011, 2014, 2017).

Standard «Continuous monitoring and periodic evaluation of training programs»

- “MUK” NCJSC conducts regular monitoring, evaluation and revision of training programs in order to meet the needs of students and other interested parties;

- All changes to the training programs are made with the direct participation of interested parties with a subsequent wide notification on the “MUK” NCJSC website;

- The system of approval of the assessment and revision of educational programs at the university is regulated by the Academic policy, the forms of the Work program for specialties, the questionnaires of the students of the vocational training cycle, approved by the QMS. In evaluating and revising the programs, the compliance of the program of the PMU with the structure of the program itself is taken into account (title page, explanatory note (relevance), goal, objectives, curriculum, the content of the course being studied, methodological support of educational programs, methods for evaluating students, basic and additional literature) ;

- The revision and updating of the curriculum is carried out once a year and is approved for the new academic year.

Standard «Personality-oriented approach in the implementation of curricula for additional education»

- The listener is provided with a wide range of modern educational technologies, educational services using distance learning methods to enable them to learn, regardless of their location, with the provision of continuous monitoring of the quality of education;

- The policy of supporting academic integrity, protecting against any kind of intolerance and discrimination against students or employees of the IOK is implemented through regular management meetings with students and staff, receiving feedback from students on the corporate portal, direct contact with students or employees, and using Complaint Box and Hotline. The mechanism of conflict

management in the MUK is based on the principles of individual consideration of complaints (by written or oral treatment) and the settlement of each case, confidentiality, and a balance of interests;

- The “MUK” NCJSC provides transparency, consistency, objectivity of the educational process and the knowledge control system carried out in accordance with the Order of the Ministry of Health of the Republic of Kazakhstan dated November 11, 2009 No. 691 (with additions and changes) also qualification requirements for organizations implementing additional medical and pharmaceutical education programs ”;

- Evaluation of the learning outcomes of students at the “MUK” NCJSC is aimed at an objective assessment of each student’s achievement of the planned learning outcomes and communicated to all stakeholders;

- Achievement of the objectives of the curriculum in the “MUK” NCJSC is controlled by the results of mastering the results of the curriculum, the results of testing, the CPC and feedback from students based on the analysis of questionnaires;

- The “MUK” NCJSC regularly trains its employees (top and middle managers, as well as department teachers) in advanced training courses at the base of Nazarbayev University, universities of strategic partners, leading foreign universities and clinics.

Standard «Listeners»

- On the official website of the university www.kgmu.kz the section “Professional development” contains information on conducting retraining cycles, advanced training, training seminars and master classes. Information includes: current year's price list; sample application statements; sample contract; list of necessary documents for registration; calendar plan of advanced training, retraining of doctors, nurses and teachers, master classes; syllabuses of additional education programs;

- In order to support students for the period of study, teachers create chat rooms in social networks used by the majority of students in the group (WhatsApp, Telegram, etc.). Most courses also use the capabilities of the Moodle distance learning system installed at the university. On this platform, forums, surveys and tasks for self-study are created. Periodically feedback is provided with organizations that have sent their employees for training;

- As part of the work to improve the content of educational and methodical work to ensure the quality of education, the MUK is systematically developing methodological guidelines and recommendations;

- Individuals who have mastered the program are issued a Certificate of retraining, or a certificate of advanced training, in full compliance with the Rules for Advanced Training and Retraining of Medical and Pharmaceutical Personnel (Appendix 1,2,3). Persons who have been trained at seminars, trainings (master classes) with a duration of less than 54 hours are issued a certificate in the form determined by the training organization.

Standard «Teachers»

- The “Personnel Policy of KSMU” was developed and operates in the “MUK” NCJSC, which reflects the priorities for the formation of human resources and the criteria for the selection of personnel, including the scientific, pedagogical and clinical advantages of the applicants;

- The quantitative and qualitative composition of the personnel potential of the teachers of the “MUK” NCJSC is based on an analysis of the curriculum needs and complies with the development strategy of the university;

- As part of monitoring the activities of the teachers of the “MUK” NCJSC, new qualification requirements for the positions of teachers and educational support staff of the departments were developed and approved, which implies an assessment of activities in two main areas: academic and scientific;

- The “MUK” NCJSC has developed and implemented measures to motivate teachers: ensuring working conditions in accordance with the position held; timely payment and appointment of incentive premiums for quality work; moral encouragement and reward teachers; strengthening the personnel potential of the university through advanced training; the training of scientific and

pedagogical personnel from among young scientists and employees; training and specialization of teaching staff abroad, including under the Bolashak program; providing educational resources for the implementation of educational programs. Regulatory legal acts and internal documents are freely available on the website of the “MUK” NCJSC, the corporate portal. In addition, the university has developed and implemented:

- performance management system (TME) for the development of human resources and motivating incentives focused on the final result. As part of the introduction of the TME, teachers and staff members form an Individual Development Plan;
- training program for personnel reserve;
- the program of management training within the framework of the project “Budgeting based on the mission”;
- PBL tutor training program;

The University organized and conducted courses on the study of the Kazakh and English languages for staff and teachers in accordance with the Plan to improve the language competence of the faculty and AUP at various levels; Preparations are underway for the IELTS and KAZTEST certified language exam. The main methods of evaluation are the achievement of the indicators of the department, certification of teaching staff, the performance management system of employees (TME), the contest "The best in profession" for teaching staff of clinical departments, regular senior management meetings with staff of the department;

- The University creates conditions for the initiative and creative activities of teachers, taking into account their individual characteristics and professional skills (an individual plan for the development of a teacher / employee). Training and advanced training of teaching staff is carried out through courses and internships in universities and health organizations of Kazakhstan and abroad. According to the results of the evaluation of the teaching staff of the “MUK” NCJSC, during the school year, the winners are given incentive salary increments in the nominations “The best university department” and “The best department department”; one-time awards for the title of "Best Head of the Department", "Best Associate Professor", "Best Teacher of the Department", "Best Senior Teacher of the Department", "Best Assistant". There are various types of non-financial incentives: declaration of thanks; award of honorary diploma; presentation to titles, medals and breastplates of the Ministry of Health of the Republic of Kazakhstan and the Ministry of Education and Science of the Republic of Kazakhstan. Promotion of faculty members of the university is based on the principles of legality, publicity. The nominees of the teaching staff for rewards are put forward for special merits and achievements in the activity, in order to stimulate the efficiency and quality of work. The university provides for measures of social support for employees: benefits for services in the dental clinic of the university, a discount on education at the university for children of employees, free gifts for employees' children for the New Year.

- In order to exchange experience and increase students' knowledge, the “MUK” NCJSC holds master classes and seminars with the involvement of teachers from the near and far abroad, modern innovative training technologies are actively introduced with the involvement of international experts (Germany, Spain, Russia).

Standard «Finance»

- Financial activities in “MUK” NCJSC are carried out on the basis of the current legislation of the Republic of Kazakhstan, the MUK Strategic Plan, the MUK Development Plan, the Operational Plan and ensures the implementation of the Mission, goals and objectives of the university;

- Management of financial flows is carried out in accordance with the operational and strategic budget planning of MUK;

- The implementation of the financial management policy, including financial statements, at “MUK” NCJSC was developed according to the principles and in accordance with the requirements of the International Financial Reporting Standard. Financial statements are submitted to the authorized body along with the Development Plan Implementation Report. External audit of financial and

economic activities is carried out by the Department of Internal Control of the Ministry of Health of the Republic of Kazakhstan;

- The internal audit of financial and economic activities is carried out by the Internal Audit Service of “MUK” NCJSC. The analysis of the financial activities of the “MUK” NCJSC and the dynamics of the formation of assets indicates an increase in business activity and the strengthening of the financial stability and viability of the university;

- Analysis of the financial and economic activities of MUK at different indicators indicates that according to the prospective development plan, the university is financially stable and in accordance with the strategic development plan plans to continue to ensure financial stability and its compliance with the mission, goals and objectives of the university.

Standard «Educational resources»

- For the implementation of educational programs in the field of additional education, the “MUK” NCJSC has the appropriate information and communication, library, human resources and a sufficiently equipped material and technical base;

- In “MUK” NCJSC there is free access to the Internet, WI-FI, all employees / teachers / students have access to the necessary information. The teaching staff of “MUK” NCJSC provides a support service to students throughout the entire training cycle: when mastering lecture and practical material by students, when working with distance learning technologies, they advise students on all issues that arise. In order to meet the requirements of students, the distance-educational technology is implemented, based on conducting training sessions online or offline, without departing from the working environment;

- In the “MUK” NCJSC there are 17 computer classes for 409 seats. The number of computers in the university is 1,664, at the clinical bases - 186, in the reading rooms - 53, there are language laboratories - 2. Free Wi-Fi is available in all educational buildings and dormitories, at a speed of 750 MB / s. Students and teachers have access to modern databases (Cochrane Library, Clinical Learning, Medical University Electronic Library "Student Consultant", "Doctor's Consultant", "Lan"; "Epigraph"); access to the Clarivate Analytics Web of Science platform, Scopus Elsevier's abstract citation database, as also ScienceDirect, SpringerLink;

- Systematic replenishment of the Center’s practical skills with dummies, simulators, and models, directed towards strengthening clinical skills of students in a safe educational environment;

- The conditions for providing students with equal access, including for students with disabilities (counseling, problem solving, creating a barrier-free environment, the ability to use electronic and printed resources on medicine and related sciences in the library , Kazakh and Russian languages; the possibility of working out and putting practical skills on training dummies and virtual simulators based on PSC)

- The training equipment and software used for the development of the UE in the “MUK” NCJSC fully corresponds to those used in practical healthcare.

«Public awareness» standard

- "MUK" NCJSC conducts continuous continuous work to provide relevant and objective information about its activities. There is a public relations service, whose specialists regularly make news releases, post announcements about the curriculum being implemented, indicating the expected learning outcomes. The information is mainly replicated through the official pages of the university in social networks such as Facebook, Instagram, Odnoklassniki, as well as the site with the domain www.kgmu.kz. These resources also contain information about the cycles of advanced training and retraining in the field of additional education, indicating the name of the course and the amount of hours, information about training.

- Provision of information on the specifics of educational programs of additional education, price list, contact persons of MUK, is carried out on the university website, on official university accounts in social networks (media, contextual, audio and video advertising, news information and

announcements), as well as production and distribution of booklets, leaflets and other printed products;

- The MUK website provides full information on the “MUK” NCJSC, including information on refresher training cycles, advanced training, and workshops and master classes. According to the results of the Webometrics 2018 ranking, the university's website among universities in the world ranks 10,209;

- Objective information about teachers of additional education of the “MUK” NCJSC in the context of personalities is available on the website in the “Structure” section, where the composition of all divisions of the “MUK” NCJSC is displayed, including schools, departments.

- Information on cooperation and collaboration with partners, including consulting organizations, business partners, social partners and educational organizations is available on the official website of “MUK” NCJSC www.kgmu.kz in the bottom scrolling of banners, as well as in the section “International cooperation” <http://www.kgmu.kz/ru/administration/view/otdelmejdunarodnogo-sotrudnichestva-i-bolonskogo-protessa> and in the selection of banners located on the right side of the site.



(VIII) REVIEW OF THE RECOMMENDATION ON IMPROVEMENT OF QUALITY

Standard «Strategic development and quality assurance»

Recommendations of EEC: none

Standard «Leadership and Management»

Recommendations of EEC: none

Standard «Information management and reporting»

Recommendations of EEC: none

Standard «Development and approval of curricula for additional education»

Recommendations of EEC: none

Standard «Continuous monitoring and periodic evaluation of training programs»

Recommendations of EEC: none

Standard «Personality-oriented approach in the implementation of curricula for additional education»

Recommendations of EEC: Increase attention to the different groups of students and their needs during the implementation of the curriculum.

Standard «Listeners»

Recommendations of EEC: none

Standard «Teachers»

Recommendations of EEC: none

Standard «Finance»

Recommendations of EEC: none

Standard «Educational resources»

Recommendations of EEC: none

Standard «Public awareness»

Recommendations of EEC: To conduct further work on addressing potential students, including non-formal education, through various professional social networking forums and professional associations.

Appendix 1. "INSTITUTIONAL PROFILE PARAMETERS" evaluation table

№	№	Criteria for evaluation	Position of the organisation of education			
			Strong	Satisfying	Suggests improvement	Unsatisfactory
Standard «Strategic development and quality assurance»						
1	1.	The organization of additional education have to: To send a mission to reflect the vision and strategy to meet the needs of the state, society, industries, employers, trainees and other stakeholders, comply with the system of management of activities to ensure the quality of training, retraining and / or professional development services.	+			
2	2.	Fully comply with the current legislation of the Republic of Kazakhstan in the field of education and science.	+			
3	3.	Demonstrate the transparency and consistency of the development, monitoring and regular review of the mission, vision, strategy to ensure a quality management system for training, retraining and / or professional development services.	+			
4	4.	An important factor is the development and implementation of a development strategy based on an analysis of external and internal factors determining the goals and objectives of the activity, allowing to reveal the uniqueness of the Organization, as well as ensuring representativeness of representatives of stakeholder groups.	+			
Total according to the standard			4			
Standard «Leadership and Management»						
5	1.	Implement management processes, including planning and allocation of resources for the implementation of additional education programs in accordance with the strategy.	+			
6	2.	Demonstrate the effectiveness and improvement of the internal quality assurance system.	+			
7	3.	Demonstrate risk management analysis.		+		
8	4.	Demonstrate the analysis of the effectiveness of changes, including in the framework of the management of educational programs of additional education.	+			
9	5.	Demonstrate the analysis of the identified inconsistencies, the implementation of the developed corrective and preventive actions in the framework of the curriculum of additional education.	+			
10		Demonstrate a clear definition of those responsible for business processes, an unambiguous distribution of job responsibilities of staff, separation of functions of collegial bodies.	+			
11		An important factor is to ensure the management of the educational process through the management of additional educational programs, including an assessment of their effectiveness.	+			
12		Demonstrate the successful functioning of the internal quality assurance system, including the design, management and monitoring		+		

		of business processes, their improvement, making decisions based on facts. Present evidence of the transparency of the organization's management system.				
13		Demonstrate evidence of openness and availability of managers and administrators for students, teachers, employees, employers (blogs on the Organization's website, official reception hours on personal matters, e-mail communication, etc.). ”	+			
14		Demonstrate the availability and evidence of intensive use in the management processes of the monitoring system (contingent of students and trainees, resources, personnel, educational and methodical scientific and methodological, scientific and international activities and other areas).	+			
15		The organization must demonstrate the presence of a communication channel to make innovative proposals for improving its operations. The organization should demonstrate examples of the analysis and implementation of these proposals.	+			
16		Provide training for management and staff in the “Management in Education” programs.	+			
Total according to the standard			10	2		
Standard «Information management and reporting»						
17	1.	Show the functioning of the system for collecting, analyzing and managing information through the use of information and communication technologies and software.	+			
18	2.	Demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.	+			
19	3.	To show the availability of a reporting system at all levels of the organizational structure, including an assessment of the effectiveness and efficiency of the activities of the divisions, curricula for additional education.	+			
20	4.	Demonstrate the frequency, forms and methods of evaluating the management of UE, the activities of collegial bodies and structural divisions, management.	+			
21	5.	Demonstrate the existence of a communication mechanism with students, employees, and other stakeholders, including the existence of conflict resolution mechanisms.	+			
22	6.	Provide a measure of the degree of satisfaction of the needs of teachers / trainers, staff and students.	+			
Total according to the standard			6			
Standard «Development and approval of curricula for additional education»						
The organization of additional education have to:						
23	1.	Identify and document the procedures for developing a UE and their approval.	+			
24	2.	Demonstrate the compliance of the developed UE with the established goals, including the expected learning outcomes for each study program.	+			
25	3.	Provide evidence of the participation of students, teachers and other stakeholders in the development of UE, ensuring their quality.		+		
26	4.	Show conducting external examinations of curricula.		+		
27	5.	Confirm the mastering of the curriculum by the document received by the student (certificate, which indicates the category of the student, the	+			

		name of the course and the amount of hours, the period of passage).				
28	6.	Show provision in the curriculum structure of various activities corresponding to the learning outcomes.	+			
29	7.	Demonstrate the effectiveness of the regular analysis of the adequacy and modernity of the resources available to the UE - audiences, training workshops, training facilities, computer hardware and software, financial resources, teaching aids and materials, etc.	+			
Total according to the standard			5	2	0	
Standard «Continuous monitoring and periodic evaluation of training programs»						
The organization of additional education have to:						
30	1.	monitor and periodically evaluate the MP to achieve the goal and meet the needs of students and society.	+			
31	2.	show the presence of a mechanism for informing about any planned or taken actions in relation to PM. All changes made to the curriculum should be published on the site.	+			
32	3.	The educational organization have to provide a review of the content and structure of UE, taking into account changes in the labor market, the requirements of employers and the social demand of society on the basis of monitoring results.	+			
33	4.	An important factor is updating the curriculum catalog by continually expanding courses.	+			
Total according to the standard			4			
Standard «Personality-oriented approach in the implementation of curricula for additional education»						
The organization of additional education have to:						
34	1.	Provide attention to different groups of students and their needs.			+	
35	2.	Ensure the use of various forms and methods of training. Demonstrate the use of various teaching methods and the assessment of learning outcomes, as well as the presence of a feedback system for their use.	+			
36	3.	Demonstrate the existence of a procedure for responding to student complaints.	+			
37	4.	Ensure consistency, transparency and objectivity of the mechanism for assessing learning outcomes, including appeal.	+			
38	5.	Ensure the conformity of the procedures for assessing students' learning outcomes with the planned learning outcomes and the objectives of the program. Evaluation criteria and methods should be published in advance.	+			
39	6.	Identify mechanisms for ensuring each student's learning of learning outcomes and ensure the completeness of their formation.	+			
40	7.	Assessors have to possess modern methods of assessing learning outcomes and regularly improve their skills.	+			
Total according to the standard			6		1	
Standard «Listeners»						
The organization of additional education have to:						
41	1.	Demonstrate the policy of forming a contingent of students and ensure the transparency of its procedures. The procedures governing the implementation of the curriculum of students (from the beginning to the end of training) must be defined, approved, published.	+			
42	2.	To provide adaptation and support for beginners in the implementation of special training programs (taking into account the specifics of the	+			

		industry).				
43	3.	The organization have to organize the development of teaching aids, recommendations for improving the content of educational and methodical work to ensure the quality of education.	+			
44	4.	Provide students with documents confirming the results of training, qualifications (content of training and evidence of completion).	+			
45	5.	An important factor is monitoring the professional activities of students.	+			
Total according to the standard			5			
Standard «Teachers»						
46	1.	To have an objective and transparent personnel policy, including hiring, professional growth and staff development, ensuring the professional competence of the entire staff.	+			
47	2.	To demonstrate the compliance of the staff potential of teachers with the development strategy of the organization and the specifics of UP.	+			
48	3.	To provide monitoring of the activities of teachers, a systematic assessment of their competence, a comprehensive assessment of the quality of teaching. Demonstrate the changing role of the teacher / trainer in connection with the transition to personality-oriented learning.	+			
49	4	To determine the contribution of teachers / trainers in the implementation of the development strategy of the organization and other strategic documents.	+			
50	5	To provide career opportunities and professional development for teachers / trainers. Engage practitioners in relevant industries.	+			
51	6	To demonstrate motivation for professional and personal development of teachers.		+		
52	7	An important factor is the involvement of the best foreign and domestic teachers and trainers.	+			
Total according to the standard			6	1		
Standard «Finance»						
53	1.	The organization of additional education have to: carry out its activities in accordance with the Development Strategy.	+			
54	1.	show the availability of operational and strategic planning for your budget.	+			
55	2.	present the implementation of financial management policies, including financial reporting.	+			
56	3.	demonstrate the existence of an internal audit system and the results of regular external, independent audits.	+			
57	4.	demonstrate a mechanism for evaluating the financial support of the types of activities of an organization, Organization development strategies, improvement of UE development.	+			
Total according to the standard			5			
Standard «Educational resources»						
The organization of additional education have to:						
58	1	demonstrate the conformity of the material and technical resource for the implementation of UP.	+			
59	2.	show the support of various groups of students, including information and counseling.	+			
60	3.	demonstrate the conformity of information resources to the specifics	+			

		of the UP, including compliance in the following areas: - technological support for students and teachers / trainers in accordance with educational programs; - library resources, including educational, methodological and scientific literature, access to databases; - examination of the results of educational and methodological activities of teachers on plagiarism and students; - access to educational Internet resources; - the functioning of WI-FI in the territory of the Organization.				
61	4.	ensure compliance with safety requirements in the learning process.	+			
62	5.	strive to take into account the needs of various groups of students, including students with disabilities.	+			
63	6.	An important factor is the presence in the Organization of training equipment and software used to develop UE in accordance with similar ones used in the relevant industries.	+			
Total according to the standard			6			
Standard «Public awareness»						
64	1.	To publish information about the organization objective, relevant, accurate and include: - information about the ongoing curriculum, indicating the expected learning outcomes; - information on the possibility of qualifying at the end of the EITI, indicating the category of student, the name of the course and the volume of hours; - information on training, assessment procedures.	+			
65	1.	To use a variety of methods of disseminating information (including media, web resources, information networks, etc.) to inform the general public and interested parties.	+			
66	2.	To inform the public, providing support and clarification of continuing education, including non-formal education, retraining and advanced training.			+	
67	3.	To demonstrate the reflection on the web resource of information characterizing the Organization as a whole and in the context of the EITI.	+			
68	4.	To post information and links on external resources about the results of external evaluation procedures.	+			
69	5.	An important factor is the availability of objective information about teachers / trainers, in terms of personalities.	+			
70	6.	An important factor is the placement of information on cooperation and interaction with partners, including consulting organizations, business partners, social partners and educational organizations.	+			
Total according to the standard			6		1	
TOTAL			63	5	2	