

**EDUCATIONAL INSTITUTION
“ROYAL METROPOLITAN UNIVERSITY”**




REPORT


**report on the implementation of recommendations
and the elimination of comments following the
accreditation of the educational institution “Royal
Metropolitan University” on direction 560001
“General Medicine”**

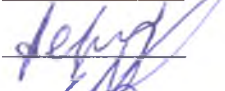
Bishkek, 2025


Composition of the self-assessment committee:


1. **Urazalieva N.A.** – Vice-Rector for Academic and Administrative Affairs
2. **Aitikeev A.U.** – Vice-Rector for Clinical Affairs and Strategic Development
3. **Saparova A.Z.** – Dean
4. **Mambetaliev U.Z.** – Leading Specialist of the Department of Quality and Monitoring
5. **Kurtubaeva N.K.** – Head of the Educational and Methodological Department
6. **Toktobaeva G.R.** – Head of the Department of Human Resources Policy and Record Management
7. **Orunkulov N.B.** – Vice dean for educational work
8. **Kambarova N.A.** – Head of the Department of Preclinical and Clinical Practice.




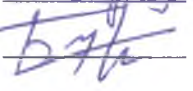















Address of the University: *Kyrgyz Republic, Bishkek city, Moskovskaya Street 172.*

The report is made



CONTENTS:

Introduction	5
STANDARD 1. MINIMUM REQUIREMENTS FOR THE QUALITY ASSURANCE POLICY IN EDUCATION	12
Evaluation of Standard / Criterion Implementation	
STANDARD 2. MINIMUM REQUIREMENTS FOR THE DEVELOPMENT, APPROVAL, MONITORING, AND PERIODIC ASSESSMENT OF EDUCATIONAL PROGRAMS	22
Evaluation of Standard / Criterion Implementation	
STANDARD 3. MINIMUM REQUIREMENTS FOR STUDENT-CENTERED LEARNING AND ASSESSMENT OF STUDENT PERFORMANCE	28
Evaluation of Standard / Criterion Implementation	
STANDARD 4. MINIMUM REQUIREMENTS FOR STUDENT ADMISSION, RECOGNITION OF LEARNING OUTCOMES, AND GRADUATION	35
Evaluation of Standard / Criterion Implementation	
STANDARD 5. MINIMUM REQUIREMENTS FOR TEACHING AND SUPPORTING STAFF	36
Evaluation of Standard / Criterion Implementation	
STANDARD 6. MINIMUM REQUIREMENTS FOR MATERIAL, TECHNICAL, AND INFORMATION RESOURCES	40
Evaluation of Standard / Criterion Implementation	
STANDARD 7. MINIMUM REQUIREMENTS FOR INFORMATION MANAGEMENT AND PUBLIC DISCLOSURE	45
Evaluation of Standard / Criterion Implementation	

LIST OF ABBREVIATIONS

KR	Kyrgyz Republic
AAOPO	Agency for Accreditation of Educational Programmes
MES KR	Ministry of Education and Science of the Kyrgyz Republic
EI “RMU”	Educational Institution “Royal Metropolitan University”
TS	Teaching staff
SESHPE KR	State Educational Standard of Higher Professional Education of the Kyrgyz Republic
EMD	Educational and Methodological Department
BEP	Basic educational programme
WPD	Work programme of disciplines
RW	Research work
SIW	Student's independent work
SRW	Student's research work
MTB	Material and technical base
EF	Evaluation fund
QMS	Quality Management System
LO	Learning outcomes
TM	Training manual

INTRODUCTION

Name of the educational organisation	Full name of the educational organization: - In Russian: Образовательное учреждение «Роэль Метрополитен университет»; - in Kyrgyz: «Роэль Метрополитен университети» Билим берүү мекемеси; - in English: Educational Institution ‘Royal Metropolitan University’. Abbreviated corporate name: - in Russian: ОУ «РМУ»; - in Kyrgyz: «РМУ» ББМ; - in English: EI ‘RMU’.
Legal address	Kyrgyz Republic, Bishkek city, Moskovskaya Street 172.
Contact information	Phone:+996 (312) 45-47-40
E-mail	info@rmu.edu.kg
Website	https://rmu.edu.kg/
Establishment data	Certificate of state re-registration of a legal entity: Registration number: 183822-3300-U-e Date of initial registration: 14.06.2019 Date of re-registration: 25.09.2020 OKPO Code: 30594936 Tax identification number: 01406201910259
Document for the right to conduct	Licence for the right to conduct educational activities. Registration number No. D2020-0001. Serial number of the licence LS200000189. Order of the Ministry of Education and Science of the Kyrgyz Republic No. 47/1 dated 20 January 2020 (Decision of the Licensing Council of the Ministry of Education and Science of the Kyrgyz Republic, Minutes No. 1-1 dated 16 January 2024), open-ended
Form of ownership	Private
Legal form	Educational Institution
Rector	Alymkulov Muratbek Chynarbekovich
Responsible for carrying out accreditation	Saparova Asel Zamirovna - Dean; contact details: +996772680057 e-mail: a.saparova@list.ru

Data on the composition of the working group

For internal assessment of the compliance of the activities of the Educational Institution ‘Royal Metropolitan University’ with the standards and criteria of program accreditation, the Rector's order created a working group from among the managers and staff of the University. (*Appendix. 1. Rector's order on the creation of the working group on self-assessment*).

Composition of the commission for self-assessment of program accreditation:

Head of the Working Group:

Vice-Rector for Academic and Administrative Affairs	– Urazalieva Nargiza Abdukhalilovna
--	-------------------------------------

Members of the Working Group:

Vice-Rector for Clinical Affairs and Strategic Development	– Aitikeev Adilet Usenovich
Dean	– Saparova Asel Zamirovna
Leading Specialist of the Department of	– Mambetaliev Urmat Zarlykovich
Head of the Educational and Methodological Department	– Kurtubaeva Nuripa Kenzhekasymovna
Head of the Department of Human Resources Policy and Record Management	– Toktobaeva Gulnara Rasulovna
Vice dean for educational work	– Orunkulov Nurbek Kubanychbekovich
Head of the Department of Preclinical and Clinical Practice.	– Kambarova Nurgul Abdymomunovna

Appendix. 1. Rector's order on the creation of the working group on self-assessment

Data on the establishment of the educational institution

Educational Institution «Royal Metropolitan University» was established in Kyrgyzstan in 2019 to provide quality education in the field of medicine and healthcare. The initiative to establish the university was supported by the Government of the Kyrgyz Republic and international partners to provide high standards of education and infrastructure.

Educational Institution «Royal Metropolitan University» is a non-governmental educational organization established to carry out educational, scientific, cultural, social activities. The University, being a legal entity, has an independent balance sheet, settlement and other accounts (including foreign currency accounts) in banks, a seal with its name, stamp, letterheads, emblem and other requisites, as well as has its own separate property and has the right to independently dispose of it in the manner and within the limits established by the current legislation of the Kyrgyz Republic, the Charter and constituent documents.

The University, as an independent entity, operates on the basis of full commercial calculation, self-financing and self-sufficiency, conducts independent educational and scientific, economic and financial activities.

Our mission is «To train medical professionals for intercultural interaction through the integration of scientific knowledge, innovation, and high standards of practice to improve the quality of life».

The University aims to become a center of innovation and research in the field of medicine, contributing to the improvement of public health both in Kyrgyzstan and beyond.

Since its foundation, the University has passed through several key milestones:

1. Founding stage (2018-2019):

Developing the concept, attracting experts and partners, creating training program, forming the staff.

2. Registration and obtaining a license (2019-2020):

The University received a state license for educational activities, which allowed to start admitting students to medical specialties.

3. Infrastructure Development (2019–2024)

Establishment of a Modern Educational and Research Base, Including Academic Buildings, Laboratories, Libraries, and Student Dormitories.

Educational Institution «Royal Metropolitan University» currently offers Specialist programs in "General Medicine" and "Dentistry."

The academic programs are developed in accordance with the national standards and incorporate the expertise of leading international medical schools.

The university's faculty comprises experienced professors and practicing doctors from both Kyrgyzstan and abroad, ensuring a high level of student training.

The university actively collaborates with international educational and medical institutions, participates in scientific conferences, and engages in exchange programs. This provides opportunities for students and faculty to exchange knowledge and experience while integrating advanced methods and technologies into the educational process.

In 2023, the university successfully underwent international program accreditation for the "General Medicine" specialty, confirming its compliance with the quality standards of higher professional education. This achievement has expanded opportunities for international cooperation with medical organizations at various levels and enhanced the global recognition of its diplomas.

Thus, Educational Institution «Royal Metropolitan University» not only delivers high-quality medical education but also actively works toward integrating into the international educational community, contributing to the advancement of medicine and the improvement of public health.

List of Academic Programs Offered:

№	Specialty	Code	License Details	Date of Issue
1	General Medicine (for international students), duration - 5 years	560001	Serial Number LS200000189	January 20, 2020
2	Dentistry, duration - 5 years	560004	Serial Number LS240000210	August 17, 2021

Accreditation Details of Educational Programs:

Educational Institution «Royal Metropolitan University», established in 2019, has been actively working on the accreditation of its educational programs since its inception. Currently, the university has submitted all the required documents for institutional accreditation as well as the accreditation of its "General Medicine" and "Dentistry" programs.

These applications are under review by the Independent Accreditation Agency for Educational Programs and Organizations (AAEPO) and are currently at the stage of expert evaluation.

The expected completion of the accreditation process is scheduled for Winter 2024.

University Membership Details

Educational Institution «Royal Metropolitan University» (EI «RMU»), a young and dynamically developing institution, is currently in the process of applying for membership in various prestigious national and international educational and scientific organizations.

1. National Organizations:

The university has applied for membership in the Association of Medical Universities of the Kyrgyz Republic, which unites leading universities and promotes collaboration and knowledge exchange in education and research.

2. International Organizations:

EI «RMU» is actively working toward membership in the following prominent international organizations:

- World Association of Universities and Colleges (WAUC)
- European University Association (EUA)
- Federation of the Universities of the Islamic World (FUIW)
- Global Alliance for Transnational Education (GATE)
- European Association for International Education (EAIE)
- Eurasian Silk Road Universities Consortium (ESRUC)

- International Association of Universities under UNESCO
- Union of Turkic Universities

Joining these organizations will provide the university with opportunities to engage in international scientific projects and exchange knowledge and experience with global partners.

3. Professional Communities:

EI «RMU» is already a member of the Asian Medical Students' Association (AMSA) and is actively pursuing membership in:

- Alliance of Tropical Medicine Universities (AUTM, China)
- Belt and Road Initiative Medical Education Alliance (BRIMEA, China)

Participation in these communities will grant students and faculty access to exclusive academic resources, international events, professional networks, and research opportunities. This will significantly enhance prospects for education and scientific innovation, while strengthening global partnerships.

Future Initiatives:

The university's leadership is dedicated to expanding its membership in educational and scientific organizations. This strategic initiative aims to bolster RMU's reputation and elevate the quality of its academic programs. Active involvement in these organizations will ensure the best opportunities for students and faculty in learning, research, and international collaboration, fostering academic excellence and innovation.

Student Enrollment Data:

№	Specialty	Year 1	Year 2	Year 3	Year 4	Year 5	Total	Grand Total
1	General Medicine (for international students)	89	155	80	250	185	759	794
2	Dentistry		2	9	5	19	35	

Curricula of Accredited Educational Programs

The educational process at EI «RMU» is implemented in accordance with the regulatory framework governing academic activities, including:

- The Law of the Kyrgyz Republic "On Education";
- Ministry of Education and Science Order No. 1179/1 dated September 15, 2015, "On Approval of State Educational Standards for Higher Professional Education";
- Ministry of Education and Science Order No. 1357/1 dated July 30, 2021, "On Approval of State Educational Standards for Higher Professional Education";

- Government Decree No. 256 dated May 27, 2011, "On Approving Provisions Regulating Admission to Higher Educational Institutions of the Kyrgyz Republic";
- Government Decree No. 496 dated August 23, 2011, "On Establishing a Two-Level Structure of Higher Professional Education in the Kyrgyz Republic";
- Other relevant educational regulations of the Kyrgyz Republic.

Organization of the Educational Process

The educational process is based on curricula, working curricula, academic schedules, and is carried out according to timetables for classes, current assessments, interim evaluations, and final state attestation of students.

Aligned with the university's mission, strategic, and comprehensive plans, curricula are developed and revised annually, considering the requirements of stakeholders, including employers, graduates, and students.

Features of the Educational Process:

- **Classroom Workload:** The weekly classroom workload for full-time education is determined by state educational standards, considering the specifics of the program.
- **Independent Study (ISR):** Independent student work is a core component of the educational process alongside lectures and practical sessions. ISR constitutes up to 50% of the total hours allocated for a course, as defined by the state standards and curricula, focusing on competency development.
- **Innovative Methods:** The university employs traditional, innovative, and distance-learning methods, including a modular-rating system for evaluating learning outcomes.
- **Academic Content:** Teaching materials for each discipline comply with state educational standards and are designed to develop relevant competencies.
- **Internships and Research:** Practical training is an essential component of the curriculum, serving as a key element in preparing highly qualified specialists. In compliance with state standards, curricula include various types of internships and research activities.
- **Final State Attestation:** The completion of higher professional education programs concludes with mandatory final state attestation.

Brief History of the University

Educational Institution «Royal Metropolitan University» (EI «RMU») was established in 2019 (Certificate of State Registration No. 0042761 dated June 14, 2019). The license for educational activities was issued by the Ministry of Education and Science of the Kyrgyz Republic in 2020 (LS 200000181 dated January 20, 2020). Educational Institution "RMU" positions itself as a leading university

focused on training highly qualified medical professionals for the Kyrgyz Republic and South Asia.

The Faculty of General Medicine was created with the aim of training doctors for South Asian countries. The first intake of students took place in 2020, when 200 applicants, predominantly from Pakistan, India, and Bangladesh, were enrolled in the faculty.

Today, EI «RMU» is a dynamically developing educational institution with a highly professional faculty. The university employs 64 professors, 31 of whom hold academic degrees and titles, in accordance with state requirements. The university consists of four departments: "Natural and Humanities Disciplines," "Morphological and Fundamental Disciplines," "Clinical Disciplines," and "Dental Disciplines." EI «RMU» actively collaborates with local and international clinics, medical centers, and dental practices, implementing its faculty's research into clinical practice.

EI «RMU» supports scientific research, encouraging faculty publications in academic journals and publishing its own periodical, "RMU Vestnik." In 2024, the first graduation took place, with 100 graduates receiving their diplomas and administrative support for successful employment.

STANDARD 1. MINIMUM REQUIREMENTS FOR THE QUALITY ASSURANCE POLICY IN EDUCATION	
<p>1. General Characteristics of the Quality Assurance System in Educational Institution “Royal Metropolitan University” (EI “RMU”)</p> <p>The educational institution “<i>Royal Metropolitan University</i>” (hereinafter – EI “RMU”) considers quality assurance in education as a key priority of its activity. The quality policy is aimed at achieving a high level of professional training for students, developing human resources, promoting research activities, and strengthening the university’s academic reputation both nationally and internationally.</p> <p>The foundation of the quality assurance policy is the principle of “Continuous Improvement”, implemented through a systematic approach to planning, monitoring, analysis, and enhancement of educational processes.</p> <p>The quality policy of EI “RMU” is based on:</p> <ul style="list-style-type: none"> • The Law of the Kyrgyz Republic “<i>On Education</i>”; • National and international standards and criteria of the Accreditation Agency of Educational Programs (AAEPO); • Requirements of international standards ISO 9001:2015 and ISO 21001:2018; • Internal regulatory documents of the university, including: <ul style="list-style-type: none"> • Regulation on the Policy of Quality Assurance in Education; • Quality Policy; • Regulation on Monitoring and Quality Evaluation; • Program for Monitoring and Evaluation of the Quality of the Main Educational Program and the Educational Process of RMU; • Code of Academic Ethics; • Methodological Guide on Monitoring the Quality of Education. <p>The university has implemented a comprehensive internal quality assessment system that includes the analysis of curricula, external and internal evaluation of educational programs, self-assessment procedures, surveys, independent testing, as well as the involvement of students and employers in evaluation activities.</p> <p>All elements of the quality system function in an integrated manner, ensuring a unified approach to managing the educational process. This</p>	Implemented

<p>contributes to greater transparency, efficiency, and effectiveness of the university’s activities, as well as the creation of conditions for the continuous improvement of educational programs and student support services.</p> <p>Appendix:</p> <p>1.1.1 Regulations on the Quality Assurance Policy of “Royal Metropolitan University” (RMU);</p> <p>1.1.2 Quality Policy of “Royal Metropolitan University”;</p> <p>1.1.3 Regulations on the Evaluation of the Quality of Educational Programs of “Royal Metropolitan University”</p> <p>1.1.4 Code of Academic Integrity of “Royal Metropolitan University”;</p> <p>1.1.5 Methodological Guidelines for Monitoring the Quality of Education of “Royal Metropolitan University”</p>	
<p style="text-align: center;">2. Mission and Strategic Priorities of the University</p> <p>In 2024, the Academic Council of the University approved the updated version of the mission of EI “Royal Metropolitan University”:</p> <p>“Training medical professionals for intercultural interaction through the integration of scientific knowledge, innovation, and high standards of practice aimed at improving the quality of human life.”</p> <p>Goals and Objectives of the Mission:</p> <p>To ensure the training of medical specialists equipped with competencies that meet modern healthcare requirements, enabling them to work effectively in a multicultural and innovative environment.</p> <ol style="list-style-type: none"> 1. Formation of healthcare human resources in line with international standards. 2. Integration of education, science, and practice. 3. Development of international cooperation in the field of medical education. 4. Strengthening the university’s role as an innovative and socially oriented center. <p>To achieve the mission, the Strategic Development Plan of EI “RMU” for 2024–2029 was developed and approved by Rector’s Order No. 32/24 dated January 10, 2024.</p> <p>The Plan provides for:</p> <ul style="list-style-type: none"> • implementation of a quality management system (QMS); • international accreditation in accordance with WFME standards; 	Implemented

<ul style="list-style-type: none"> • strengthening of scientific potential; • development of a digital educational environment; • expansion of social and international partnerships. <p>Appendix: 1.2.1 Strategic Development Plan of EI "RMU" for 2024–2029;r.; 1.2.2 Operational Development Plan of EI "RMU" for the 2024–2025 academic year.</p>	
<p style="text-align: center;">3. Organizational Structure of Quality Management</p> <p>The university has established a multi-level quality management system that ensures coordination, control, and continuous improvement of all processes related to teaching, assessment, and development of educational programs. The structure includes the following components:</p> <ul style="list-style-type: none"> • Academic Council, chaired by the Rector, provides strategic leadership for the educational quality management system. It includes external members (representatives of employers, professional associations, and other stakeholders), as well as members of the Student Council. Such participation ensures objectivity of evaluation procedures, transparency of decision-making, and consideration of the interests of all participants in the educational process. • Council for Education Quality, functioning under the supervision of the Vice-Rector for Academic Affairs, coordinates activities related to internal quality assurance, reviews monitoring results, evaluates curricula and programs, and initiates corrective measures and improvements in the educational process. • Department of Quality and Monitoring conducts scheduled and unscheduled audits of educational programs, analyzes the effectiveness of the learning process, monitors compliance with standards, prepares reports for the administration and accreditation bodies, and provides methodological support to departments in matters of internal quality control. • Academic Departments and the Educational-Methodological Office are responsible for the quality of educational program implementation, the development and updating of course syllabi, the introduction of modern educational technologies, self-assessment activities, and analysis of student performance results. 	Implemented

<ul style="list-style-type: none"> • Student Senate participates in the analysis of curricula, submits proposals to improve the organization of the educational process, identifies issues related to academic workload, teaching quality, and learning resources, and provides recommendations to the relevant structural units. <p>Each structural unit of the university operates in accordance with the Charter of EI “RMU”, Regulations on structural divisions, the Quality Policy, Regulations on Monitoring and Evaluation of Quality, the Program for Monitoring and Evaluating the Quality of Educational Programs and Processes, the Code of Academic Ethics, and the Methodological Guidelines for Quality Monitoring.</p> <p>The coordinated work of all governing bodies ensures continuous improvement of educational activities and a high level of compliance with national and international standards.</p> <p>Appendix:</p> <p>1.3.1 Charter of “Royal Metropolitan University”;</p> <p>1.3.2 Quality Policy</p> <p>1.3.3 Program for Monitoring and Evaluation of the Quality of Educational Programs and Educational Process»;</p> <p>1.3.4 Code of Academic Ethics;</p> <p>1.3.5 Methodological Guidelines for Monitoring the Quality of Education;</p> <p>1.3.6. Rector’s Order No. 81 dated November 4, 2024, “On the Establishment of a Commission for Conducting Internal Audits to Evaluate the Activities of Departments and Structural Units of ‘Royal Metropolitan University’.</p>	
<p>4. Student Involvement in the Quality Assurance System</p> <p>In accordance with the recommendations of the Agency for Accreditation of Educational Programs and Organizations (AAEPO), in 2024, EI “Royal Metropolitan University” revised its approach to student participation in the internal quality assurance process. The goal of this update was to enhance transparency, effectiveness, and student engagement in the management of educational program quality.</p> <ul style="list-style-type: none"> • The Rectorate, under the leadership of the Rector, coordinates and reviews current academic issues as well as internal quality 	Implemented

policy matters. A representative of the Student Senate may be included as a council member.

- The **Department of Internal Control and Monitoring** conducts scheduled and unscheduled audits of educational programs and structural units, involves students in evaluating the educational process and teaching performance, analyzes student survey results, and prepares monitoring reports.
- The **Departments** and the **Academic and Methodological Office** are responsible for the quality of educational program implementation, consider student proposals, and adjust teaching materials.
- The **Student Senate** actively participates in the analysis of curricula and learning outcomes, takes part in evaluating the educational process, and provides recommendations for its improvement.
- To formalize stakeholder feedback, the **“Regulations on Stakeholder Surveying”** have been revised.
- The **results of student surveys** are reviewed at meetings of the Academic Council and the Rectorate, where corrective actions are developed (e.g., revision of learning materials, modification of assessment methods, or updating of clinical training bases).

All regulatory documents of EI “RMU” provide for student participation in university governance. This provision is implemented through the regulations governing the activities of collegial management bodies and the quality management system.

1. The **Regulations on the Academic Council** were revised to strengthen the role of students and promote student self-governance.

Clause 8 (“Composition and Structure of the Academic Council”) specifies that representatives of student self-governance — members of the Student Senate, including the Chair — are entitled to participate in discussions and decision-making on issues related to academic affairs and education quality.

2. The **Regulations on the Academic, Research, and Methodological Council (ARMC)** were also amended to include student representatives in decision-making related to quality assurance and educational program improvement.

3. Students have the right to participate in the **University Quality Council (QC)**. Existing regulations allow student membership and participation in the council's agenda discussions.
4. During the development of Quality Management System (QMS) documents, special attention was paid to the role of students and student self-governance bodies. In particular, the process of designing and developing educational programs (EPPs) includes a section outlining student participation in program discussion, evaluation, and revision. Section 6.5 of the process "Quality Control of Educational Process Implementation" defines the role of students in quality assurance.
5. Regular student **surveys, meetings with administration, and feedback collection** are conducted.
6. A new position — **Vice Dean for Education Affairs** — has been introduced to improve communication with students, coordinate the work of the Student Senate, and guide its activities in a constructive direction.

Thus, the university's regulatory framework ensures effective mechanisms for student participation in academic governance, promotes the development of student self-governance, and fosters a responsible attitude toward education quality.

Appendix:

1.4.1. [Regulations on the Academic Council;](#)

1.4.2. [QMS Documentation ;](#)

1.4.3. [Design and Development of Educational Programs ;](#)

1.4.4. [Educational Process Control;](#)

1.4.5. [Results of Student Survey;](#)

1.4.6. [Results of Student Satisfaction Assessment;](#)

1.4.7 [Regulations on the University Quality Council;](#)

1.4.8. [Regulations on the Academic, Research, and Methodological Council of RMU;](#)

1.4.9. [Rector's Order on the Composition of the Quality Council;](#)

1.4.10. [Rector's Order on the Composition of the Academic, Research, and Methodological Council;](#)

5. Development and Implementation of the Quality Management System (QMS)

Implemented

In 2024, EI “Royal Metropolitan University” initiated the implementation of a **Quality Management System (QMS)** based on the principles of **ISO 9001:2015** and **ISO 21001:2018**.

A working group was established, comprising representatives from university leadership, faculty, students, and administrative staff.

The following key documents have been developed:

- **Quality Policy and Objectives;**
- **Quality Manual;**
- **Internal Audit Regulations;**
- **Educational Process Flowchart;**
- **Descriptions of all processes.**

Main Stages of QMS Implementation:

Stage	Content	Implementation Period	Status
1	Development of the QMS regulatory framework	Q1 2024	Completed
2	Staff training on ISO 21001 fundamentals	Q2 2024	Completed
3	Internal audit of processes	Q3 2024	Completed
4	External certification of the university QMS	Q1 2025	Completed

In Q1 2025, the university successfully completed **external certification of its Quality Management System (QMS)** conducted by **AJA Register** and, based on the audit results, received the corresponding certificates confirming compliance with **ISO 21001** requirements.

As part of QMS implementation, the university applies the **PDCA cycle (Plan–Do–Check–Act)**, which enables continuous improvement of educational processes and prompt response to feedback.

Appendix:

1.5.1. [International certificate confirming the university QMS compliance with ISO 9001:2015;](#)

1.5.2. [International certificate confirming the university QMS compliance with ISO 21001:2018;](#)

1.5.3. [Quality Policy and Objectives;](#)

1.5.4. [Quality Manual;](#)

1.5.5. [Internal Audit Regulations;](#)

1.5.6. [Educational Process Flowchart.](#)

6. Enhancing Academic Reputation

Implemented

Following the recommendations of the Agency for Accreditation of Educational Programs and Organizations (AAEPO), the Program and Action Plan for Enhancing the Academic Reputation of EI “RMU” for 2024–2026 were approved, encompassing the following areas:

- Publication activity of faculty in international databases (Scopus, Web of Science);
- Organization of scientific conferences, forums, and webinars hosted by EI “RMU”;
- Participation in international academic associations (AMSE, AMEE);
- Development of academic mobility programs for students and faculty;
- Promotion of the university’s positive image through mass media and professional platforms.

Key Performance Indicators (KPIs) for Academic Reputation:

Indicator	2023	2024	Target 2025
Number of publications in Scopus/Web of Science	2	3	4
Faculty participation in international conferences	5	6	6
Joint projects with foreign universities	1	2	3
Student satisfaction rate	68%	83%	90%

6.1. Enhancing Academic Reputation through Individualization of the Educational Process

To strengthen the individualization of the educational process for students from South Asian countries, EI “Royal Metropolitan University” has introduced additional specialized courses aligned with the requirements of the Medical Council of India (MCI) and the Pakistan Medical & Dental Council (PMDC). These courses are designed to help senior students (9th and 10th semesters) gain a deeper understanding of exam structures, typical topics, and knowledge areas tested by the respective medical and dental councils of India and Pakistan.

The program was developed in collaboration with partner organization leadership and physician instructors from Pakistan, considering national education standards, clinical practice specifics, and professional competency requirements for graduates. The course includes theoretical and practical sessions, as well as exam simulation exercises, enabling students to develop critical thinking, clinical analysis skills, and confidence in passing international qualification exams.

<p>The implementation of these specialized courses contributes not only to enhanced student preparedness but also to the strengthening of the university’s academic reputation. International recognition of learning outcomes adapted to leading medical councils’ requirements demonstrates the high professional level of graduates and attracts new students from various countries.</p> <p>Furthermore, collaboration with international experts and the adoption of advanced educational practices reinforce EI “RMU’s” status as a center of excellence in medical education, enhancing the trust of partners (e.g., <i>Educational Adviser PVT LTD</i>), employers, and the scientific community, and creating a sustainable platform for further international cooperation and academic exchange.</p> <p>Thus, individualization of the educational process through specialized courses and international collaboration serves as a key tool for enhancing the university’s academic reputation at both national and international levels.</p> <p>Appendix: 1.6.1. Regulation: “On Department Reporting”; 1.6.2. Operational Development Plan for the 2024–2025 Academic Year; 1.6.3. Program for Enhancing Academic Reputation; 1.6.4. Report of the Vice-Rector for Science.</p>	
<p style="text-align: center;">7. Resource Support for the Quality System</p> <p>To effectively implement the university’s quality policy, the Department of Quality and Monitoring has been established, performing the following functions:</p> <ul style="list-style-type: none"> • Coordinating the implementation and operation of the Quality Management System (QMS); • Ensuring that educational programs comply with AAEPO requirements and WFME international standards; • Conducting internal audits of departmental and structural unit documentation; • Organizing the university’s preparation for external inspections, accreditations, and certifications; • Monitoring the performance indicators of educational programs and quality assurance procedures. 	Implemented

The Department is equipped with modern technical resources and has dedicated server access to the university’s internal systems (official website, electronic system “E-Bilim”), enabling prompt analysis of academic and administrative data to support management decisions.

Appendix:

1.7.1. [Regulations on the Department of Quality and Monitoring;](#)

1.7.2. [Program for Enhancing the Academic Reputation;](#)

1.7.3. [Monitoring Plan for the Educational Program “General Medicine”;](#)

1.7.4. [Methodological Guidelines for Monitoring the Quality of Education at RMU;](#)

1.7.5. [Quality Policy of EI "RMU".](#)

8. Action Plan for 2025–2026

To further improve the **Quality Management System (QMS)**, enhance the university’s **academic reputation**, and ensure sustainable development, a comprehensive set of activities is planned for 2025–2026. These activities aim to strengthen internal management processes, develop resource potential, and ensure transparency of performance results.

The plan defines **priority areas**, specific tasks with timelines, and responsible parties. Implementation of these measures will improve QMS effectiveness, strengthen the university’s position in academic and professional communities, and ensure compliance with international education quality standards.

Implemented

No.	Area	Activity	Timeline	Responsible Parties
1	Quality Management	Completion of QMS implementation and obtaining ISO certification	Q1 2025	Rector, Department of Quality
2	Academic Reputation	Scientific publications, participation in international conferences, membership in AMEE	2025–2026	Vice-Rector for Science
3	Resource Development	Development of material and technical base; development of ICT infrastructure; development of Resource Center	Throughout the year	Vice-Rector for Academic and Corporate Relations
4	Monitoring	Annual report of structural units on the academic year	Q2 2026	All Structural Units

		results; creation of a digital KPI dashboard		
5	Reporting	Preparation of the annual public quality report	Annually	Quality Council

Appendix:

[1.8.1. Strategic Development Plan of EI "RMU" for 2024–2029.;](#)

[1.8.2. Operational Development Plan of RMU for the 2025–2026 Academic Year;](#)

[1.8.3. Program for Enhancing the Academic Reputation of EI "RMU".](#)

Conclusion on Standard 1

As a result of the work carried out, the Educational Institution "Royal Metropolitan University" has significantly strengthened its quality assurance system.

A clear mission has been formulated, a quality management system has been implemented in accordance with international ISO standards, and mechanisms for engaging students and external partners are actively developing.

The internal reform has improved process management, enhanced the university's image, and strengthened the trust of students and employers.

At the beginning of 2025, Educational Institution "Royal Metropolitan University" completed the certification of its Quality Management System, obtained ISO 9001:2015 and ISO 21001:2018 certificates, and achieved international recognition of its educational system.

Standard 2. Minimum requirements for the development, approval, monitoring, and periodic assessment of educational programs

1. Improvement of the Educational Program Monitoring System

The university has developed and implemented an updated **Internal Monitoring System for the Quality of Educational Programs**, covering all stages of their life cycle — from development to final evaluation of effectiveness.

Monitoring is carried out in the following areas:

- compliance of educational programs (EP) with state educational standards;
- evaluation of the effectiveness of the educational process and teaching quality;
- analysis of graduates' employment and employer feedback;

Implemented

- analysis of students' satisfaction with the quality of educational services.

As part of the internal monitoring system, an **annual Student Satisfaction Monitoring Plan** is developed, which includes surveys, interviews, and feedback analysis.

Internal Monitoring and Quality Analysis System

Quality monitoring is implemented at all levels of management.

Each academic year includes:

- analysis of the implementation of course syllabi;
- supervision of internship programs;
- evaluation of teaching workload and quality of lecture materials;
- student and faculty surveys;
- audit of structural units to ensure compliance with educational standards (availability of syllabi, teaching and methodological complexes, assessment tools, course syllabi, reviews, instructional materials, job descriptions, academic schedules, qualified teaching staff, and other relevant documentation).

Monitoring results are discussed at meetings of the Rector's Council and the Academic Council in the form of a **Report on Internal Quality Assessment**, which is published on the university website. Based on this report, a **Corrective Action Plan** is developed, specifying responsible persons, deadlines, and expected outcomes.

A **Student Satisfaction Report** is then prepared, forming the basis for measures aimed at improving the quality of education, conditions, and the content of educational programs.

The results of the analysis and implemented measures are reflected in updates to course syllabi, methodological materials, faculty development plans, and the organization of academic and educational activities.

To strengthen practical orientation and cooperation with employers, in **2025 the Career and Employment Center** was established (Order No. 31/1 dated October 1, 2025).

The main functions of the Center include:

- maintaining an electronic database on graduate employment;
- organizing meetings between students and representatives of medical institutions and companies;
- conducting annual job fairs, career counseling sessions, and master classes;

<ul style="list-style-type: none"> • preparing analytical reports on graduates’ employability in the labor market. <p>Appendix:</p> <p>2.1.1. Regulation on Monitoring and Evaluation of Education Quality;</p> <p>2.1.2. Rector’s Order No. 31/1 dated 01.10.2025 “On the Establishment of the Career and Employment Center”;</p> <p>2.1.3. Minutes of the Rector’s Council Meeting (on monitoring results, program updates and adjustments);</p> <p>2.1.4. Audit Report of EI "RMU'S" Structural Units for 2024–2025;</p> <p>2.1.5. Report on Corrective Actions Based on Student Survey Results;</p> <p>2.1.6. Regulation “On the Career and Employment Center”;</p> <p>2.1.7. Rector’s Order No. 81 dated 04.11.2024 “On the Establishment of the Commission for Internal Audit to Evaluate the Activities of Departments and Structural Units of EI "RMU”;</p> <p>2.1.8. Rector’s Order on the Personal Composition of the Educational and Methodological Council of EI "RMU”.</p>	
<p style="text-align: center;">2. Provision of Academic Courses and Disciplines with the Necessary Educational and Methodological Documentation and Materials</p> <p>In the 2024–2025 academic year, a comprehensive audit of the educational and methodological support for academic programs was conducted.</p> <p>The educational and methodological complexes of the disciplines were brought into compliance with the current requirements of state educational standards, professional standards, and training profiles.</p> <p>To systematize instructional materials, each department has created an educational and methodological folder (materials bank) that includes course programs, methodological guidelines, assessment tools, and other teaching materials.</p> <p>Access to these materials is provided to both faculty and students through the department.</p> <p>Based on the analysis results, the department prepared and supplemented the following missing components:</p> <ul style="list-style-type: none"> • methodological guidelines for students’ independent work; • assessment tools (AT) for all forms of control; • test materials and situational tasks for interim assessments. 	Implemented

The updated educational and methodological materials were discussed and approved at the meetings of the **Educational and Methodological Scientific Council** and the **Academic Council of EI “Royal Metropolitan University”**.

Planned updates of documentation are now conducted annually as part of the **internal quality audit cycle** of the educational process.

The university operates a **Resource Center** and a **Reading Room**.

The Resource Center includes an **Electronic Library**, which integrates electronic library catalogs and annotated full-text databases into a unified automated system designed for creating and maintaining an electronic library of books, periodicals, abstracts, and dissertations — highly relevant for both faculty and students.

As of 2024, the total book collection of the Scientific Library comprises about **6,000 copies**, regularly updated and consisting of teaching aids, textbooks, encyclopedias, dictionaries, reference books, dissertation abstracts, and periodicals.

The Resource Center provides seating areas equipped with computers that grant access to the electronic library.

Students are fully provided with the necessary educational and methodological materials, including textbooks, manuals, encyclopedias, dictionaries, reference works, dissertation abstracts, and periodicals, as well as licensed electronic databases and material resources.

The university has access to **modern, high-quality information resources** that support its educational programs.

The electronic database <http://www.medline.ru/> contains data from the **largest bibliographic medical database** created by the **U.S. National Library of Medicine (NLM)**, covering about 75% of global medical publications and using the MeSH thesaurus. MEDLINE is a core component of PubMed and offers fast search capabilities for articles with abstracts and bibliographic details, as well as contact information for authors.

The **Cochrane Library** — a database and periodical on medicine and healthcare provided by the international non-profit organization *Cochrane* and other organizations (<https://www.cochranelibrary.com/>) — is also available.

The university libraries offer training programs and resources for using these databases, helping students and faculty effectively utilize electronic resources for their educational and research purposes.

<p>Additionally, there is a list of websites providing open access to online book and journal databases:</p> <ol style="list-style-type: none"> 1. http://www.wdl.org/ru/ 2. http://www.who.int/ru/ 3. http://www.freemedicaljournals.com/ 4. http://www.sciencedirect.com/ 5. https://www.ncbi.nlm.nih.gov/pmc/ 6. https://cyberleninka.ru/ 7. https://med.kg/ 8. https://www.medlib.ru/library/library/books 9. http://ya-medik.ru/literatura/ 10. https://booksmed.info/knigi-na-angliiskom/ 11. https://www.medline.ru/ 12. https://libgen.is/ 13. https://z-lib.io/ <p>Appendix:</p> <p>2.2.1. Rector’s Order No. 33 dated 17.09.2025 “On the Organization of the Audit of University Structural Units”;</p> <p>2.2.2. Departmental Register of Updated Course Syllabi;</p> <p>2.2.3 Sample Educational and Methodological Complex for the discipline “Pediatrics”;</p> <p>2.2.4. Sample Syllabus, Assessment Tools, and Test Assignments;</p> <p>2.2.5. Photos of the Resource Center;</p> <p>2.2.6. Electronic database http://www.medline.ru/,</p> <p>2.2.7. https://www.cochranelibrary.com/.</p>	
<p>3. Use of Scientific Research Results in the Educational Process</p> <p>EI “Royal Metropolitan University” systematically integrates scientific research into the educational process, aiming to strengthen the link between science and teaching while developing the research competencies of both students and faculty members.</p> <p>Main Areas of Activity. In 2024, the Action Plan for Integrating Scientific Research Results into the Educational Process was approved (Order No. 39 dated October 20, 2024), developed and endorsed by the Academic Council of the University.</p> <p>As part of the Plan implementation:</p> <ul style="list-style-type: none"> • results of departmental scientific research are systematically incorporated into the updating of lectures, practical classes, and laboratory sessions; 	Implemented

<ul style="list-style-type: none"> • faculty members annually include in their course syllabi the latest data from their own publications, research reports, and international studies; • new elective courses are developed based on modern scientific achievements; • students are actively involved in research activities — participating in conferences, Olympiads, and young researchers’ competitions, and co-authoring scientific publications; • departments prepare joint publications by faculty and students in peer-reviewed journals under the university’s imprint; • scientific research results are integrated into educational and methodological complexes (EMCs) and faculty professional development programs; • implementation acts are developed confirming the application of research results in the educational process and dissertation studies. <p>Appendix:</p> <p>2.3.1. Rector’s Order No. 39 dated 20.10.2024 “On the Approval of the Action Plan for Integrating Science and Education”;</p> <p>2.3.2. Minutes of the Department Meeting (MFD) No. 9 dated 26.05.2025 “On the Inclusion of Research Results in Course Syllabi”;</p> <p>2.3.3. Patent for a Scientific Article by D. T. Davletbakova;</p> <p>2.3.4. Student’s Scientific Publication;</p> <p>2.3.5. Minutes of the Department Meeting (MFD) No. 9 dated 26.05.2025;</p> <p>2.3.6. Implementation Act of Research Results in the Dissertation Work of A. Z. Saparova for the Degree of Candidate of Economic Sciences, dated May 2, 2025;</p> <p>2.3.7. Rector’s Order on the Integration of Science into the Educational Process.</p>	
<p style="text-align: center;">Conclusion on Standard 2</p> <p>The university provides its educational programs with all the necessary instructional and methodological materials and resources, including an electronic library, a resource center, and licensed databases.</p> <p>The internal monitoring system covers the entire life cycle of educational programs and enables regular assessment of teaching quality and student satisfaction.</p>	

<p>Based on the results of audits and monitoring, corrective actions are implemented, and course syllabi are updated accordingly.</p> <p>The university’s activities comply with the requirements of the standard and ensure a high level of quality in the educational process.</p>	
Standard 3. Minimum requirements for student-centered learning and assessment of student performance	
<p style="text-align: center;">1. Presentation of Student Assessment Methods and Transparency of the Evaluation System</p> <p>At EI “Royal Metropolitan University”, a student-centered and competency-based approach is implemented, where assessment is built upon the principles of transparency, objectivity, and competency orientation. The evaluation system aims to foster students’ clinical thinking, professional responsibility, and ethical culture.</p> <p>The main goal of the university’s educational policy is to create an academic environment in which the student is an active participant in the learning process, while the instructor acts as a mentor who supports the personal and professional development of future physicians.</p> <p>Since 2023, the university has been consistently introducing interactive, digital, and clinically oriented teaching methods designed to enhance students’ motivation, independence, and critical thinking.</p> <p>Pedagogical Principles and Methods:</p> <p>The educational process at EI “RMU” is based on the following principles:</p> <ul style="list-style-type: none"> • Individualization of the educational trajectory; • Integration of theoretical knowledge and practical skills; • Orientation toward learning outcomes; • Development of soft skills such as communication, empathy, teamwork, and leadership. <p>To implement these principles, the following modern educational technologies are actively applied:</p> <ol style="list-style-type: none"> 1. Problem-Based Learning (PBL) — learning through solving clinical cases; 2. Case Study — analysis of real medical situations and modeling of solutions; 3. Simulation-Based Learning — training using simulators and clinical skills labs; 4. Peer Teaching — mutual student learning under the guidance of mentors; 	<p>Implemented</p>

5. Reflective Practice — self-analysis of actions and mistakes to enhance professional maturity.

EI “RMU” faculty members completed a series of training sessions on pedagogical design and blended learning technologies (January–March 2024, in collaboration with the Center for Teaching Excellence).

Assessment of Student Achievement and Competencies

Student assessment at RMU is based on the principles of transparency, objectivity, and competency orientation. The assessment methods include:

- Testing (including computer-based testing);
- Oral and written examinations;
- Clinical assessments (bedside exams);
- Evaluation of practical skills using simulation equipment (OSCE);
- Project and research work;
- Self-assessment and peer assessment.

Each course includes a clearly defined set of assessment criteria, published in the course syllabus and available on the university website.

EI “RMU” uses a student rating system that ensures an objective evaluation of each student’s academic performance. The final rating is calculated based on the weighted average score across all courses, considering both theoretical and practical assessments.

The rating system allows the university to:

- Monitor students’ academic performance;
- Identify high achievers and those requiring additional support;
- Motivate students to improve their results and engage in research and practical activities.

By the end of the 2024–2025 academic year, the students’ average cumulative GPA was **3.0 out of 4.0**, which reflects the overall academic achievement and quality of the educational process.

Appendix:

[3.1.1. Regulations on the Organization of the Educational Process under the Credit-Based Learning System;](#)

[3.1.2. Regulations on the Main Educational Program;](#)

[3.1.3. Regulation “On the Procedure for the Development and Approval of Course Syllabi”;](#)

[3.1.4. Educational Program “General Medicine”;](#)

<p>3.1.5. Dean’s Office Report for the 2024–2025 Academic Year; 3.1.6. Dean’s Office Report on Academic Performance for the 2023–2024 Academic Year.</p>	
<p style="text-align: center;">2. System of Language Adaptation and Intercultural Integration</p> <p>Since the students at EI “Royal Metropolitan University” are international (from Pakistan, India, Bangladesh, Egypt, Syria, Iraq, and Japan), the university places particular emphasis on language adaptation and the development of a multicultural environment.</p> <p>To overcome language barriers and enhance clinical effectiveness, the following initiatives have been introduced:</p> <ul style="list-style-type: none"> • Elective courses in Russian and Kyrgyz for international students focused on medical terminology (since 2024); • Courses in Academic English for faculty members to ensure effective communication with students; • Conversation clubs for informal language practice. <p>According to the results of a student survey (Spring 2024):</p> <ul style="list-style-type: none"> • 84% of international students reported improved understanding of clinical terminology; • 76% noted increased confidence in communicating with patients. <p>Thus, the language policy of EI “RMU” contributes to the successful socialization of international students and enhances the effectiveness of their clinical training.</p> <p>Appendix: 3.2.1. Curriculum of the Educational Program “General Medicine”; 3.2.2. Results of the student survey identifying learning needs and evaluating teaching methods.</p>	
<p style="text-align: center;">4. Student Motivation System</p> <p>To encourage academic and research activity, EI “RMU” has developed the Student Motivation Program (SMP-2024), which includes academic, scientific, and social incentives.</p> <p>In addition, in 2025, the university approved the Regulation on the Dean’s List, which governs the procedure for forming and maintaining the list of students who have demonstrated high academic achievements at EI “RMU”.</p> <p>An electronic student rating system has also been implemented, enabling students to track their academic achievements and monitor their progress over time.</p>	<p>Implemented</p>

<p>Appendix: 3.4.1. Regulation “On the Dean’s List”; 3.4.2. Photo of the Dean’s List Honor Board.</p>	
<p style="text-align: center;">5. Development of Individual Educational Pathways</p> <p>Each student at EI “Royal Metropolitan University” has the opportunity to design part of their own educational program by selecting elective courses, research project topics, and practical training areas.</p> <p>The Dean’s Office provides students with a list of available elective disciplines; students then submit an application indicating their choices.</p> <p>The Dean’s Office prepares a formal memorandum and forwards it to the relevant departments. This process ensures systematic management of each student’s individual educational trajectory and compliance of the chosen courses with the overall curriculum.</p> <p style="text-align: center;">Examples of Selected Elective Courses:</p> <p>1st year, 2nd semester:</p> <ol style="list-style-type: none"> 1. Information Technologies in Medicine <p>2nd year, 3rd semester:</p> <ol style="list-style-type: none"> 1. Healthcare Management <p>2nd year, 4th semester:</p> <ol style="list-style-type: none"> 1. Biosafety and Biosecurity in Medicine <p>3rd year, 5th semester:</p> <ol style="list-style-type: none"> 1. Practical Basics of Ultrasound Diagnostics <p>3rd year, 6th semester:</p> <ol style="list-style-type: none"> 1. Colposcopy <p>4th year, 7th semester:</p> <ol style="list-style-type: none"> 1. Gerontology <p>5th year, 10th semester:</p> <ol style="list-style-type: none"> 1. Toxicology <p>Thus, students are able to develop a professional profile aligned with their individual interests and future specialization.</p> <p>According to the results of the internal monitoring for the 2024–2025 academic year:</p> <ul style="list-style-type: none"> • 92% of students reported increased interest in clinical disciplines; • 88% of faculty members observed greater student engagement; • The average attendance rate for practical classes reached 94%; • The proportion of students participating in scientific clubs increased from 12% to 37%. 	<p>Implemented</p>

<p>To further individualize the educational process, additional classes have been introduced for students from South Asian countries, designed in accordance with the requirements of the Medical Council of India (MCI) and the Pakistan Medical and Dental Council (PMDC).</p> <p>These classes aim to adapt the curriculum content to the national medical education standards of Pakistan and India, thereby ensuring a higher level of preparedness for final certification procedures and subsequent professional licensing.</p> <p>In collaboration with representatives of a partner organization and invited physician-lecturers from Pakistan, a specialized preparatory course was developed for senior students (9th and 10th semesters). The program includes a detailed review of exam structures, question typologies, relevant clinical scenarios, and the requirements established by the Medical and Dental Council of Pakistan and the Medical Council of India.</p> <p>The supplementary sessions cover key disciplines frequently included in national licensing exams, such as Internal Medicine, Surgery, Pharmacology, Obstetrics and Gynecology, as well as dental clinical modules for students in dentistry tracks.</p> <p>The course also incorporates practical case analyses, clinical reasoning exercises, and exam simulations, enabling students to become familiar with the expectations of international regulatory bodies.</p> <p>Implementation of this program enhances the quality of international student training, strengthens international academic collaboration, and creates favorable conditions for successful employment of graduates in their home countries.</p> <p>Appendix: 3.5.1. Curriculum; 3.5.2. Student Survey Results on Identifying Learning Needs (2024); 3.5.3. Dean’s Office internal note; 3.5.4. Student Applications for Elective Course Selection; 3.5.4. Dean’s Order on Additional Classes for Students from South Asian Countries.</p>	
<p>6. Development of Practice-Oriented Learning</p> <p>To ensure that all students of the <i>General Medicine</i> program have access to clinical placements required by the curriculum, EI “RMU” has</p>	Implemented

developed a comprehensive system of cooperation with medical institutions.

Students are fully provided with placements for all types of practice. Training takes place at the **EI “RMU”-affiliated “Dr. Mendibayev Clinic”** and other leading medical institutions with which the university has signed formal cooperation agreements.

The clinical bases are selected according to their capacity to provide conditions conducive to acquiring the necessary professional competencies.

EI “RMU” maintains **partnership agreements with 17 medical institutions**, ensuring an adequate number of training sites:

1. University of Lahore Teaching Hospital (Pakistan);
2. M.M. Mamageyev National Surgical Center;
3. Bishkek Railway Hospital;
4. Cardiology Center;
5. National Center of Oncology and Hematology under the Ministry of Health of the Kyrgyz Republic;
6. Republican Center of Dermatology and Venereology;
7. INTER DENT Dental Center;
8. Dental Polyclinic No. 6;
9. Republican Center for Forensic Medical Examination under the Ministry of Health;
10. Memorandum of Understanding and Cooperation with Ala-Too International University;
11. “Comfort Medic” Medical Center (Medcenter.kg);
12. Family Medicine Center No. 1, Bishkek;
13. K.R.T. Dental Center, Bishkek;
14. Family Medicine Center No. 6, Bishkek;
15. National Hospital under the Ministry of Health of the Kyrgyz Republic;
16. Center of Emergency Medicine, Bishkek;
17. Expert Dental Studio.

The number of available practice placements fully meets the needs of enrolled students. For instance, for 100 medical students, 120 training positions are available through partnership agreements, allowing for flexible scheduling and rotation across different practice types.

The organization of practical training is governed by the following officially approved documents:

- Curriculum for the specialty **560001 “General Medicine”**;
- EI “RMU” Regulation “On Student Practice”;
- Cooperation agreements with medical institutions.

The practical training bases and types of practice fully comply with the program requirements and ensure the development of essential professional skills. Students have the opportunity to apply their knowledge in real clinical settings, thereby strengthening their professional competencies.

EI “RMU” continues to expand its network of partner medical institutions and plans to establish an additional university clinic to further enhance clinical training efficiency. All practical training sessions are supervised by qualified mentors, ensuring high-quality guidance and monitoring of students’ performance.

Appendix:

- 3.6.1. [Regulation “On the Organization of Student Practice”](#);
- 3.6.2. [Practice Programs for Students of the “General Medicine” Track](#);
- 3.6.3. [Cooperation Agreements with Clinical Bases](#);
- 3.6.4. [Curriculum for the Specialty 560001 “General Medicine”](#);
- 3.6.5. [Regulation “On Student Practice”](#);
- 3.6.6. [Cooperation Agreements with Foreign Medical Institutions](#);
- 3.6.7. [Cooperation Agreement with the Institute of Biology of the National Academy of Sciences of the Kyrgyz Republic](#);
- 3.6.8. [Cooperation Agreement with the Plastination Museum of I. Akhunbaev KSMA](#).

Conclusion on Standard 3

The educational institution “Royal Metropolitan University” has established an effective and transparent system for organizing the educational process, based on competency-based and student-centered approaches. The university implements modern teaching and assessment methods, actively integrating digital and simulation technologies, which contribute to the development of students’ clinical thinking and professional responsibility.

Special attention is given to the language adaptation of international students and the creation of a multicultural educational environment, ensuring successful integration and enhancing the quality of clinical training.

<p>The motivation system, ranking-based assessment, and the opportunity to form individualized educational trajectories stimulate students' academic activity and engagement in scientific and practical work.</p> <p>Practice-oriented training is supported through a wide network of partner clinical sites and the university's own clinic, ensuring that students acquire the necessary professional skills in real medical settings.</p> <p>Thus, the activities of EI "RMU" in implementing the educational process and practical training meet national and international quality standards, ensure a high level of professional competence among graduates, and strengthen the university's academic reputation.</p>	
Standard 4. "Minimum Requirements for Student Admission, Recognition of Academic Results, and Graduation"	
<p style="text-align: center;">1. Academic Mobility of Students</p> <p>Student academic mobility at EI "Royal Metropolitan University" is planned both at the level of domestic mobility within the country and at the international level.</p> <p>Within domestic academic mobility, students may temporarily study at other universities with which EI "RMU" has cooperation agreements. This provides an opportunity to broaden their horizons and gain experience in different educational systems in the country.</p> <p>International academic mobility is implemented through partnership agreements with foreign universities. Students may participate in exchange programs, study at foreign universities through short-term or long-term mobility programs, and take part in scientific conferences and internships.</p> <p>Academic mobility positively affects the quality of student training because:</p> <ul style="list-style-type: none"> • Students acquire intercultural communication skills and the ability to adapt to various educational environments. • Their professional competence increases through exposure to new teaching methods and research. • Experience studying abroad or at another university in the country helps students develop critical thinking and independence. <p>Students who have participated in mobility programs often become more active in academic and research activities, contributing to the overall improvement of educational outcomes at the university.</p> <p>Academic mobility is regulated by the following documents:</p>	<p>Implemented</p>

<ul style="list-style-type: none"> • EI “RMU” Regulations on Student Academic Mobility: outlines the procedure for student participation in mobility programs, selection criteria, timelines, and responsibilities of participants. • International Cooperation Agreements with Foreign Universities: define the terms of student and faculty exchanges. <p>EI “RMU” actively works to create opportunities for student academic mobility. The university’s plans include:</p> <ul style="list-style-type: none"> • Increasing the number of international partners and exchange programs with foreign universities. • Organizing information sessions and seminars for students on academic mobility opportunities. • Developing new domestic mobility programs for students wishing to study temporarily at other universities in Kyrgyzstan. • Increasing funding for student participation in international conferences and research internships. <p>These measures aim to enhance students’ professional training and improve their competitiveness in the international labor market.</p> <p>Appendix:</p> <p>4.1.1. Regulations on Student Academic Mobility;</p> <p>4.1.2. International Cooperation Agreements with Foreign Universities;</p> <p>4.1.3. Regulations on the Procedure for Student Transfer, Reinstatement, and Expulsion;</p> <p>4.1.4. Regulations on Appeals;</p> <p>4.1.5. Requirements for Documents of Transfer Students.</p>	
Standard 5. Minimum Requirements for Academic and Teaching Support Staff	
<p>1. Within the established timeframe, the university has developed and approved a <i>Plan for the Publication of Educational and Methodological Literature</i>, which provides for the annual analysis of effectiveness and updating of the list of educational materials. The plan has been approved by the Academic Council, the Council for Education Quality, and the Educational, Scientific, and Methodological Council of the university.</p> <p>The document includes: a schedule for the preparation and publication of scientific works, textbooks, teaching and methodological manuals, as well as scientific articles in leading peer-reviewed journals; a list of responsible departments and author teams; and requirements for</p>	Implemented

<p>the quality and compliance of materials with educational standards. Control over the implementation of the Plan is assigned to the Vice-Rector for Science and the Educational and Methodological Department of the university.</p> <p>The Vice-Rector for Science and the Educational and Methodological Office, involving the Department of Quality and Monitoring, annually conduct an analysis and update of the publication list.</p> <p>Appendix:</p> <p>5.1.1. Regulation “On the Appointment to Academic Positions”;</p> <p>5.1.2. Work Plan for Research Activities;</p> <p>5.1.3. Rector’s Order No. 39 of 20.10.2025 “On the Approval of the Plan for the Integration of Science and Education”;</p> <p>5.1.4. Example of a scientific publication in internationally recognized journals (Scopus) by Senior Lecturer N.A. Urazalieva;</p> <p>5.1.5. Example of a published teaching manual;</p> <p>5.1.6. Examples of published scientific articles by Senior Lecturer N.A. Urazalieva (page 142).</p>	
<p>2. A Plan for Professional Development of Academic Staff for the 2024–2025 Academic Year has been developed and approved, coordinated with the Council for Education Quality and the Scientific and Methodological Council.</p> <p>The Plan includes the following areas:</p> <ul style="list-style-type: none"> • development of pedagogical and methodological competencies; • training in digital educational technologies; • development of research activities; • academic mobility programs; • training in the Quality Management System (QMS) for academic staff. <p>The document includes performance indicators to assess the effectiveness of the programs:</p> <ul style="list-style-type: none"> • proportion of staff who have completed professional development courses ($\geq 70\%$); • proportion of participants in QMS programs ($\geq 70\%$); • participation of academic staff in research and publication activity ($\geq 50\%$); • student satisfaction with teaching quality ($\geq 80\%$). 	Implemented

<p>At the end of the academic year, an effectiveness analysis is conducted and approved at a meeting of the Council for Education Quality.</p> <p>Appendix: 5.2.1. Professional Development Plan for Academic Staff of EI "RMU" for 2024–2025; 5.2.2. Effectiveness Indicators of Staff Development; 5.2.3. Report of the Department of Personnel Policy and Documentation “On the Professional Development of Academic Staff for 2024–2025”; 5.2.4. Rector’s Order No. 144 of 16.10.2024 “On the Professional Development of Academic Staff”; 5.2.5. Certificate of Completion of an English Language Professional Development Course (sample); 5.2.6. Certificate of Completion of a Pedagogical Excellence Course (sample); 5.2.7. Certificate of Professional Development (sample).</p>	
<p>3. A comprehensive professional development system for the teaching staff has been established and put into operation, which includes:</p> <ul style="list-style-type: none"> • an annual long-term professional development plan for the academic staff; • professional development programs in research activities aligned with the university’s unified research theme; • academic mobility activities, including internal and external internships, participation in grants and conferences; • quality management system (QMS) courses for all categories of academic staff. <p>The system has been approved by the Education Quality Council and the Academic and Methodological Council.</p> <p>Monitoring of implementation and annual adjustment of the system are carried out based on an analysis of its effectiveness, including indicators of professional growth, participation in research projects, and the level of staff engagement in activities aimed at ensuring the quality of education.</p> <p>Appendix: 5.3.1. Professional Development Plan for the Academic Staff for the 2024–2025 academic year; 5.3.2. Academic Mobility of Academic Staff (as presented in the annual report of the MFD Department for the 2024–2025 academic year);</p>	Implemented

<p>5.3.3. Report of the Department of HR Policy and Office Administration “On the Professional Development of Academic Staff” for the 2024–2025 academic year.</p>	
<p>4. An Action Plan for Integrating the Results of Research Activities into the Educational Process has been developed and approved.</p> <p>The document provides for:</p> <ul style="list-style-type: none"> • analysis of research outcomes produced by departments and research groups; • integration of up-to-date scientific data and research results into curricula, lecture courses, and teaching materials; • joint meetings of departments, the Academic and Methodological Council, and the Education Quality Council on issues related to the implementation of research results; • organization of student research projects and research-based assignments aligned with the university’s research agenda. <p>The implementation of the Plan is supervised by the Vice-Rector for Research, the Education Quality Council, and the Academic and Methodological Council.</p> <p>The results of implementation are reviewed annually at meetings of the Education Quality Council and incorporated into the overall report on the internal quality assurance system.</p> <p>Appendix:</p> <p>5.4.1 Acts on the Implementation of Scientific Achievements in the National Economy;</p> <p>5.4.2. Minutes of Meeting No. 9 of the MFD Department dated May 26, 2025, regarding the discussion of “the integration of scientific achievements into the educational process”;</p> <p>5.4.3. Patents and Rationalization Proposals;</p> <p>5.4.4. Minutes of Meeting No. 9 of the MFD Department dated May 26, 2025, regarding the discussion of “the integration of scientific achievements into the educational process”;</p> <p>5.4.5. Cooperation Agreement between EI "RMU" and the National Academy of Sciences of the Kyrgyz Republic, Institute of Biology;</p> <p>5.4.6. Research Activity Action Plan of EI "RMU";</p> <p>5.4.7. University Research Activity Report for the 2024–2025 academic year.</p>	<p>Implemented</p>
<p style="text-align: center;">Conclusion on Standard 5</p> <p>The educational institution “<i>Royal Metropolitan University</i>» systematically ensures a high level of human resources and quality of</p>	

<p>teaching. Plans for the publication of educational and methodological materials, professional development of the academic staff, and integration of research results into the educational process have been developed and implemented.</p> <p>An effective professional development system is in place, encompassing academic mobility, participation in research projects, and training in the quality management system.</p> <p>Regular monitoring and adjustment of activities based on performance indicators ensure that the educational programs meet modern standards and stimulate the growth of pedagogical and research competencies among the academic staff.</p>	
<p>Standard 6. Minimum Requirements for Material, Technical, and Information Resources</p>	
<p>1. The academic building, including classrooms, offices, and other facilities, complies with sanitary and hygienic standards, regulations, and fire safety requirements.</p> <p>At the beginning of each academic year, academic staff, employees, and students receive an introductory lecture and briefing on sanitary regulations and fire safety requirements.</p> <p>In accordance with the legislation of the Kyrgyz Republic on labor protection, the university conducts annual inspections to verify compliance with sanitary and hygienic standards, fire safety regulations, occupational safety, and labor protection requirements.</p> <p>The university operates a Resource Center and a Reading Hall. The Resource Center includes an Electronic Library, which represents a set of electronic library catalogues and annotated full-text databases integrated into a unified automated system designed for the creation and maintenance of an electronic library, including books, periodicals, dissertation abstracts, and dissertations. This resource is highly relevant for both academic staff and students.</p> <p>As of 2024, the total book collection of the Scientific Library includes approximately 6,000 items in English, updated annually and consisting of textbooks, teaching materials, encyclopedias, dictionaries, reference books, dissertation abstracts, and periodicals. The Resource Center provides seating areas equipped with computers with access to the electronic library.</p> <p>To fully support the educational process, students have access to laboratories equipped with sufficient material and technical resources.</p>	<p>Implemented</p>

Histology laboratories are equipped with modern microscopes designed for studying the cellular structure of microorganisms, scanning microscopes with digital projection, and ready-made micropreparations.

Laboratories of Normal Physiology are equipped with stadiometers, medical scales, blood pressure monitors, advanced electronic microscopes, surgical instrument sets, spirometers, spectrophotometers, thermostats, pulse oximeters, water baths, ECG devices, thermometers, analytical scales, couches, dynamometers, hypoxicators, glucometers, ESR meters, photolorimeters, spirographs, electrocardiographs, electroneuromyographs (for diagnosing peripheral nervous system disorders, motor neuron diseases, neuromuscular synapse and muscle conditions), and biochemical analyzers designed to determine enzymes, substrates, lipids, and proteins in blood, urine, and cerebrospinal fluid.

They are also equipped with devices for visual field testing for ophthalmologic examinations.

Pathophysiology laboratories are equipped with stadiometers, scales, blood pressure monitors, advanced electronic microscopes, surgical instrument sets, spirometers, spectrophotometers, thermostats, pulse meters, water baths, and ECG devices for recording electrical impulses generated by cardiac activity.

Students are provided with the necessary educational and methodological materials, including textbooks, teaching guides, encyclopedias, dictionaries, reference books, dissertation abstracts, periodicals, licensed electronic databases, and material resources.

The university has access to modern, high-quality information resources to support the educational program.

The electronic database **MEDLINE** (<http://www.medline.ru/>) includes data from the largest bibliographic database of medical science articles created by the U.S. National Library of Medicine (NLM), covering about 75% of the world's medical publications and using the MeSH vocabulary. MEDLINE is a key component of PubMed. Advantages include fast search of topic-specific articles with access to abstracts and bibliographic data, as well as the ability to contact authors.

The **Cochrane Library** is a database and periodical publication in medicine and healthcare, provided by the international non-profit organization "Cochrane" and partner organizations (<https://www.cochranelibrary.com/>).

<p>University libraries offer programs and resources that help students and faculty effectively use these databases for educational and research purposes.</p> <p>Additionally, the university offers access to a list of open-access online resources containing books and journals:</p> <ol style="list-style-type: none"> 1. http://www.wdl.org/ru/ 2. http://www.who.int/ru/ 3. http://www.freemedicaljournals.com/ 4. http://www.sciencedirect.com/ 5. https://www.ncbi.nlm.nih.gov/pmc/ 6. https://cyberleninka.ru/ 7. https://med.kg/ 8. https://www.medlib.ru/library/library/books 9. http://ya-medik.ru/literatura/ 10. https://booksmed.info/knigi-na-angliiskom/ 11. https://www.medline.ru/ 12. https://libgen.is/ 13. https://z-lib.io/ <p>Appendix:</p> <ol style="list-style-type: none"> 6.1.1. Agreement between EI "RMU" and Wiley Online Library. 6.1.2. Photos of the Resource Center. 6.1.3. Electronic database MEDLINE http://www.medline.ru/. 6.1.5. https://www.cochranelibrary.com/. 6.1.6. Resource Center report on educational and methodological support. 	
<p style="text-align: center;">2. Resource Center and Reading Hall</p> <p>The university operates a Resource Center and a Reading Hall. The Resource Center includes an Electronic Library, which is a collection of electronic library catalogs and annotated full-text databases integrated into a unified automated system designed for the creation and maintenance of an electronic library, including books, periodicals, dissertation abstracts, and dissertations. This resource is highly relevant for both academic staff and students.</p> <p>As of 2024, the total book collection of the Scientific Library comprises approximately 6,000 items, which is updated annually and includes teaching guides, textbooks, encyclopedias, dictionaries, reference books, dissertation abstracts, and periodicals. The Resource</p>	Implemented

<p>Center provides seating areas equipped with computers with access to the electronic library.</p> <p>Appendix: 6.2.1. Resource Center report on educational and methodological support. 6.2.2. Librarian report of the EI "RMU" Resource Center.</p>	
<p style="text-align: center;">3. Stability and Sufficiency of Educational Facilities</p> <p>The educational process is supported by 6 lecture halls with a total of 288 seats and additional classrooms with 767 seats. Each classroom is equipped with modern technology, including interactive panels and state-of-the-art computers.</p> <p>The classroom infrastructure allows for both traditional lectures and seminars, as well as interactive sessions, workshops, conferences, and round-table discussions.</p> <p>The total number of students in the “General Medicine” and “Dentistry” programs is 794, and the facilities meet licensing requirements. EI “RMU” possesses a wide range of modern teaching equipment. The Resource Center has 40 seats with 40 computers, and there is a computer lab with 30 PCs. The student-to-computer ratio is 11:1, which meets the licensing standard of 12:1.</p> <p>Practical training bases include the university’s multi-profile clinic “Dr. Mendibaev K. Clinic” and other clinical organizations in Bishkek under established agreements:</p> <ol style="list-style-type: none"> 1. Agreement on joint activities with University of Lahore Teaching Hospital (Pakistan) 2. National Surgical Center named after M.M. Mamakeev 3. Railway Hospital, Bishkek 4. Cardio Center 5. National Center of Oncology and Hematology, Ministry of Health of the Kyrgyz Republic 6. Republican Center of Dermatovenereology 7. Dental Center “INTER DENT” 8. Dental Polyclinic No. 6 9. Republican Center of Forensic Medicine, Ministry of Health of the Kyrgyz Republic 10. Memorandum of Understanding and Cooperation with Ala-Too International University 	<p>Implemented</p>

11. Medcenter.kg, Comfort Medic LLC
12. Dr. Mendibaev K. Clinic LLC
13. Family Medicine Center No. 1, Bishkek
14. Dental Center “K.R.T.”, Bishkek
15. Family Medicine Center No. 6, Bishkek

Additionally, the university has a **Simulation Training Center** equipped with modern medical mannequins, phantoms, and simulators. A **VR anatomical atlas** connected to interactive panels is available, and lecture halls and practical classrooms are equipped with video projectors.

To fully support the educational process, students have access to the **Anatomical Museum**, simulation centers, and laboratories with sufficient material and technical resources.

Laboratories:

•**Histology laboratories** are equipped with modern microscopes for studying cellular structures of microorganisms, scanning microscopes with digital projection, and prepared micropreparations.

•**Normal Physiology laboratories** are equipped with stadiometers, medical scales, blood pressure monitors, advanced electronic microscopes, surgical instrument sets, spirometers, spectrophotometers, thermostats, pulse oximeters, water baths, ECG devices, thermometers, analytical scales, couches, dynamometers, hypoxicators, glucometers, ESR meters, photocalorimeters, electrocardiographs, electroneuromyographs (for diagnosing peripheral nervous system disorders, motor neuron diseases, neuromuscular synapse and muscle conditions), biochemical analyzers for determining enzymes, substrates, lipids, and proteins in blood, urine, and cerebrospinal fluid, and visual field testing devices for ophthalmologic examinations.

•**Pathophysiology laboratories** are equipped with stadiometers, scales, blood pressure monitors, advanced electronic microscopes, surgical instrument sets, spirometers, spectrophotometers, thermostats, pulse meters, water baths, and ECG devices for recording electrical impulses generated by the heart.

Appendix:

6.3.1. [Agreements with clinics;](#)

6.3.2. [Classroom inventory;](#)

6.3.3. [Anatomical Museum passport;](#)

6.3.4. [Simulation Center passport.](#)

Standard 7. Minimum Requirements for Information Management and Dissemination to the Public and Stakeholders	
<p>1. Official Website as the Primary Source of Information</p> <p>The official website of EI “Royal Metropolitan University” serves as the main source of reliable and up-to-date information about the university’s activities and is a key tool for ensuring transparency in governance, implementing quality policy, and interacting with internal and external stakeholders.</p> <p>Within the framework of the Quality Management System (QMS) aligned with ISO 9001 standards, the university website contains and regularly updates sections reflecting the key areas of university activities, strategic documents, and regulatory materials.</p> <p style="text-align: center;">1.1 Structure and Content of the Official Website</p> <p>The website provides:</p> <ul style="list-style-type: none"> • the university’s mission, vision, and values, reflecting RMU’s strategic priorities; • the Quality Policy and main documents of the ISO 9001 Quality Management System; • the university’s strategic development plan for the medium and long term; • plans and reports of structural units, including departments, offices, and centers. <p>Each structural unit is responsible for timely posting and updating its regulatory and methodological documents. All documents are publicly accessible.</p> <p>2. Educational Process and Student-Oriented Materials</p> <p>The website ensures open access to key documents regulating the educational process:</p> <ul style="list-style-type: none"> • conditions for admission, transfer, reinstatement, and graduation of students; • procedures for issuing diplomas and academic transcripts; • main educational programs (MEPs) across all fields of study and specializations; • curricula, academic calendars, and syllabi of courses; • documents describing individual learning trajectories, including rules and forms of their documentation; 	Implemented

- provisions on **academic mobility**, recognition, and validation of learning outcomes obtained at other universities under exchange programs;

- **credit-based learning system** and the modular rating system (if applicable), describing the structure and student assessment system.

Separate sections provide information on **exam procedures**, the appeal process in case of disagreement with final assessment results, and recognition of study results obtained abroad.

3. Additional and Elective Opportunities for Students

Information on additional educational opportunities is available, including **elective courses**, professional and language skills development programs, and professional development programs.

The university emphasizes the development of students' **communication competencies**, particularly in Russian and Kyrgyz languages, which are essential for effective interaction in clinical and social environments. Accordingly, the number of humanities and language courses has been increased and continues through the third year of study.

4. Information for Applicants and Staff

The official website contains:

- the **admission schedule** and procedure for submitting documents;
- rules for recognizing **school certificates and foreign education documents**, including nostrification procedures;

- contact details of the **Admissions Office** and other units supporting the admission process.

For faculty and job applicants, there is a dedicated “**Vacancies**” section, regularly updated with current information on available positions, candidate requirements, and application procedures. This section includes HR contact details and online application forms.

5. Material and Technical Resources

The website also reflects RMU's **material and technical infrastructure**, regularly publishing information on:

- new educational and laboratory equipment;
- teaching aids and technical teaching tools;
- library fund updates;
- equipment of specialized classrooms, laboratories, and clinical bases;

<p>•implementation of modern digital technologies and software solutions in the educational process.</p> <p>6. Ensuring Transparency and Information Updates</p> <p>The university website is managed by designated staff responsible for maintaining the accuracy, reliability, and timeliness of the information. Each structural unit submits materials for posting according to an established procedure outlined in the internal information exchange regulations.</p> <p>Regular updates ensure a high level of transparency and accessibility of information for students, staff, employers, and the public, fulfilling ISO 9001 requirements for communication and process documentation.</p> <p>Appendix:</p> <p>7.1.1. EI "RMU" Regulations on University Structural Units;</p> <p>7.1.2. Job Descriptions of EI "RMU" Staff;</p> <p>7.1.3. Internal Regulations, Standards, and Other Governing Documents;</p> <p>7.1.4. EI "RMU" Mission, Vision, and Values;</p> <p>7.1.5. EI "RMU" Quality Policy and Key ISO 9001 QMS Documents;</p> <p>7.1.6. University Strategic Development Plan (Medium- and Long-Term)</p> <p>7.1.7. Plans and Reports of Structural Units;</p> <p>7.1.8. «Regulations on Admission, Transfer, and Reinstatement of Students;</p> <p>7.1.9. Main Educational Programs (MEPs);</p> <p>7.1.10. Curricula, Academic Calendars, and Syllabi for “General Medicine”;</p> <p>7.1.11. Regulations on Academic Mobility;</p> <p>7.1.12. Regulations on Credit-Based Learning System;</p> <p>7.1.13. Exam Procedures and Appeal Process for Final Assessment Disagreement;</p> <p>7.1.14. Curriculum for “General Medicine”;</p> <p>7.1.15. Exam and Credit Session Schedule, and Appeal Procedures;</p> <p>7.1.16. Official Website.</p>	
<p>2. ISO 9001 Implementation: Documented Procedure for Information Exchange</p> <p>Within the framework of ISO 9001 implementation, a Documented Procedure (DP) for information exchange between</p>	Implemented

<p>structural units has been developed, including procedures for informing the public about the university’s activities.</p> <p>According to this procedure, the official EI “RMU” website contains dedicated sections, including a “Trust Box”. The documented procedure regulates the activities and interactions of all structural units regarding the coordination and dissemination of information about the university’s work.</p> <p>To enhance awareness and transparency, EI “RMU” regularly publishes materials on ongoing projects, events, scientific achievements, and social initiatives.</p> <p>To strengthen communication and increase the engagement of students and the Student Senate, the university administration has delegated part of its authority to the Student Senate and its members. Students actively participate in providing information support for current events, covering the university’s activities in the media and on social networks.</p> <p>The official university website is the main source of information dissemination, supplemented by social media pages such as Instagram, which are managed by designated staff. Updated information is submitted by the structural units organizing or participating in events. For communication with government bodies, official channels are used.</p> <p>In addition to the website, the university uses other communication channels to reach the public. The Student Senate manages the university’s official social media accounts, including Instagram, YouTube, WhatsApp, and others.</p> <p>Currently, the university’s activities are widely covered by both internal and external media, contributing to RMU’s visibility and academic reputation.</p> <p>Appendix: 7.2.1. Documented Procedure “Communication Management (Information Exchange)”; 7.2.2. Website Section on Student Self-Government; 7.2.3. YouTube Page; 7.2.4. Regulations on the “Trust Box”.</p>	
<p style="text-align: center;">1. Student Research Clubs</p> <p>Starting from the 2025–2026 academic year, the department has organized student research clubs. The activities of these clubs are aimed at developing students’ research skills and deepening their</p>	<p>Implemented</p>

<p>professional knowledge. Meetings are held regularly according to an approved plan, during which current topics are discussed, scientific projects are carried out, and reports are prepared.</p> <p>Students participate in university and national conferences, and the best works are published. The clubs are supervised by faculty members who are actively engaged in scientific research.</p> <p>Appendix:</p> <p>3.1.1. Regulations on Student Research Clubs;</p> <p>3.1.2. Work Plan of the Clinical Disciplines Department Student Research Club;</p> <p>3.1.3. Work Plan of the Morphological and Fundamental Disciplines Department Student Research Club.</p>	
<p style="text-align: center;">2. Communication Management and Information Exchange Procedure</p> <p>As noted above, within the framework of internal audits of the Quality Management System (QMS) according to ISO 9001, and at the request of partners from the international certification organization AJA Register, the university developed and implemented a Documented Procedure (DP) for Communication Management (Information Exchange).</p> <p>This procedure regulates the activities of all structural units of RMU, establishing uniform rules for internal and external information exchange, as well as the process for coordinating and publishing information concerning university activities.</p> <p>The primary goal of the procedure is to streamline interdepartmental interactions, ensure timely communication to responsible persons, and establish a unified university position before information is published or disseminated through media and public sources.</p> <p style="text-align: center;">2.1 Development and Regulatory Framework</p> <p>In addition to the documented procedure, job descriptions were developed and approved to specify the responsibilities of staff involved in information exchange. These instructions:</p> <ul style="list-style-type: none"> • increase staff awareness of university activities; • ensure a clear distribution of responsibilities; • strengthen horizontal communication between structural units. 	Implemented

2.2 Forms and Mechanisms of Information Exchange

Information exchange between departments is carried out in various forms, including:

- meetings of the **Academic Council** and **Rector’s Council**;
- department meetings and managerial meetings;
- official correspondence in written and electronic form;
- use of the internal information system “**E-Bilim**”;
- WhatsApp groups;
- regular operational meetings in online and offline formats.

In addition to traditional formats, **electronic channels** are actively used to quickly disseminate information to staff and students. The most frequently used channels include:

- the **official university website**;
- messages via **messengers (WhatsApp)**;
- publications on official university social media accounts (**Instagram, Telegram, YouTube**).

These channels ensure timely information for students, faculty, staff, parents, and representatives of clinical bases and partner organizations.

2.3 Communications with External Stakeholders

Communication with **government bodies**, including the Ministry of Education and Science of the Kyrgyz Republic, the Mandatory Health Insurance Fund, and other agencies, is conducted through established official channels. Main communication methods include:

- official written correspondence;
- electronic messages through official communication systems;
- publications on the official university website;
- duplicating notifications via corporate messengers and social networks for operational efficiency.

All processes related to internal and external information exchange are strictly regulated by the **Documented Procedure “Communication Management (Information Exchange)”**, developed and approved in accordance with ISO 9001 and the university’s internal quality policy.

2.4 Effectiveness and Results

Implementation of this procedure has enabled the university to:

- increase transparency and coordination across all units;
- ensure a unified approach to presenting the university externally;
- strengthen links among participants in the educational process;

- reduce time for information transmission and approval;
- enhance the involvement of staff and students in communication processes.

Thus, the **communication management system at EI “RMU”** ensures a reliable, controlled, and transparent process of information exchange, fully compliant with **ISO 9001 QMS requirements** and the recommendations of international partners.

Appendix:

7.4.1. [Documented Procedure “Communication Management \(Information Exchange\)”](#);

7.4.2. [University pages on YouTube and Facebook](#);

7.4.3. [University Instagram page](#).