



INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

**on the results of the external expert panel (EEP)
evaluation for compliance with the requirements of the
specialized accreditation standards of the course
(specialty) taught
at the Marat Ospanov West Kazakhstan State
Medical University
5B110100 «Nursing care»**

06-08.12.2016

Aktobe city 2016

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
EXTERNAL EXPERT PANEL

*Addressed to the
IAAR Accreditation Council*



Independent agency for
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for compliance with the requirements of the specialized accreditation standards
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Based on the Order of the Independent agency for accreditation and rating (hereinafter – IAAR) no. 56-16-OD as of 18/11/2016 external expert panel evaluated the compliance of the educational activity at the “Marat Ospanov West Kazakhstan State Medical University” (hereinafter – MOWKSMU) with the specialized accreditation standards of IAAR for the following academic programs of the specialty:

Bachelor degree

5B110100 «Nursing care»

The Report of the external expert panel (EEP) contains an assessment of the academic programs' compliance to the IAAR criteria, as well as EEP recommendations for further activity improvements.

EEP membership:

1. **Panel Chair** - Botagoz Turdaliyeva, Doctor of Medical sciences, Professor, Kazakh National Medical University named after S.D.Asfendiyarova (Almaty city);
2. **Foreign expert** - Valentina Markova, Ph.D., Saint-Petersburg State Chemical and Pharmaceutical Academy (Saint-Petersburg, Russian Federation);
3. **Expert** - Saule Sydykova, Ph.D. in Medicine, Associate Professor, Kazakh National Medical University named after S.D. Asfendiyarova (Almaty city);
4. **Expert** - Damir Dubchev, Ph.D. in Medicine, Associate Professor, JSC “Kazakh Medical University of Continuous Education (Almaty city);
5. **Expert** - Alma Shukirbekova, Doctor of Physical sciences, Associate Professor, Astana Medical University” (Astana city);
6. **Expert** - Kuat Abzaliev, Doctor of Medical sciences, Professor, JSC “Kazakh Medical University of Continuous Education (Almaty city);
7. **Expert** - Gulbaran Zaitenova, Doctor of Medical sciences, Professor, JSC “Kazakh Medical University of Continuous Education (Almaty city);
8. **Expert** - Saule Burkitbayeva, Ph.D. in Medicine, Associate Professor, Astana Medical University” (Astana city);
9. **Employer** – Nugmanov Amandyk, Republican State-owned Enterprise on the rights of economic management “State Hospital no. 3” of the Aktobe city (Aktobe city);
10. **Expert** - Jakenova Alissa, Ph.D. in Medicine, JSC “Kazakh Medical University of Continuous Education (Almaty city);
11. **Student** - Abilseit Kulbayev, resident, JSC “Kazakh Medical University of Continuous Education (Almaty city);
12. **Observer from the Agency** - Aigerim Aimurziyeva, Head of the Agency medical projects (Astana city).

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I. INTRODUCTION TO THE WKSMU NAMED AFTER MARAT OSPANOV

Republican State Enterprise (hereinafter - RSE) on the rights of economic management "Marat Ospanov West Kazakhstan State Medical University" with the Supervisory Board of the Ministry of Health and Social Development of the Republic of Kazakhstan was incorporated by order of the Ministry of Higher Education of the USSR no. 883 as of 10/08/1957 as the Aktobe State Medical Institute (hereinafter - ASMI). By resolution of the Government of the Republic of Kazakhstan no. 263 as of 25/02/1997 ASMI was renamed to Aktobe State Medical Academy (ASMA). By the Government Resolution of the Republic of Kazakhstan no. 1708 as of 14/11/2000 ASMI was renamed to the RSE on the rights of economic management "Marat Ospanov West Kazakhstan State Medical Academy" (hereinafter – MOWKSMA). By the Government Resolution no. 188 as of 19/02/2009 MOWKSMA was renamed to State-run Enterprise "Marat Ospanov West Kazakhstan State Medical University". State-run Enterprise "MOWKSMU under the Ministry of Health of the Republic of Kazakhstan was reorganized based on the Republic of Kazakhstan Government Decree no. 593 as of May 8, 2012 to RSE on the rights of economic management "MOWKSMU" with the Supervisory Board represented by the Ministry of Health of the Republic of Kazakhstan.

The core scope is educational activities. In addition, the university has a license for medical activities. Certificate of state registration of legal entities no. 1586-1904-01-GP as of September 14, 2012 was issued by the Division of Justice, Department of Justice of Aktobe region.

In total there are 30 running educational programs, including 18 resident programs.

MOWKSMU **mission** is to achieve a high quality of education, research and development on the basis of modern innovative smart technologies in combination with the solution of socially important problems of the practical aspect of public health.

MOWKSMU is a dynamically developing educational, scientific, clinical and cultural center, which includes a wide range of educational and health services, developing partnership relations with customers, academic and clinical centers, providing a high level of training for graduates competitive at the regional, national and international markets.

According to the MOWKSMU mission and vision the following strategic objectives have been identified:

- providing industry with the qualified personnel that meet the needs of society;
- creation of an effective system for the continuous vocational training;
- improving the quality of health research;
- creation of an effective medical science management system and its integration with education and practical public health;
- management system improvement at the Higher Educational Institution's (hereinafter – HEI) clinics;
- quality improvement of health services, reducing the burden of socially significant diseases, women's health, early detection and timely treatment of oncological diseases by improving public health infrastructure to ensure equal access to public health services;
- establishment and effective functioning of the HEI internal quality assurance system.

Guided by the basic program documents, considering the global trends and principles that underpin the long-term development programs of the world's leading scientific and educational schools, the university defined its basic strategic direction for 2016-2020, according to the State Health Development Program of the Republic of Kazakhstan "Densaulyk "for 2016-2019 (the Strategic development plan agreed with and approved by the Ministry of Labor and Social

Protection of the Republic of Kazakhstan on 03.11.2016).

University Strategic Development Plan is designed to meet the existing traditions, values and potential of the university, and covers all the areas of university activity, performance levels and development stages and reflects the interests of all categories of staff, students, healthcare professionals, employers, society and the state.

The implementation of a strategic plan is aimed at achieving the HEI's mission and strategic objectives, the improvement of university management system, modernization of medical education and ensuring quality of training and services, strategic human resource management and development of innovations and medical science, material and technical resources of the university, and integration into the international scientific and education space.

In 2006 University activities were certified by the Association of Certification "Russian Register" for compliance with the requirements of ISO 9001: 2000. Effective functioning of the HEI's system of quality management is confirmed by results of the annual inspection and recertification (2009, 2012, 2015) of audits for compliance with ISO 9001: 2008 with respect to:

- educational activities in the field of specialists' training with higher and postgraduate professional education;
- additional professional education in career advancement and personnel retraining with higher and secondary medical and pharmaceutical education;
- military training of HEIs students;
- medical activities, including preventative, counseling, diagnostic, therapeutic, rehabilitation;
- functional and applied science and research developments in the fields of theoretical, experimental, and clinical medicine.

In 2012 the University successfully completed its state certification, and in 2014 the institutional accreditation by the Independent agency for accreditation and rating (IAAR) with involvement of international experts.

In 2014 the clinical bases of the University passed the state accreditation for compliance with the accreditation standards in health care.

MOWKSMU is a proactive participant of the contest prize of the President of Kazakhstan "Altyn Sapa". In 2007 MOWKSMU received a letter of appreciation for participation in competition for the Republic of Kazakhstan President's Award "For achievements in quality". In 2010 the University received the "Appreciation" from the Head of the Presidential Administration for its proactive participation in the competition for the President of the Republic of Kazakhstan "Altyn Sapa" award, in 2013 - from the Minister of Industry and New Technologies of Kazakhstan.

According to the results of a statistical ranking, which was carried out according to the "General Standard Industrial Classification" (GSIC) approved by the Order no. 67 by the Chairman, Agency of statistics as of 20.05.2008 on the basis of the National Business Rating in 2013, the University entered the top 35 largest enterprises of the Republic of Kazakhstan, and in 2014 MOWKSMU entered the top 30 leading enterprises in the country and became the 1st (gold) in 3 categories of financial and economic activities, "Assets and liabilities indicators", "Profitability ratios", "Liquidity ratios."

The following are the educational programs' rating results of the undergraduate and postgraduate education specialties of MOWKSMU based on the Independent Agency for Accreditation and Rating (IAAR) data:

№	Specialties	Rank		
		2014	2015	2016
1.	Bachelor degree program:			
	5B110400 "Medical and preventative care"	1	1	1
	5B130200 "Dentistry"	2	3	3
	5B110100 "Nurse business"	3	1	1

	5B110200 "Public health"	-	2	3
	5B130100 "General Medicine"	3	3	3
2.	Master degree program:			
	6M110100 "Medicine"	3	2	3
	6M110500 "Medical and preventative care"	-	2	3
	6M110200 "Public health"		2	-
3.	Doctoral degree program:			
	6D110100 "Medicine"	3	1	-
	6D110200 "Public health"	3	1	-

Based on outcomes of 2015 independent rating of Kazakhstan universities conducted by IAAR, the University entered TOP-20 based on the total number of prizes, attended by 55 universities of Kazakhstan, and became 15th in the ranking list (11 winning places).

In the European academic ranking (2014) of HEI - ARES European standard – the University received a "BB" rating. This rating is called the "sufficient ranking" - a sufficient level: i.e. the university implements a quality educational and research programs, which are constantly monitored and updated to reflect the accepted standards.

MOWKSMU was entered the directory of medical schools of the World Health Organization (World Directory of Medical Schools, WHO), the International Directory of UNESCO Universities (International Handbook of Universities, UNESCO), directories of the Avicenna Medical School, published by the University of Copenhagen and supported by the World Federation of Medical Education and the World Health Organisation (The AVICENNA Directories).

MOWKSMU cooperates in the field of medical science, education and practical health care with 35 leading foreign universities on the basis of signed memorandums of understanding, contracts, and agreements on international cooperation, the number of which is increasing annually.

For three years the university has implemented 5 Scientific and Technical Grant schemes under the Ministry of Education and Sciences of the Republic of Kazakhstan (hereinafter – MES RK), the Ministry of Labor and Social Protection of the Republic of Kazakhstan, as well as 11 initiated researches with the university financing, as well as introduced a financial support to students' scientific papers.

II. ANALYSIS OF THE SELF-ASSESSMENT REPORTS

MOWKSMU submitted self-assessment report on the bachelor degree specialty for a specialized accreditation procedure by NPO "IAAR".

The content of the self-evaluation report is structured in all specialized accreditation standards of medical specialties of educational organizations, and accompanied by a cross-reference to the relevant standard items.

Specialized self-evaluation reports of the University contain: a statement by the Rector of MOWKSMU, Professor E.Zh. Bekmukhambyetov confirming the accuracy and objectivity of the information and data provided in the reports; a list of members of the internal commission of the MOWKSMU institutional self-assessment; information about the person responsible for self-assessment, i.e. Vice-Rector for educational work, Mr. A.B.Tusupkaliyev.

Self-evaluation of the academic program on the specialty 5B110100 «Nursing care» was conducted under the Order of the Rector no. 12/4-1-17/501 O/Д as of 08.09.2016 "On creation of the Committee and working groups by specialties to conduct self-assessment of the academic programs".

The working group (subcommittee) for the specialized self-assessment of the academic program for the specialty 5B110100 "Nursing Care" for the period of self-assessment has done a

certain work: the necessary information has been gathered in accordance with the standard of accreditation of the academic program for the specialty 5B110100 "Nursing care"; a thorough analysis of the materials is carried out, their content is reflected in the report. The content of the self-assessment report on the criteria for the specialized accreditation of the academic program 5B110100 "Nursing Care" is structured in accordance with the Standard of the Specialized Accreditation of Medical Universities and includes a description of strengths, areas for improvement in each standard.

Standard 1: MISSION AND FINAL OUTCOMES

The mission of the academic program in the specialty 5B110100 "Nursing care" is to prepare competitive medical professionals with modern systematic knowledge, skills and competencies necessary for the effective participation in the implementation of health programs, innovative achievements of science and practice of the Republic of Kazakhstan.

The main aspect of the stated mission of the academic program is the study of the demand for practical health care specialists and their effective system of professional training.

The University provides basic medical education under the State Standard of Healthcare of the Republic of Kazakhstan-2006 5B110100 "Nursing Care", which provides for the preparation and production of a competent specialist with a basic level of knowledge and skills as the basis for further education in any field of medicine.

The objectives of the academic program implemented at the MOWKSMU are regulated by the State Education Standard of the Republic of Kazakhstan and correspond to the stated mission of the university.

According to the Development Concept of Medical and Pharmaceutical Education of the Republic of Kazakhstan, the main tendency for the advancement of higher education is to improve the quality of training specialists, further introduce innovative education integrated with intensive research activities, ensure close connection of university studies with the demands of the social sphere of the economy, and the improvement of educational and information technologies.

The bachelor degree academic program in the specialty "Nursing care" ensures the integration of disciplines throughout the entire period of study and is aimed at forming the competences by graduates. Modular training is provided in the bachelor's training model. This is achieved through the introduction of a competence approach in the study of the program disciplines.

The organizational structure of the institution, processes and decision-making policies are clear and consistent with its mission and support institutional effectiveness. The management system of the university involves the participation of all stakeholders, including the health sector, representatives of students and reflects the responsibility of the university's management. The University provides an opportunity for students to actively participate in the work of structural units that affect the quality of academic programs (Academic Council, Academic and methodological council, student self-government).

The final result of the academic program in the specialty 5B110100 "Nursing Care" is the development of a competent specialist on the basis of the competence-oriented model of medical education of the MOWKSMU. Competences in the vocational education of the MOWKSMU graduate are defined and approved for each type of professional activity.

According to the State Compulsory Educational Standard for the specialty 5B110100 "Nursing care", a graduate who has completed training is allowed to practice independently and has the right to continue his education on a master level if he prefers to follow work in his specialty. In accordance with the mission and strategic goal of the university, the post-graduate and additional education dean office was created, which is responsible for the implementation of academic programs at the level of postgraduate education – master studies.

Standard 2: ACADEMIC PROGRAM

MOWKSMU implements the academic program on the specialty 5B110100 "Nursing care", which defines the goals, content and organization of the educational process, taking into account the list of specializations of vocational training. It is a set of the regulatory documents developed on the basis of the State Compulsory Educational Standard of the Republic of Kazakhstan and standard programs of disciplines, Instructive letters approved by the Ministry of Education and Science of the Republic of Kazakhstan and the Ministry of Education and Social Development of the Republic of Kazakhstan.

The model of the academic program with the purpose of achievement of the mission, tasks of training and final results of training has been developed. The educational process is realized through the curricula and programs based on the principles of integrity, objectivity and flexibility to achieve the end result in the context of a continuous change in the external information environment, revising the goals of higher education and increasing the requirements for the level and quality of training specialists.

Within the framework of the academic program of the specialty of the departments, the learning kit of disciplines has been developed in accordance with the requirements of the regulatory acts of the Ministry of Education and Science of the Republic of Kazakhstan and the Ministry of Healthcare and Social Development of the Republic of Kazakhstan. In all areas of the specialty, according to the standard curricula, working programs have been drawn up, which are discussed at the faculties of the departments, Committees of academic programs, coordinated with the Department of teaching and guiding, and approved by the pro-rector on teaching and guiding. The content and design of the curriculum meet the requirements of the State Compulsory Educational Standard of the Republic of Kazakhstan.

An integrated training program has been introduced, whose goal is to ensure the achievement of the final results of training (knowledge and skills) on the basis of a joint study of clinical and fundamental disciplines.

The academic program is designed in such a way that the theoretical disciplines are integrated with clinical disciplines, both vertically and horizontally from the first year of study.

The methods of teaching and learning correspond to the content and final results of the teaching, contribute to the active learning of students and interns. Teaching methods based on modern principles are used: PBL, TBL, CBL, portal "Interactive Training", "Student's Independent Work Checkout Module", etc.

The University has a department for continuous professional development, a department of evidence-based medicine that implements the principles and methodology of evidence-based medicine in the educational process and contributes to ensuring students' access to quality information resources.

Standard 3: EFFECTIVENESS OF THE ACADEMIC PROGRAM

The academic program is designed for the bachelor degree "Nursing care" of the MOWKSMU for setting the unified requirements for the formation of modular academic programs.

In order to implement the model of the academic program developed by the university on the specialty 5B110100 "Nursing care", students, within the framework of CED, are given training in their specialty. Individualization of learning is reflected through the formation of the student's educational path, which is achieved by selection of elective disciplines from the presented CED. The number of disciplines in the catalogue of the specialty "Nursing care" changes annually. In 2014-2015, it was 25, in 2015-2016 - 25, in 2016-2017 - 35. CED is annually revised, supplemented, non-claimed disciplines are replaced with popular for practical health care, in the development of which employers and students are also involved.

The effectiveness of the academic program in the specialty 5B110100 "Nursing care" is also assessed based on the results of the comprehensive certification of structural divisions and departments, annual reports, internal audits of the structural divisions of the university.

In order to continuously monitor and improve the innovative and interactive teaching methods used in the academic process, to improve the methods for assessing the academic achievements of students in the HEI, a "Commission on Innovative Teaching Methods", "Working Group on Integrated Learning", "Working Group on the Portal Interactive Training".

The rating system for assessing students' knowledge is regularly reviewed and improved. Regulations on the rating system of knowledge assessment and assessment policy are brought to the attention of all students in the first lesson for each academic discipline.

Since 2014 academic year, the department of the office-registrar has developed and implemented the "Students progress record" module in the AIS "Sirius". Activities implemented in the university to study and evaluate the academic program, as well as a program for monitoring the effectiveness of the learning process and the results of implementing the academic program meet the criteria of the standard.

Standard 4: TEACHERS AND QUALITY OF TEACHING

MOWKSMU rectorate pays due attention to the qualitative and quantitative structure of the teaching staff, conducts planned work on the training of young staff through the master degree course, residency, doctoral PhD studies and advanced training.

The university conducts continuous monitoring of the qualitative and quantitative structure of the teaching staff. More than half the teaching staff has academic ranks and degrees, which indicates a high pedagogical and professional level of teachers. The University attracts highly qualified specialists in medical science and practical healthcare for the training of students.

Analysis of data on the number of full-time staff and part-time workers shows that the average number of full-time teaching staff working at a full pedagogical rate is on average about 80%, which corresponds to regulatory requirements.

Since 2011 the University has been actively implementing the program for academic mobility of students, teaching staff and personnel, which make it possible to acquire and implement international best practices, expand professional, pedagogical and clinical knowledge and skills, discuss, develop and implement project ideas, strengthen the image of the university.

The effectiveness of educational activities is closely related to the effectiveness of scientific research carried out in the university. Scientific work is an integral part of the teaching staff (faculty) of the MOWKSMU and a necessary condition for the training of specialists in a higher educational institution. The department conducts scientific research on the topic of "Social and hygienic research of the medical schools employees and the adoption of managerial decisions to reduce risks (on the example of the MOWKSMU faculty)."

Methods of the faculty motivation are an important component of the quality management system, ensuring its effectiveness. Among the most effective methods of motivating teachers to improve the quality of teaching and research are the system of cash bonuses, material assistance to teachers for publication in the most rated scientific journals and participation in conferences, congresses, conventions, symposiums. The most effective methods of motivating young teachers are special programs for teaching new pedagogical technologies (on the basis of the Department of continuous professional development, leading universities and medical organizations of the country and abroad), joint research and organization of publications of young teachers with leading professors of the university, as well as material resources allocated to the young scientists (including extrabudgetary) for participation in conferences, professional development programs, etc.

Standard 5: STUDENTS

The policy of selection and admission of students to the university is fully consistent with the current legislation - the Law of the Republic of Kazakhstan "On Education", the Model Rules for Admission to Higher Educational Institutions of the Republic of Kazakhstan.

Admission of individuals entering the university is carried out through the placement of the state educational order (educational grants) in the specialty 5B110100 "Nursing care", as well as

payment for training at the expense of citizens' own funds and other sources. Admission of citizens is carried out through the application process on a competitive basis with the grades of the certificate issued on the basis of the unified national testing (UNT) or complex testing results of entrants (CTR).

The order of transfer from a course to a course, transfer to another institution of higher learning, from one specialty to another, as well as transfer from the paid study to a state grant, expulsions and the readmission of students are carried out on the basis of the regulatory and directive documents.

The university is favorably different from most other medical universities in that, in addition to being based in local health organizations, it has its own clinics, which meets the requirements of international standards.

The university regularly conducts work on studying the needs of the western region of Kazakhstan in the training of medical personnel, especially in the specialty 5B110100 "Nursing care". For this purpose, health departments of the western regional mayor houses are annually interviewed for the needs for personnel, especially in rural areas. The organization of vocational guidance work is carried out in close contact with the regional and district education and health departments of the western region of Kazakhstan.

MOWKSMU has all the necessary conditions and resources for personal development and education of students (dormitories, equipped gyms, study groups of amateur creativity, student self-government). There are student support programs (socio-psychological, legal support), grants of the provinces' Mayor houses, rector scholarships, transfer of well-performing students to additional, vacant grants, proviso of 25-50% discount on tuition fees, material support for orphans and students remaining without parental care).

The policy of representation of students in the management bodies of the University (the Academic Council, the Educational Methodology Council, the Councils of Schools (faculties)) is being implemented.

Student self-government in the university is considered as a real form of student democracy with the corresponding rights, opportunities and responsibilities. At the university there are functioning student self-government bodies: the council of supervisors, student councils of dormitories, a student trade union committee, a council of young scientists, a student scientific society, student construction teams, "Zhasyl El" teams, etc.

Students conduct research projects such as "Suicide as a social problem among young people".

Standard 6: EDUCATIONAL RESOURCES

The analysis of this standard, carried out within the framework of self-assessment, reflects educational resources that allow implementing the academic program in the specialty at the proper level.

MOWKSMU has sufficient infrastructure necessary for the successful implementation of the academic program "Nursing care", using the material and technical facility, information resources and technologies, resources for practical training of students. Infrastructure of MOWKSMU includes administrative and educational-laboratory buildings, clinical facilities, laboratories, auxiliary premises, dormitories. Initial and repeated instruction of the personnel on safety precautions during work with the equipment is carried out. Rules on ensuring a safe environment in classrooms, in laboratories when using equipment, are brought to the attention of staff, students are carried out in accordance with the Order No. 1019 of 25.12.2015.

For the organization of a proper educational process, a library is functioning that is located in two academic buildings, there is a reading room for scientific and educational literature, an e-room with Internet access and a room for periodicals with more than 200 titles of periodicals in the state, Russian and English languages on «Nursing care». There are 2 e-rooms and a multimedia class with a total of 53 computers connected to the local network and having access to the Internet. The speed of the Internet is 16Mbits.

Students are trained both in the study rooms of the university, and at clinical facilities. The University has 3 own clinical facilities: the Medical Center of the state-owned enterprise on the rights of economic management "West Kazakhstan State Medical University named after Marat Ospanov", the Family Medicine Clinic, the Dental Clinic. In clinical facilities, in addition to training classes, all types of internship attachments are also organized. Information technologies introduced in the university allow you to quickly and adequately provide educational activities as specialty. In the university, the Sirius program is integrated, which unites all processes and serves to automate the management of processes (educational, administrative, organizational, accounting and analytical) in educational institutions of all levels, using standardized electronic documents by departments and introducing new educational information technologies in the process of managing the educational process. The site of the university functions.

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The website of the university also functions.

The university has a policy, and strategic plan for the development of the university. The University Policy reflects cooperation and strengthening of ties with other educational institutions with the following objectives: conducting lecture courses; Introduction of innovative technologies, exchange of experience in conducting scientific research; Training of scientific and pedagogical staff; Scientific and pedagogical exchange; Conducting joint research between the departments of public health; Joint activities to improve the system of protecting the health of children and adolescents, the implementation of scientific and medical, technical and methodological programs; Joint activity in the training of scientific personnel.

Currently, the university has more than 20 agreements on joint activities with foreign medical institutions. Almost all agreements, memoranda and treaties are concluded for the development of joint activities in medical science, education and clinical practice, as well as in the field of public health, so as to scientifically justify the improvement of public health problems.

The university has a strategic partner - the Medical University of Poland, Poznan city. Within the framework of joint cooperation, there is exchange of teaching staff, students, administrative and management personnel.

III. OUTLINE OF THE EEP VISIT

The visit of the external expert panel (EEP) to the MOWKSMU was organized on December 6-8, 2016 in accordance with the program coordinated with the chair of the EEP, Ph.D. in medicine, prof. B.S. Turdaliyeva and approved by the rector of the university, Doctor of Medicine, prof. E.Zh. Bekmukhambyetov.

The panel reviewed the regulatory educational-methodological documents on educational disciplines, including standard curricula, work programs, teaching and methodological complexes and other materials provided by the higher education institution.

All the materials requested by the panel were provided to the MOWKSMU on time and in full. In order to obtain objective information on the evaluation of the university's activities, the following methods were used by EEP members: visual inspection, observation, interviewing of employees of various structural units, teachers, trainees, employers, questioning of faculty and students. MOWKSMU staff assured the presence of all the persons mentioned in the program of the visit. The 3-day EEP visit program was implemented in full.

A preliminary meeting of the IAAR EEP members was held on December 6, 2016. During the organizational meeting they were acquainted with the objectives of the visit, the visit

program was specified, the responsibility of the EEP members was distributed. Three main subgroups of the EEP members were identified, those who study academic programs in the fields of Pharmacy (1 group), Nursing care (group 2), 6 residency specialties (group 3). This division is due to the large amount of work of the EEP and the need to visit the departments implementing accredited academic programs. A brief review of the reports on the specialized self-assessment of the MOWKSMU specialties was conducted, key issues were discussed, additional information was identified, which should be requested from the HEI for validation and full awareness of the EEP members during the specialized accreditation procedure.

In accordance with the program of the visit on **December 6**, EEP members held discussions with the university management, members of the Academic Council, teachers, administrative and management personnel, interviewed students and residents. The dean's office of the faculties of dentistry, pharmacy, nursing, public health and medical prophylactic affairs, residencies, admission committee, department of postgraduate professional education, teaching and methodological council, Committee of academic programs for specialties (Pharmacy, Nursing care, general educational disciplines), Department of methodological work, registrar's office, testing department, library, social and psychological support department, youth affairs department, department of professional practice of students and students monitoring of employment, museum. A meeting with students and undergraduate faculty, with employers in the specialty «Nursing care» was conducted. During the visit to the basic units of MOWKSMU, the staff made presentations and answered EEP expert questions. Thus, the Department of academic and methodological work informed about the activities of the department on methodological support of academic programs for the bachelor's and postgraduate programs. The AIS Sirius operations were demonstrated.

On December 7, the EEP members visited the clinical facilities - the State-owned enterprise "Emergency Hospital", the center of practical skills, 10 departments located at the University's facilities - own clinics and clinics in Aktobe. For instance, when visiting the emergency medical emergency department, anesthesiology, resuscitation with neurosurgery, Professor M. Biryuchkov responsible for the course told about the condition, equipment, medical care for neurological patients and the introduction of nursing care; the State clinic No. 4, the Public Health and Public Healthcare Department. Clinical databases provided full information on the implementation of the educational process with elements of dual education. Representatives of practical health care, in particular, the main nurses, graduates of the specialty "Nursing care" work in the statistics department of the State clinic No.4. A meeting was held with the bachelors, who demonstrated all the necessary skills and competencies, gained at the university. The medical facilities of the University are sufficiently equipped for conducting training sessions and practicing skills.

On the same day, meetings were held with the heads of the department for strategic and international work, the head of the department for public relations, evidence medicine, continuous professional development, the university dormitory and the military department.

Thus, the Panel visited all of the University's own clinical facilities, most of which are accredited. All the clinics of the University, in addition to accompanying the educational process, are designed to optimally meet the needs of the population for preventive, therapeutic and diagnostic, medico-social and medicinal care, provide medical assistance in the framework of the state order for a guaranteed volume of medical care. The compliance of the University's own clinical databases with the regulatory requirements is analyzed based on the results of internal and external audits.

On December 8, the scientific and practical center and the departments of basic medical disciplines were visited. EEP visited the scientific and practical center - scientific and educational laboratories: morphological, immunological, biochemical, physiological, hygienic, where fragments of scientific research of undergraduates and doctoral students are performed, classes with students are conducted; members of the panel got acquainted with the equipment of

the laboratories of the center. Meetings were also held with the heads of the department of management of scientific and innovative activity, departments of basic medical disciplines.

In accordance with the accreditation procedure, on-line questionnaire survey of teachers and students (including residents) was conducted. As a result of the survey of teachers, which involved 33 people, it was found that 100% of respondents noted that they were satisfied with the content of the academic programs, 100% noted that the university provides an opportunity for continuous development of teachers' potential, and more than 93% can actively apply their own methods. All the interviewed said that the library has the necessary scientific and educational literature. 96.8% of the teachers who participated in the survey, believe that the university is a safe work place. The majority of respondents (96.7%) are confident that their innovative activity is encouraged by the management and are satisfied with the work on upgrading the qualifications of the teaching staff. Majority of respondents are satisfied with the support of the management both in the development of new academic programs and in motivational approaches. In general, for all 65 questions of the questionnaire, the overwhelming majority of the respondents answered positively and consider that this is an actively developing institution with great growth opportunities and conditions for both teachers and employees, and for students. At the same time, a number of respondents (41.9%) are facing problems - a lack of educational audiences, infrequent involvement in training of practitioners (29%), imbalance in the academic load for semesters (38.7%), overcrowded training groups (40.3%), lack of access to the Internet (32.2%), low discipline of students (53.2%), lack of technical tools in classrooms (38.8%). 43.5% of respondents are partially and completely dissatisfied with the terms of labor payment, the same opinion about the provision of benefits (rest, sanatorium treatment, etc.) have 46.8% of respondents.

75 students were interviewed. According to the survey results, 94% are satisfied with the relations with the dean's office, more than 94% are satisfied with the level of accessibility and responsiveness of the university administration, the availability of academic counseling (92%), teaching materials (94%), the availability of library resources (96.7%), the corporate environment of the university (92.5%), general quality of the curriculum (96%), teaching methods (90.7%), quality of teaching (94.8%), awareness of various aspects of education (97%), objectivity and fairness of teachers (96%), using effective teaching methods (89.7%). With respect to the qualitative characteristics of teachers, the majority of the interviewed students expressed positive opinion.

For the EEP work comfortable conditions were created with an access to all the necessary information resources. The Panel notes the good level of the MOWKSMU corporate culture, the high degree of openness of the team in providing information to the EEP members.

Recommendations for improving academic programs of accredited specialties of the university, developed by the EEP on the results of the examination, are presented at a meeting with the management on December 8, 2016.

IV. RECOMMENDATIONS TO MOWKSMU on the academic program of the accredited specialty:

1. to conduct work on the broad information awareness with involvement of stakeholders (employers, students) to improve the mission of MOWKSMU and the Strategic Development Plan of the University.
2. to improve the website of the university in order to further develop the transparency of the HEI for practical health care, and students.
3. to develop the training of their own scientific and pedagogical staff on the accredited specialty at the master's level, taking into account the demands of HEI and the region in the qualified personnel.

PARAMETERS OF THE SPECIALIZED PROFILE

№ II\II	CRITERIA FOR EVALUATION	Corresponds to	Corresponds in part to	does not match
1.	« MISSION AND MANAGEMENT » Identification of the mission			
11.1.1	The medical institution of education shall determine the mission of the academic program and bring it to the attention of the stakeholders and the health sector.	+		
11.1.2	The mission statement should contain goals and an educational strategy that will allow the training of a qualified nurse at the level of undergraduate education.	+		
11.1.3	The mission, objectives and expected aggregate results of the academic program should be consistent with the mission, objectives and expected aggregate results of the higher education institution.	+		
11.1.4	The mission statement of the program, the objectives and expected results of the training should be available to students.		+	
11.1.5	The medical institution of education shall ensure that the main stakeholders participate in the development of the mission, i.e. it is based on the opinion / suggestions of the relevant stakeholders.	+		
11.1.6	The mission, objectives and expected results of the academic program should be periodically reviewed and, if necessary, processed to reflect: professional standards and guidelines for nurses; the needs and expectations of the community concerned. <ul style="list-style-type: none"> • professional standards and guidelines for nurses; • the needs and expectations of the community concerned. 	+		
11.2	Management			

11.2.1	The medical institution of education shall clearly define the responsibility of the academic management in relation to the development and management of the academic program.	+		
11.2.2	The medical institution of education should identify the structural unit responsible for the academic program that, under the management of the academic leadership, is responsible and has the authority to plan and implement the academic program, including the allocation of resources for the planning and implementation of teaching and learning methods, student evaluation and assessment of the academic program and training courses, in order to ensure the achievement of the final learning outcomes.	+		
11.2.3	The medical institution of education shall guarantee the representation of teachers and students in the management of the academic program.	+		
11.2.4	The structural unit responsible for the implementation of the academic program must systematically collect, accumulate and analyze information on its activities; assess strengths and weaknesses (SWOT analysis), on the basis of which the management of the medical institution of education, together with the advisory board, should determine the policy and develop strategic and tactical plans.	+		
11.2.5	The medical institution of education should have a strategic development plan that corresponds to the stated mission, goals and objectives of the academic program, including tasks to improve the quality of nursing education, development of practice, and approved by the advisory board of the medical institution of education / HEI.	+		
11.2.6	Documentation and publications should be accurate and reliable. References to proposals, results, accreditation / approval status of the program, schedule of the educational process, personnel and admission policies, evaluation policy, requirements for completion of the program for qualification, training costs should be accurate and reliable.	+		
11.2.7	The academic policy of the medical organization should be coordinated with the training program for specialists with secondary medical education. This policy is aimed at achieving the mission, goals and expected results of students and is fair, just, shall be published, revised to improve the quality of the academic program.	+		
11.3	Continuous improvement			

11.3.1	The medical institution of education should periodically evaluate the academic management on achievement of its mission and the final results of the training.	+		
11.3.2	The structural unit responsible for academic programs should ensure the transparency of the management system and decisions taken, which are published in the bulletins, posted on the HEI's website, included in the protocols for review and implementation.		+	
11.3.3	The medical institution of education should, through the structural unit be responsible for academic programs, plan and implement innovations in the academic program.	+		
11.3.4	The medical institution of education should guarantee academic freedom to its employees and students in relation to the current academic program in which it will be allowed to rely on different points of view in the description and analysis of medical issues.	+		
11.3.5	The medical institution of education should develop and implement an internal management quality assurance program that includes review of needs for improvement and conduct regular review and analysis of management.	+		
11.3.6	The medical institution of education should ensure the implementation of the academic program on nursing in conditions of adherence to the humanistic culture of the learning environment, by:	+		
	- ensuring cooperation, mutual respect, harmonious relations between administrative personnel, employees, teachers, students, graduates;			
	- maintaining and cultivating professionalism and ethical behavior, fostering open communication, manifestation of management among teachers, students and employees.			
12.	STANDARD 2 «ACADEMIC PROGRAM»			
12.1	Objectives and structure of the academic program			
12.1.1	The academic program should be designed, implemented and revised to achieve the final results of the individual student's learning and the expected aggregate learning outcomes of the students.	+		
12.1.2	The objectives of the academic program should be consistent with the mission and the cumulative outcomes of student learning.	+		
12.1.3	Expected results of the training of an individual student should be consistent with the role to	+		

	which graduates of the program are trained.			
12.1.4	The academic program, as well as the practice of teaching and learning, should take into account the needs and expectations of a particular interested community.	+		
12.1.5	The medical institution of education shall determine the model of the academic program, including an integrated model based on disciplines, modules or spiral design.	+		
12.1.6	The academic program should have a logical structure in which the correlation between general educational, basic biomedical and profiling disciplines is observed, the content, volume and sequence of courses and other elements of the educational program are reflected.	+		
12.1.7	The duration and credit hours required for the completion of the academic program should be consistent with the achievement of certain outcomes of the training activities of the students and the results of the program, taking into account the policy of medical institution of education, national standards and best practices.	+		
12.1.8	Work curricula and curriculum programs should be regularly reviewed in accordance with the objectives and outcomes of the academic program to ensure integrity, rigor and relevance.	+		
12.1.9	The medical institution of education must provide students with information about the goals, objectives and requirements for each course of the academic program, including the content of the course, the assessment method (s), before the beginning of each training course.	+		
12.1.10	The medical institution of education should ensure that students spend at least one third of the program in planned contacts with patients, are provided with an appropriate number of patients at clinical sites.	+		
12.1.11	The medical institution of education shall organize training practice with appropriate attention to the patient's safety, including monitoring the student's actions in the conditions of clinical bases.	+		
12.1.12	The medical institution of education should ensure that the academic program develops students' ability for lifelong learning.	+		

12.1.13	The medical institution of education shall ensure that the academic program is implemented in accordance with the principles of equality.	+		
12.2	Learning Outcomes			
12.2.1	The medical institution of education shall determine the expected outcomes of the training that students should exhibit upon completion, with respect to: <ul style="list-style-type: none"> <input type="checkbox"/> their achievements at the basic level with respect to knowledge, skills and attitudes; <input type="checkbox"/> an appropriate basis for a future career in any field of medicine; <input type="checkbox"/> their future roles in the health sector; <input type="checkbox"/> their subsequent postgraduate training; <input type="checkbox"/> their commitment to lifelong learning; <input type="checkbox"/> health needs of public health, health system needs and other aspects of social responsibility. 	+		
12.2.2	The medical institution of education shall determine the level of competence necessary for the graduate to start the practice in the health care system.	+		
12.2.3	The medical institution of education should use teaching methods based on modern teaching principles that stimulate and support students, provide them with responsibility for their learning process, and also contribute to the achievement of the expected results of the individual student's learning and the aggregate students' results.	+		
12.2.4	The medical institution of education shall ensure that a student fulfills obligations with respect to physicians, teachers, patients and their relatives in accordance with the Code of Conduct / Code of Honor.	+		
12.2.5	Graduates of the academic program should be competent in applying the principles of ethical decisions and professional responsibility that promote the implementation of the patient-centered approach and contribute to improving people's health.	+		
12.2.6	The medical institution of education shall provide an operational link between the academic program and the subsequent stages of vocational training (master's degree, specialization, Continuous Professional Development /	+		

	Continuous Medical Education) or practices which the student will begin upon completion of training.			
12.3	Continuous improvement			
	The medical institution of education in the academic program adheres to the following:			
12.3.1	Ensure horizontal and vertical integration of related sciences and disciplines.	+		
12.3.2	provide an opportunity for elective content (elective disciplines) and determine the balance between the compulsory and electives of the academic program, including a combination of compulsory elements and electives or special components of choice.	+		
	The medical institution of education should:			
12.3.3	identify and coordinate the relationship of the final learning outcomes required upon completion with those required in postgraduate studies.	+		
12.3.4	determine the results of student involvement in research.	+		
12.3.5	The medical institution of education should apply teaching methods aimed at developing critical thinking among students, the problem solving skills related to the future profession.	+		
12.3.6	The medical institution of education should, in the academic program, adjust and make new advances in disciplines for scientific, technological and clinical development, as well as current and anticipated needs of society and the healthcare system.			
13.	STANDARD 3 "EFFECTIVENESS OF THE ACADEMIC PROGRAM"			
13.1	Mechanisms for monitoring and evaluation			
13.1.1	The medical institution of education should have a program for monitoring processes and results, including routine data collection on key aspects of the academic program. The purpose of monitoring is to ensure the quality of the educational process, identify areas that require intervention.	+		
	The medical institution of education should establish and apply mechanisms for the academic program assessment that:			
13.1.2	are directed to the academic program and its main components, including the model of the academic program, the structure, content and duration of the academic program, the use of compulsory and	+		

	elective components.			
13.1.3	identify and address problems that include insufficient achievement of expected learning outcomes for corrective actions to improve the academic program and curriculum of disciplines.	+		
13.1.4	Within the framework of the academic program, a student evaluation plan is defined and implemented that establishes the fact that the alumni have achieved the expected learning outcomes and evaluates the effectiveness of the program. Data on the cumulative results of students indicate the effectiveness of the program in achieving its mission and objectives, as well as the expected results.	+		
13.1.5	The aggregate results of teachers should be consistent with and contribute to the achievement of the mission and objectives of the academic program and the expected outcomes of students.	+		
13.1.6	The academic program provides an understandable and open policy regarding complaints from students, and, if necessary, information obtained from official complaints is used to facilitate the continuous improvement of the program.	+		
13.2	Teacher and student feedback			
13.2.1	The medical institution of education shall systematically collect, analyze and provide feedback to the teachers and students, which includes information on the process and products of the academic program, and also include information about unfair practices or inappropriate behavior of teachers or students and legal consequences.	+		
13.2.2	The monitoring system of the academic program should include the determination of the degree of satisfaction with the quality of education of students, graduates and employers. Opinion polls and other data sources are used to gather information and demonstrate the graduates' achievements. The data collected include, among other things, the percentage of graduates, the percentage of successfully passed the certification examination, and the percentage of employment.	+		
13.2.3	The medical institution of education should, in its monitoring program and activities for assessing the academic program, involve the teaching staff and students, its administration and	+		

	management.			
13.3	Continuous improvement			
	The medical institution of education should periodically conduct a comprehensive evaluation of the academic program aimed at:			
13.3.1	the context of the academic process, which includes the organization and resources, the learning environment and the culture of the medical institution of education.	+		
13.3.2	Special components of the academic program, which include a description of the discipline and methods of teaching and learning, clinical rotations and assessment methods.	+		
13.3.3	common outcomes to be measured by external independent evaluation, benchmarking, career selection and postgraduate studies.	+		
13.3.4	its social responsibility.	+		
13.3.5	The medical institution of education should involve other stakeholders, including representatives of the public, authorized education and health authorities, professional associations and organizations, in the evaluation process.	+		
13.3.6	The medical institution of education should use the feedback results to improve the academic program.	+		
14.	STANDARD 4 "TEACHERS AND EFFECTIVENESS OF TEACHING"			
14.1.	Selection and recruitment policy			
	The medical institution of education should define and implement the policy of selection and hiring of employees, which:			
14.1.1	guarantees the conformity of the qualifications of teachers with the profile of the subjects taught.	+		
14.1.2	determine their responsibility and the balance of academic staff / teachers of general, basic and profiling disciplines for the adequate implementation of the academic program, including the appropriate ratio between medical and non-medical professors, full-time and part-time teachers, and the balance between academic and non-academic employees.	+		
14.1.3	The medical institution of education shall provide the academic program with sufficient number of full-time faculty and staff to ensure that the results of the students' training and the results of the program are achieved.	+		
14.2	Development Policy and Staff Activities			
	The medical institution of education should			

	define and implement the policy of activity and development of employees, which:			
14.2.1	allows to balance the teaching, scientific and service functions, which include setting the time for each activity, taking into account the needs of the medical institution of education and the professional qualifications of the teachers.	+		
14.2.2	guarantees recognition of the merits of academic activity, with a corresponding emphasis on pedagogical, research and clinical qualifications and is carried out in the form of awards, promotions and / or remuneration.	+		
14.2.3	ensures that clinical activities and research are used in teaching and learning.	+		
14.2.4	guarantees the adequacy of the knowledge of each employee of the academic program, which includes knowledge of the methods of teaching / learning and the general content of the academic program and subject areas in order to promote cooperation and integration.	+		
14.2.5	includes training, development, support of teachers' activities, which involves all teachers not only recruited, but also teachers drawn from hospitals, clinics, research centers.	+		
14.2.6	The medical institution of education should demonstrate the process of continuous development of employees and teachers implementing the academic program.	+		
14.3	Continuous improvement			
	The medical institution of education should take into account in its policy on the selection and hiring of employees the following criteria:			
14.3.1	the attitude to its mission, the importance of local conditions, including gender, nationality, religion, language and other conditions relevant to the medical institution of education and academic program	+		
14.3.2	Economic opportunities that take into account institutional conditions for the staff financing and efficient use of resources	+		
14.3.3	The medical institution of education should adapt the hiring policy and the academic staffing structure in accordance with changing needs.	+		
14.3.4	The medical institution of education should apply an evaluation process that ensures an objective measurement of the each teacher's performance.	+		
	The medical institution of education should:			

14.3.5	take into account the ratio of "teacher-student" depending on the various components of the academic program.	+		
14.3.6	develop and implement a policy of promotion and motivation of employees.		+	
15. 15.1	STANDARD 5 "STUDENTS" Admission and Selection Policy			
15.1.1	The medical institution of education should define and implement an admission policy, including a clearly established position on the student selection process. The provision includes justification and methods of selection, such as secondary school results, other relevant academic experience, other entrance examinations and interviews, assessment of motivation, including changes in needs related to diversity of practice.	+		
15.1.2	The medical institution of education should have a policy and introduce the practice of admission of students with disabilities in accordance with the laws, legal and regulatory documents of the country in force.	+		
15.1.3	The medical institution of education should have a policy and implement the practice of transferring students from other programs and medical institutions of education.	+		
15.2.4	The medical institution of education shall determine the number of students admitted in accordance with the facilities (material and technical resources) and capacities at all stages of education and training. The decision to recruit students requires the regulation of national requirements for human resources for healthcare.	+		
15.2	Student counseling and students' support			
	The medical institution of education shall:			
15.2.1	have a system of academic counseling for its students, which includes issues related to the selection of elective disciplines, preparation for admission to the master's program, career planning, the appointment of academic mentors (tutors, supervisors) for individual students or small groups of students.	+		
15.2.2	offer a student support program that addresses social, financial and personal needs, including support for social and personal events, health and	+		

	financial issues, access to health care, immunization programs and health insurance, as well as financial assistance services in the form of material assistance, scholarships and credits.			
15.2.3	allocate resources to support students.	+		
15.2.4	ensure confidentiality regarding counseling and support.	+		
15.3	Representation of students			
15.3.1	The medical institution of education should define and implement a policy of students' representation and their participation in the development, management and evaluation of the academic program, as well as other issues relevant to students. Students' representation includes student self-government, participation of students in councils of faculties, universities, other relevant bodies, in public activities and local healthcare projects.	+		
15.4	Graduates			
15.4.1	The medical institution of education should have a system for studying employment, demand, career support and continuous professional development of graduates of the program.	+		
15.4.2	The data obtained with this system should be used to further improve the academic program.	+		
15.5	Evaluation methods			
	The medical institution of education shall:			
15.5.1	identify, approve and publish the principles, methods and practices used to assess students, including: - the number of exams and other tests, - balancing written and oral exams; - use of evaluation methods based on criteria and reasoning, - special exams (OCSE or mini-clinical exam), And also to determine the criteria for establishing passing scores, assessments and the number of permitted retakes.	+		
15.5.2	ensure that the evaluation covers knowledge, skills and attitudes.	+		
15.5.3	use a wide range of evaluation methods and formats, which includes a combination of validity, reliability, impact on learning, acceptability and effectiveness.	+		
15.5.4	ensure that the methods and results of the assessment avoid conflicts of interest.	+		
15.5.5	ensure that the evaluation process and methods	+		

	are open to expert review by external experts.			
	The medical institution of education should use the principles of evaluation that:			
15.5.6	are clearly comparable with methods of learning, teaching and final learning outcomes;	+		
15.5.7	ensure that students achieve the final learning outcomes;	+		
15.5.8	promote learning;	+		
15.5.9	provide an appropriate balance between formative and cumulative assessment in order to manage learning and evaluate the student's academic progress, which requires the determination of rules for assessing progress and their attitude to the evaluation process.	+		
15.6	15.6 Continuous improvement			
	The medical institution of education should:			
15.6.1	establish relations between the selection of students and the mission of the medical institution of education, the academic program and the desired quality of graduates.	+		
15.6.2	periodically review the admission policy	+		
15.6.3	use the system to appeal decisions on admission.	+		
15.6.4	The medical institution of education should periodically review the number and population of admitted students in consultation with the relevant stakeholders responsible for the planning and development of human resources in the health sector, with experts and organizations on global aspects of human resources for health.	+		
15.6.5	In the event that medical institution of education do not control the number of students recruited, it is necessary to demonstrate their obligations by explaining all the relationships, paying attention to the consequences of the decisions made (the imbalance between the recruitment of students and the facilities of the medical institution of education / HEI).	+		
15.6.6	The medical institution of education should provide assistance and support to student activities, student organizations, including the provision of technical and financial support.	+		
15.6.7	The medical institution of education should provide counseling that is based on monitoring the student's progress and is aimed at the social and personal needs of students, including	+		

	academic support, support for personal problems and situations, health problems, financial issues.			
16.	STANDARD 6 "EDUCATIONAL RESOURCES"			
16.1	Facilities			
	The medical institution of education shall:			
16.1.1	have sufficient facilities for teachers and students to ensure adequate implementation of the goals and objectives of the academic program, including specialized laboratories, mannequins, simulators, simulation equipment, and clinical bases of practical public health.	+		
16.1.2	ensure that the educational resources at the disposal of trainees are easily accessible to students and meet their needs.	+		
16.1.3	provide a safe environment for employees, students, patients and includes provision of the necessary information and protection from harmful substances, microorganisms, compliance with safety regulations in the laboratory and use of equipment.	+		
16.1.4	provide students with professional literature relevant to the content of the academic program.	+		
16.2	Information technology			
16.2.1	The medical institution of education should define and implement a policy that is aimed at the effective use and evaluation of relevant information and communication technologies in the academic program.	+		
	Academic support services for the academic program should ensure the implementation of the mission and the achievement of expected results of students and at least include the following:			
16.2.2	computer and technological services;	+		
16.2.3	Library services;	+		
16.2.4	support of distance learning, if necessary;	+		
16.2.5	consulting services;	+		
16.2.6	career counseling services in the health care;	+		
16.2.7	Other student support services (for instance, literary centers, support services for persons with disabilities), if they are relevant to the program.	+		
16.3	Exchange in the field of education			
	The medical institution of education should define and implement a policy for:			
16.3.1	cooperation at the national and international levels with other medical schools, colleges and other faculties of HEIs aimed at improving the quality of the academic program.	+		

15.6.2	transfer and offsetting of educational loans, which includes consideration of the limits of the volume of the academic program that can be transferred from other educational institutions and which can be facilitated by the conclusion of agreements on mutual recognition of the elements of the academic program, and active coordination of programs between universities and the use of a transparent system of credit units and flexible courses requirements.	+		
16.4	Continuous improvement			
	The medical institution of education should:			
16.4.1	Improve the learning environment for students by regularly updating, expanding and strengthening facilities, in accordance with changing needs, such as recruiting students, the number and profile of academic staff, and the academic program.	+		
16.4.2	study and evaluate, adapt and improve resources for practical training in order to meet the needs of the served population.	+		
16.4.3	Provide teachers and students with opportunities to use information and communication technologies for self-study, access to information, work in the health care system.	+		
16.4.4	promote the regional and international exchange of staff (administrative and teaching staff) and students with provision of adequate resources.	+		
16.4.5	ensure that the exchange is organized in accordance with the objectives, taking into account the needs of employees, students, and ethical principles.	+		
	Total	19	0	
	Total in total	116	3	