



JSC "Astana medical university"

Integrated management system

*Training and professional development of the academic-teaching staff of
JSC "Astana Medical University"*

US-AMU-44-13

Ed. № 1

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**Approved by the Board of
JSC "Astana medical
university" No.46 dated 12
November, 2013**

UNIVERSITY STANDARD

INTEGRATED MANAGEMENT SYSTEM

TRAINING AND PROFESSIONAL DEVELOPMENT OF THE ACADEMIC-TEACHING STAFF OF JSC "ASTANA MEDICAL UNIVERSITY"

US-AMU-44-13

Astana



FOREWORD

- 1 **DEVELOPED BY:** Health education center
- 2 **DEVELOPERS**
 - Head of the Health education center
K.A. Raisova;
Chief of the department of innovative technologies and
education quality monitoring A.A. Abduldayeva;
 - Marketing manager of the department of quality management
and strategic planning
A.S. Omurzakova
- 3 **INTRODUCED BY** – Health education center
- 4 **CONFIRMED** 12 November, 2013
- 5 **BROUGHT INTO USE** 12 November, 2013
- 6 **APPROVED BY**
 - Vice-rector for educational activities
G.A. Zhaksylykova;
Vice-rector for clinical and scientific activities
F.A. Galitsky;
Vice-rector for pedagogic and social activities
G.Z. Khairli;
 - Vice-rector for administrative and economic activities M.O.
Nurzhaubay;
 - Director of the department of personnel management and legal
security B.A. Syzdykov;
 - Chief the department of quality management and strategic
planning Z.S. Zhumasheva
 - Chief of the legal department O.S. Ustinovich



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1 PURPOSE AND SCOPE

1.1 This standard describes the process of organizing the training and professional development of the academic-teaching staff (hereinafter – ATS) in JSC “Astana Medical University” (hereinafter – University) in accordance with the requirements specified in Chapter 6 of the International Standard (hereinafter – MS) ISO 9001: 2008.

1.2 This standard should be applied by the chairs of the University in the management of ATS’s upskilling.

2 REGULATORY REFERENCES

2.1 This University standard refers to the following normative documents:

- The Labor Code of the Republic of Kazakhstan;
- The Law of the Republic of Kazakhstan “On Education”;
- IS ISO 9000: 2005. Quality management systems. Basic provisions and vocabulary;
- IS ISO 9001: 2008. Quality management systems. Requirements;
- IS ISO 27001: 2005. Information Security Management System. Requirements;
- MS ISO 26000: 2010. A guide to social responsibility;
- IC CSR 26000: 2011. Social responsibility of the organization. Requirements;
- PM-AMU-IIV-01 Process map. University management;
- PM-AMU-III-16 Personnel management;
- PM-AMU-III-17.Finance management;
- US-AMU-01 University standard. General requirements for the content, presentation and execution of the documentation of the integrated management system.
- US-AMU-02 University standard. Documents management;
- US-AMU-03 University standard. Records management;
- US-AMU-04 University standard. Terms and definitions;

Note: The list and current versions of normative documents related to the activities of the University are determined in accordance with the list of external regulatory documents that are approved and updated on an ongoing basis: The list of legislative, other regulatory and legal documents of the University.

3 TERMS AND DEFINITIONS

3.1 In this standard, terms and their corresponding definitions are used in accordance with the IS ISO 9000-2005 and the University standard US-AMU-04, given in Table 1.

Table 1 Terms and definitions

Terms	Definitions
Internal normative document / bylaw	A normative document that is developed and approved by the University. The scope of such a document is limited to the University.
Document	A tangible object containing information issued in accordance with the established procedure and having, in accordance with this procedure, a certain status.
Position	Official duties, official post.
Record	A document containing the results achieved or evidence of the activities carried out.
Quality	The degree to which the set of own characteristics fulfills the requirements.



Qualification	Level of preparedness, profession, specialty.
Competence	A set of knowledge, skills and experience to the real level of complexity of the tasks and problems to be solved (a dynamic combination of a number of parameters - knowledge and applications, skills, attitudes and responsibilities, describing the results of mastering the program / module).
Copy	A document identical to the original, intended for direct use in the design, manufacture, testing, etc. of products.
Responsibility	Legal consequences of non-fulfillment or improper performance of the assigned functional duties.
Personal assessment	Checking the qualifications and professional qualities of the staff for compliance with the requirements established by the University.
Further training / upskilling	A form of vocational training that allows to maintain, expand, deepen and improve the early acquired professional knowledge, abilities and skills carried out by participating in trainings, seminars, refresher courses.
Education (training)	Acquisition of additional knowledge and skills necessary for professional activities.
Corporate training	A kind of professional training for ATS, which provides for the organization of group training programs adapted to the needs of the Company for the development of a certain area of knowledge and skills.
Unit / subdivision	Officially designated structural-functional unit of the University.
Potential inconsistencies	Possible inconsistency.
Procedure	The order of actions that must be performed to ensure the implementation of any process.
Process	A set of interrelated and interacting activities that transform inputs into outputs.
Documents management	Activities to develop, analyze and approve documents, record and maintain them in action, update and communicate to stakeholders.
Academic-teaching staff	Employees of the University, attracted to educational and pedagogical work. Faculty dean, chief of a chair, professor, senior lecturer, senior teacher, teacher, assistant belong to academic-teaching staff.
Upskilling, further training, skills upgrading	A kind of additional vocational education aimed at improving professional skills and deepening the knowledge gained by an employee when mastering basic education programs at the appropriate level, and also to meet the individual needs of a person in improving his professional training.
Internship	A production activity for the acquisition of work experience or further training in a specialty.

4 ABBREVIATIONS AND DENOMINATIONS

4.1 The following abbreviations and denominations are used in this standard and in accordance with Table 2.

Table 2. Abbreviations and denominations



№	Abbreviations and denominations	Full name of the denominations and abbreviations
1	ISO	International Organization for Standardization
2	SSAE	State standard of additional education
3	IMS	Integrated management system
4	CSR	Corporate social responsibility
5	RISMA	Representative of ISM administration
6	FED	Financial and economic department
7	SU / SD	Structural unit/ structural subdivision
8	DQM and SP	Department of quality management and strategic planning
9	PMD	Personnel management department
10	DIT and EQM	Department of innovative technologies and education quality monitoring
12	US	University standard
13	HEC	Health education center.

5 RESPONSIBILITY AND AUTHORITY

5.1 The responsibility for the development and management of this standard in accordance with the requirements of the University "General requirements for the content, presentation and registration of the documentation of the integrated management system" (US-AMU-01) and "Document Management" (US-AMU-02).

5.2 The responsibility for implementing the requirements of this standard rests with the head of DIT and EQM.

6 REQUIREMENTS

6.1 General provisions

6.1.1 This US is designed to determine the order of activities for the training and professional development of the University ATS.

6.1.2 The requirements of this standard are applied to the teaching and professional development processes of the University ATS.

6.1.3 All the works under this standard are supervised by the heads of chairs and the chief of DILT.

6.1.4 The standard is compulsory for all the University ATS.

6.1.5 For the sake of clarity, a block diagram and input / output matrixes of the process "Training and professional development of academic-teaching staff" are presented in Appendix 1.

6.1.6 The training and professional development of the teaching staff is carried out according to the Program for the Development of the University ATS for 2012-2016, as well as the State standard of additional education and the Model curriculum "Teacher of medical organizations of education and science" approved by Order of the Minister of Health of the Republic of Kazakhstan No. 934 dated December 30, 2011, on the following competences:

- knowledge and skills in a specialty;
- effective teaching;
- evaluation and expertise;
- educational programs planning;
- researches;
- leadership and management;
- IC-technologies.



6.1.7 Training and professional development of ATS are carried out in order to improve the professional skills of teachers, prepare them for the introduction of updated content, structure and innovative technologies of education in the educational process; improving the quality of training specialists with higher professional education, improve the management of the educational process.

6.1.8 Training and professional development of ATS is aimed at resolving the following tasks:

- improvement of pedagogical skills;
- improvement of subject competence;
- study and introduction of new technologies into the educational process;
- activation of research, methodological, innovative and creative activities;
- increase in competence in the field of management and quality management of educational activities.

6.2 Stages of organizing the training process and professional development

6.2.1 Determination of training and professional development needs, formation of the budget for the training and professional development of the University ATS.

6.2.2 Organization of the training process and professional development of ATS.

6.2.3 Transfer of acquired knowledge to trained ATS and reinforcement.

6.2.4 Monitoring of the training process and evaluation of the effectiveness of the training activities conducted.

6.3 Determination of the need for training

6.3.1 Training and professional development of ATS is carried out on an ongoing basis by the employees themselves and the University on the basis of the needs assessment in the training activities, taking into account the strategic goals and objectives of the University, chair, as well as the production need and the professional level of ATS.

6.3.2 Training of ATS taking into account the need for professional development and the presence of problem areas in the activities of the chair and an individual teacher is planned at the expense of the funds provided for in the budget of the University for the corresponding year.

6.3.3 The academic year from 1 September to 30 June of an academic year is considered as the annual period for calculating the need for training and professional development.

6.3.4 A teacher, having coordinated with the head of the chair his training for the forthcoming academic year, fills the corresponding section in the Individual plan of the teacher.

6.3.5 The head of the chair determines the need and forms a plan for the training and professional development of ATS at the chair before July 1, preceding an academic year (Appendix 2, Appendix 4) and provide information to DILT.

6.3.6 The plan for the training and professional development of ATS is discussed at the meeting of the chair, sent to DILT.

6.3.7 DILT analyzes the plans for the training and professional development of ATS for compliance with the goals, objectives, strategic directions of the University development and forms the annual plan for the training and professional development of the University ATS.

6.3.8 The annual plan for the training and professional development of ATS is approved by the supervising vice-rector (Appendix 3).

6.3.9 The budget for the costs of training and professional development of ATS is formed by the financial and economic department on the basis of the annual plan for the training and professional development of the University ATS from DILT and the Price proposals.

6.3.10 The funds provided for in the budget for the training and professional development of ATS may include the payment of all types of tuition and professional development, accommodation, meals, travel to and from the place of study, and a registration fee.

6.3.11 The annual plan for the training and professional development may be amended within the limits of budgeted resources.



6.3.12 The supervising vice-rector, head of HEC and DILT have the right to refuse in the agreement on unscheduled training that does not correspond to the official duties of ATS or does not comply with the principles and objectives of the training and professional development of ATS, as well as in case of non-observance of the norms of participation in training.

6.4 Organization of the training process and professional development of ATS

6.4.1 Training and professional development of ATS can be conducted on the basis of the University, other educational, research institutions and clinics, training organizations, enterprises of the Republic of Kazakhstan, near and far abroad.

6.4.2 The definition of an upskilling program for each teacher is carried out in accordance with the Individual Teacher's Plan.

6.4.3. Upskilling is divided into:

- short-term (the program volume is up to 54 hours) thematic training;
- thematic and problem-based seminars (program size is from 54 to 108 hours);
- long-term (over 108 hours) training of specialists in the educational institution of advanced training for in-depth study of the relevant problems of science, educational technologies and other problems in the field of professional activity.

6.4.4 The main types of professional development of ATS within the University are:

- cycles of training and advanced training;
- seminars-meetings;
- seminars-trainings, master classes;
- round tables.

6.4.5 Upon completion of training events, the trainees who have mastered the entire volume of the curriculum are issued with a certificate of the appropriate sample.

6.4.6 In case of missing for a disrespectful reason 1/3 hours of training events, the certificate is not issued.

6.4.7 The main types of professional development of ATS outside the University are:

- cycles of training and advanced training;
- seminars-meetings;
- seminars-trainings;
- conferences;
- trainings related to the introduction and implementation of projects at the University;
- round tables;
- internship.

6.4.8 In the course of implementing the annual plan for training and professional development of ATS, the University provides:

- conclusion of a contract with a training organization;
- issuing an order to send a trainee.

6.4.9 The place of work (position) and official salary without additional payments according to the Regulation on business trips of JSC "Astana Medical University", as well as the expenses in accordance with the training contract, shall be retained for the trainees sent to training and professional development.

6.4.10 In case of termination of an employment contract before the term established by the training contract on the initiative of the trainee or on the initiative of the employer due to the fault of the trainee, the trainee reimburses the employer the costs associated with his training, in proportion to the unfinished working time.

6.4.11 In order to transfer the acquired knowledge after completion of training, the trainee, within 5 working days upon arrival, provides the following documents to DILT:

- an electronic presentation on the training event;
- methodical, instructive and other handouts received during the training event;
- internship report (Appendix 6);
- a copy of the confirming document (certificate, verifier, etc.).



6.4.12 ATS is responsible for observing the discipline when attending training events, processing documents (if necessary) for travel to the venue of the training event, providing training materials, applying knowledge and skills acquired in the course of training activities.

6.5 Monitoring of the process of training and professional development of the University ATS

6.5.1 In order to ensure the monitoring of the implementation of the training plan and professional development, the heads of chairs at the end of the year submit the report on the upskilling of ATS with the results of introduction.

6.5.2 DILT compiles a consolidated report on the implementation of the annual plan for the training and professional development of the University ATS (Appendix 3).

6.5.3 The report on the professional development shall be agreed by the supervising vice-rector and sent to DILT (Appendix 5).

6.5.4 The report on the training and professional development of the University ATS is approved by the Rector. The report is prepared in 2 copies (1 copy to DQM and SP, 1 copy to DILT).

6.5.5 The data of the report are included in the Analysis by the managerial staff on the University's activity as a whole (which can be used in the University's self-assessment).

6.5.6 A copy of the document confirming the completed training (certificate, acknowledgment) is stored in DILT with preliminary registration in the special journal of DILT.

6.6 Control

6.6.1 Continuous monitoring of the process of training and professional development of ATS is carried out by:

- Heads of chairs;
- Department of innovative technologies and education quality monitoring;
- Health education center;
- Department of Personnel Management;
- Financial and economic department;
- DQM and SP during internal audits;

6.6.2 Monitoring of the process of training and professional development is carried out by:

- ensuring attendance by employees of training events;
- accounting the funds spent for training employees, within the established budget;
- compliance with the norms of participation in training;

6.6.3 In order to disseminate best practices and innovative learning technologies after completion of training, within 1 month the trainee submits to DILT an extract from the protocol of the chair meeting to discuss the received knowledge.

6.6.4 Upon completion of the next semester (or academic year) after finishing the training, the trainees should submit to DILT one of the following documents as the results of the training and upskilling of ATS:

- educational-methodical manual;
- methodical recommendations;
- programs of a new course or a set of lectures;
- act of introduction;
- participation in conferences with a publication or a report.

6.6.5 Responsibility for the results of the training and upskilling of ATS, including for the non-fulfillment of the ATS training and professional development plan, shall be borne by heads of chairs and DILT.

7 RECORDS

7.1. Table 4 lists the records that are formed in this University Standard and must be managed in accordance with the requirements of the University Standard "Records management" (US-AMU-03).



Table 4. The list of records

№	Name	Records' forms	Responsibility for maintaining records	Storage		Periodicity of the recording
				place	term	
1	Block-scheme of the process "Training and professional development of ATS"	Appendix 1	HEC, DILT	DILT, QMD	5 years	In the course of updating
2	Plan for training and professional development of ATS	Appendix 2	Chairs	DILT	3 years	Once a year
3	Consolidated plan of training and professional development of ATS of JSC "Astana Medical University"	Appendix 3	HEC, DILT	DILT QMD	3 years	Once a year
4	The report on the implementation of the plan for training and professional development of ATS	Appendix 4	Chairs	DILT	3 years	Once a year
5	The report of DILT on the implementation of the plan for training and professional development of the University ATS	Appendix 5	DILT	Rector, QMD	3 years	Once a year
6	Internship program, internship report	Appendix 6	Chairs	DILT	3 years	Once a year

8 REVISION, AMENDING, STORAGE AND DISTRIBUTION

8.1 Revision, amending, storage and distribution of this University Standard are carried out in accordance with the requirements of the University Standard "Document management" (US-AMU-02).

8.2 The original of this University Standard is registered and stored in QMD and DILT.

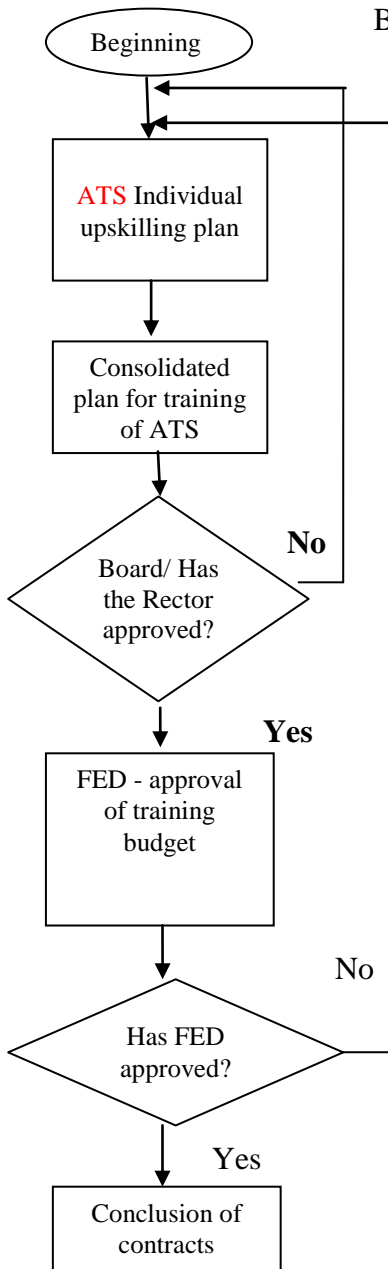
8.3 The scanned version of this University Standard is placed in the server computer of the University in the shared folder.

8.4 The approved copies of this University Standard are delivered to all structural units of the University.



Appendix 1

Block-scheme of the process "Training and professional development of ATS"





Appendix 2

Plan for training and professional development of ATS

JSC "Astana medical university"

CONFIRMED BY

Vice-rector for _____

_____ **Full name**

"__" _____, 20__

Plan for training and professional development of ATS for 20__ (year) (structural unit)

	Kinds of improvement	Planned / terms, place of training	Implemented
1	Pedagogical improvement courses		
2	Other kinds of training		
Note* (infill if necessary)			

The individual plan has been considered and discussed at the chair meeting.

Protocol No. ____ dated " __ " _____, 20__

Head of the chair

(signature)

Full name



Appendix 3

Consolidated plan of training and professional development of ATS of JSC "Astana Medical University"

JSC "Astana medical university"

CONFIRMED BY

Vice-rector for educational activities

_____ **G.A. Zhaksylykova**

(signature) full name

"_____" _____, 20__

Consolidated plan of training and professional development of ATS for 20__ (year)

№	Full name	Position	Kind of training	Theme of training	Training place (country, city, organization's name)	Training terms (date)	Training fee
Chair's name							
	Total number of employees:						
Chair's name							
	Total number of employees:						

Head of HEC _____ **Full name**

Head of DILT _____ **Full name**



Appendix 4

The report on the implementation of the plan for
training and professional development of ATS

The report on the implementation of the plan for training and professional development of ATS
_____ for 20__ (year)
(structural unit)

No.	Full name of the teacher	Position	The name of the cycle, seminar, internship	Place of training (organization, country)	Terms of training	Number of hours	Source of funding (budgetary/ extra-budgetary/ at own cost)	No. and date of the protocol of confirming the report on taking upskilling courses	No. of the acknowledgment, date of issuance

The report has been considered and discussed at the chair meeting.
Protocol No. ____ dated “__” _____, 20__

Head of chair

(signature)

Full name



Appendix 5

The report of DILT on the implementation of the plan for training and professional development of the University ATS

JSC "Astana medical university"

CONFIRMED by
Vice-rector for educational activities

_____ **G.A. Zhaksylykova**
(signature) *full name*
 " _____ " _____, 20____

The report of DILT on the implementation of the plan for training and professional development of the University ATS for 20 ____ (year)

No.	Full name	Position	Kind of training	Theme of training	Place of training (country, city, organization's name)	Terms	Amount of funding
The name of the structural unit							
	Total number of employees:						
The name of the structural unit							
	Total number of employees:						

Head of HEC _____ **Full name**

Head of DILT _____ **Full name**



“CONFIRMED BY”

Rector _____
“ _____ ” _____, 20__

INTERNSHIP REPORT

Intern _____ “ _____ ” _____, 201__
(signature)

Review (conclusion) of the host organization _____

Head of the unit (head of the chair)

(full name, signature)

Supervisor of the internship

(full name, signature)

Place of seal “ _____ ” _____, 201__

The conclusion of the sending chair on the implementation of the internship plan and recommendations for the introduction of the internship results in the educational process and the scientific work of the chair

Protocol No. _____ **Head of the chair**
“ _____ ” _____, 201__

Note: This form is filled out in two copies.
The report is submitted within 15 days after the end of the internship

**Approval sheet**

№	Position	Name	Agree date	sign
1	Vice-rector for educational activities	G.A. Zhaksylykova	8.11.13	
2	Vice-rector for scientific and clinical activities	F.A. Galitskiy	8.11.13	
3	Vice-rector for pedagogic and social activities	G.Z. Khairli	7.11.13	
4	Vice-rector for administrative-economic activities	M.O. Nurzhaubay	7.11.13	
5	Director of the department of personnel management and legal security	B.A. Syzdykov	7.11.13	
6	Chief of the department of quality management and strategic planning	Z.S. Zhumasheva	06.11.13	
7	Chief of the legal department	O.S. Ustinovich (A. Zharkin)	05.11.13	

