



NAZARBAYEV
UNIVERSITY

Policies and Procedures for NUSOM Residency Programs of the autonomous organization of education Nazarbayev University

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1. Purpose and Application

1.1. This document contains policy and procedures that apply to all residents enrolled in the Residency Programs of the autonomous organization of education Nazarbayev University (hereinafter – University). In cases of conflicts, the provisions of Policy and Procedures for the Residency Programs (hereinafter – Policy and Procedures) take precedence over contrary provisions contained in other rules adopted prior to the adoption of this document. These Policy and Procedures set the minimum standards for the Residency Programs that may be more stringent or otherwise differ from the University policies.

2. Keywords/Definitions

- 2.1. The following abbreviations are used in this document:
- 2.1.1. “CCC” – Clinical Competence Committee;
 - 2.1.2. “School” – Nazarbayev University School of Medicine;
 - 2.1.3. “OR” – Office of the Registrar;
 - 2.1.4. “LoA” – Leave of absence;
 - 2.1.5. “Program” – Residency Programs of the School of Medicine;
 - 2.1.6. “University” – autonomous organization of education “Nazarbayev University”.

3. Main Provisions

3.1. Admissions

3.1.1. The admissions process is convened in accordance with the relevant University internal regulations relating to the admissions to the Residency Program.

3.2. Residency Calendar

3.2.1. The Residency Programs will use the Calendar for the Residency programs approved by the School’s Teaching and Learning Committee. Approved version of the Calendar shall be provided to the Office of the Registrar at the beginning of the each academic year.

3.3. Financing of the Residency Program

3.3.1. The source of financing of the Program is Nazarbayev University educational grant.

3.4. Requirements for Program Completion

3.4.1. A resident whose performance conforms to established evaluation

criteria in a consistent and satisfactory manner will be considered to be in “good standing” with the program. The progression of each resident during the training will be reviewed by the CCC every year, according to all assessments received during the current year.

3.4.2. Residents are expected to attend all rotations and sessions unless on approved leave. Each Program Director is responsible for his/her attendance policy for the rotations and informing residents of it.

3.4.3. The residents will not participate in the Graduation ceremony for graduating students of academic programs.

3.4.4. Upon conclusion of the Program, the School will submit the list of residents eligible for completion to the OR.

3.4.5. OR will prepare the decision on completion of the Program signed by the Provost or his/her authorized designee. The resident’s status is deemed inactive upon registration of the Provost’s decision.

3.4.6. Upon completion of the Program, residents are granted the following two documents in English, Kazakh and Russian languages:

1) a Certificate of Completion of the Residency program (hereinafter – the Certificate), signed by the Vice-President for Medicine – Dean of the School and the Director of the specific Residency program;

2) a Resident’s Course Record (hereinafter – Course Record), signed by the Vice-President for Medicine – Dean of the School and the Director of the specific Residency program.

3.4.7. The Certificate and the Course Record are produced by the School according to the established format and technical requirements.

3.5. Assessment and Evaluation

3.5.1. The assessment of the residents will be carried out in accordance with legislation of the Republic of Kazakhstan.

3.5.2. Residents will be assessed twice a year by the CCC. Feedback session is scheduled with each resident following each CCC meeting with the Program Director. During the semiannual evaluation, the resident must also be prepared to discuss his/her self-evaluation and individualized education plan. The semiannual evaluation session also provides an opportunity for a resident to provide feedback to the program. The specific Milestone project for each specialty describes knowledge, skills, attitudes, and other attributes for each of the competencies organized in a developmental framework from less to more advanced. They are descriptors and targets for resident performance as a resident moves from entry into residency through program completion. For each reporting period, review and reporting will involve selecting the level of milestones that best describes a resident’s current performance level in relation to milestones, using evidence from multiple methods, such as direct observation, multi-source feedback, tests, and record reviews, etc. Milestones are arranged into numbered levels.

3.5.3. The School will use the full range of outcome measures within comprehensive multimodal Assessment Methods (hereinafter – AMs) of residents' achievement of the competencies for issuing a Certificate of Completion for the residents who have satisfactorily completed training requirements at the end of training. By the completion of the School's Program, residents will be eligible to take the specialist certification examination in accordance with legislation of the Republic of Kazakhstan.

3.6. Transfer within Residency programs

3.6.1. A resident may apply for transfer to a different Residency program only in cases where the respective residency programs are related to each other (e.g. surgical specialties or therapeutical specialties).

3.6.2. The application is made via email to the Dean of the School and the Program Director.

3.6.3. In those cases, the CCC of the relevant residencies evaluate if the learning outcomes and competences acquired by the resident are common and can be recognized and credited when moving from one residency program to another.

3.6.4. The decision of the CCC must be approved by the Residency Program Committee.

3.6.5. After the approval by the CCC and the Residency Program Committee, the resident shall submit the transfer form to the OR.

3.6.6. In the absence of substantial correspondence between acquired competences in residency programs it is required that the resident voluntarily withdraws from the current residency program prior to being accepted into a new residency program from Year 1 in accordance with relevant admission policy and procedures. In such cases, the issue of financing the new residency program must be decided on a case by case by Managing Council.

3.6.7. In instances specified in Clause 3.6.6, if the resident does not withdraw, he/she will not be eligible to be accepted into the new residency program.

3.7. Resident Support and Guidance

3.7.1. Leave of Absence – Medical

3.7.1.1. A resident may request and be considered for a LoA when extraordinary circumstances such as a serious illness or injury prevent the resident from continuing rotations or other arrangements with the instructors are not possible. The medical LoA covers both physical and mental health conditions, including pregnancy.

3.7.1.2. The required supporting document under this category is a medical certificate issued by the Qualified Medical Consulting Commission created in accordance with legislation of the Republic of Kazakhstan (hereinafter – Medical

Authority). A validation of the medical certificates shall be checked during the application approval process by the responsible people from Health and Safety Department.

3.7.1.3. The duration of LoA under this category is from 6 (six) to 12 (twelve) months, except the following:

1) in the case of tuberculosis, a leave may be granted for a period of up to 24 (twenty-four) months;

2) in the case of pregnancy, a leave may be granted until the 56th (fifty sixth) day after giving a birth; the maximum duration of LoA for pregnancy is up to 9 (nine) months. The birth certificate must be submitted to the Bursar's Office within a month after giving a birth. See Clause 3.7.2.3 or duration of LoA for childcare (maternity/paternity) of these Policy and Procedures;

3) in the case of mental health conditions, the resident must remain on leave for the entire period of the original medical certificate unless the resident provides the additional approval of the School's Dean and the Provost for early return. In addition, return after LoA for mental health conditions is subordinated to the decision of the specific program CCC.

A leave of absence may be granted for a longer period of time subject to additional approval of the School's Dean and Provost.

A subsequent LoA on medical grounds but different diagnosis can be granted subject to additional approval of the School's Dean and the Provost.

3.7.2. Leave of Absence – Immediate Family Member

3.7.2.1. A resident may request and be considered for LoA based on reasons related to immediate family member, which negatively affects resident's ability to continue training, such as childcare (maternity/paternity), medical condition or death. For purposes of this section, "Immediate Family Member" means a parent, spouse, dependent child, sibling, official guardian or grandparent.

3.7.2.2. In case of extraordinary social and/or economic issues of an immediate family member, an exceptional LoA can be requested by the Dean from the Provost. In case of approval the memo shall be attached to the application.

3.7.2.3. The duration of LoA under this category is from 3 (three) to 6 (six) months, except the following: in the case of childcare a leave may be granted for a period upto 24 (twenty-four) months.

The LoA for childcare can last until the child turns 3 (three) years old.

CCC will decide if a resident is on LoA for more than 12 months (whatever is the reason) he/she should repeat some clinical experience of the interrupted year or repeat the whole year.

3.7.3. Leave of Absence – Other

3.7.3.1. A resident may request and be considered for LoA for reasons not

included in the above categories, i.e. internship, research, training and professional development and etc. subject to the approval of the Program Director/advisor to the following limitation: no leave of absence may be granted under this section for any resident who is currently failing to meet continuation requirements.

3.7.3.2. The duration of LoA under this category is from 6 (six) to 12 (twelve) months.

3.7.3.3. A subsequent LoA under this category shall not be granted.

3.7.4. Prolongation of Leave of Absence

3.7.4.1. Prolongation under any category is allowed only during the actual LoA. Duration is identified based on the maximum period indicated in these Policy and Procedures.

3.7.5. Procedures for Leave of Absence

3.7.5.1. The resident completes an application for LoA obtained from the OR. Upon receipt of all required signatures, the resident submits the application along with all supporting documents to the OR.

3.7.5.2. For LoA a resident shall provide:

1) Medical category:

a medical certificate indicated in Clause 3.7.1.2 of these Policy and Procedures; in exceptional cases under Clause 3.7.1.3, a new medical certificate indicated in Clause 3.7.1.2 of these Policy and Procedures without returning from the previous LoA.

2) Immediate Family Member category:

in case of childcare (maternity/paternity), a copy of the child's birth certificate; if the childcare is taken after LoA for pregnancy, a copy of the child's birth certificate must be submitted within 56 (fifty six) calendar days after giving a birth, a copy of the document proving the relationship in case of official guardian;

in case of medical condition of an immediate family member, a copy of the medical certificate confirmed by the Medical Authority, a copy of the document proving the relationship of an immediate family member, signed and dated explanatory note;

in case of death of an immediate family member, a copy of the certificate of death, a copy of the document proving the relationship, signed and dated explanatory note;

in case of extraordinary social and/or economic issues of an immediate family member, appropriate supporting documents, a copy of the document proving the relationship, signed and dated explanatory note.

3) Other category:

supporting documents demonstrating the purpose of the leave and the activities in which a resident expects to participate during the LoA, i.e. invitation, offer, written or electronic determination of the School's Dean that such leave will not be

detrimental to the resident's ability to complete the program, and signed and dated explanatory note.

3.7.5.3. In case the documents for LoA are submitted by a third party on behalf of the resident, the corresponding notarized power of attorney must be provided by the resident prior to submission of documents.

3.7.5.4. In case the submission of the original hard copy of the application for LoA and supporting documents is not possible, a scanned version can be accepted from the corporate University email address of the resident with the preliminary OR agreement.

3.7.5.5. While the final Decision of the Provost on resident status is pending, the resident is expected to attend rotations.

3.7.5.6. The OR prepares draft Decision based on the resident's application and supporting documents. The Decision is signed by the Provost.

3.7.6. Effect of Leave of Absence for Stipends or Other Financial Support

3.7.6.1. Periods of time during which a resident is on an approved leave of absence from the University shall not be included in the calculation of time limitations for stipends or other forms of financial support. When granting a leave of absence to a resident, whose tuition is funded through the state or University funding, his/her right for an educational grant will be retained. Funding and tuition fees will be paused for the period of the requested leave of absence, except funding of stipends in cases of leaves granted on medical grounds. The funding and tuition fees will be resumed after the end of a leave of absence.

More information on tuition and funding shall be referred to the Regulations on stipend support provision to the students of the autonomous organization of education Nazarbayev University, Rules for award, withdrawal or reallocation of Nazarbayev University educational grant.

3.7.7. Procedures for Return from a Leave of Absence

3.7.7.1. The School tracks all residents who are on LoA and notifies the resident prior to the deadline for return.

3.7.7.2. The School takes responsibility on resident's return date.

3.7.7.3. Application for return from LoA is submitted no less than 10 (ten) working days prior to the beginning of rotations.

3.7.7.4. A resident on LoA must return by the beginning of rotations.

3.7.7.5. The resident completes an application for return from LoA obtained from OR. Upon receipt of all required signatures, the resident submits the application along with all supporting documents to OR.

3.7.7.6. For return from LoA a resident shall provide:

1) Medical category:

a medical certificate confirmed by the Medical Authority;

a resident returning from pregnancy LoA submits a copy of the birth certificate

of the child or other relevant document(s).

A resident returning from mental health LoA must fulfill requirements mentioned in Clause 3.7.1.2 of these Policy and Procedures.

A resident who took subsequent LoA without returning from the initial leave, must submit medical documents for both leaves.

2) Immediate Family Member category:

signed and dated explanatory note, and any other relevant documents;

a resident returning from childcare LoA submits a copy of the birth certificate along with above-mentioned documents.

3) Other category:

signed and dated explanatory note, and any other relevant documents (e.g. in case of internship, professional development or employment, a report and/or documentation demonstrating uninterrupted employment for the prescribed period).

3.7.7.7. In case the documents for LoA are submitted by a third party on behalf of the resident, the corresponding notarized power of attorney must be provided by the resident prior to submission of documents.

3.7.7.8. In case the submission of the original hard copy of the application for return from LoA and supporting documents is not possible, a scanned version can be accepted from the corporate University email address of the resident with the preliminary OR agreement.

3.7.8. Dismissal from the University

3.7.8.1. Dismissal means that a resident was forced to cancel his/her enrollment by University's resolution and is no longer a current resident entitled to any of the privileges attached to that status.

3.7.8.2. A resident may be dismissed from the University for any of the following reasons.

3.7.8.3. Program requirements:

1) non-attendance of the rotations required as specified in the Program Proposals;

2) failure to meet program Completion Requirements specified in the Program Proposals;

3) violation of the safety of confidential patient information.

3.7.8.4. Disciplinary:

1) on the grounds specified in the Policy and Procedures on Academic Student Code of Conduct of the autonomous organization of education Nazarbayev University;

2) deliberate submission of false documents or misleading information during the admission process;

3) failure to return form LoA on time without certified good reason;

3.7.8.5. Financial:

1) violation of obligation on payment of tuition by resident;

3.7.8.6. Other:

1) violation of the University' internal regulations and/or other internal

documents regulating admission and organization of the educational process of the University;

2) failure to sign an agreement on provision of education services by the announced deadline;

3) other reasons provided by the legislation of the Republic of Kazakhstan and internal documents of the University.

3.7.9. Procedures for Dismissal

3.7.9.1. Procedures for dismissal are:

1) The School's Dean, in consultation with or on recommendation of the resident's Program Director/advisor, reviews report on the resident's progress or other relevant documentation.

In the case of dismissals based on violation of obligations on payment of tuition or other expenses, Bursar's Office notifies the School about the existing debt.

2) The School's Dean approves the list of residents to be recommended for dismissal.

3) The School shall send to the resident notification via email on dismissal recommendation.

4) Within 5 (five) calendar days of the notification of dismissal, the resident may submit written request for reconsideration to the School's Dean. Written request for reconsideration is to appeal dismissal recommendation. Written request for reconsideration has to be signed, dated and should only contain information on the issues that directly affect the dismissal recommendation. Written request for reconsideration has to be attached by the School to the dismissal recommendation.

5) If resident does not submit written request for reconsideration on time, recommendation on dismissal shall be processed without resident's written request for reconsideration.

6) The School's Dean has the right not to recommend the resident for dismissal after review of the resident's written request for reconsideration. The resident will continue his/her training with possible conditions, if any. In that case, the School's Dean does not initiate any Memo.

If the School's Dean supports the dismissal, then he/she recommends the resident for dismissal to the President with consecutive approval to OR and the Provost.

All recommendations must include reference to the appropriate regulations, written request for reconsideration, all emails and other written or electronic documentation that can provide evidence in support of the recommendation for dismissal.

7) After the dismissal recommendation is sent by the School's Dean to the President, all contact with the resident will be coordinated by OR only. All University Offices, Departments and Schools are to refer the resident and/or their family to the OR for any continuing discussion.

8) OR shall review the evidence for dismissal, check references to the appropriate internal University documents, add additional comments if any, and meet

with residents if needed.

9) In case of incomplete package of required documents or incorrect references to internal University documents, OR sends recommendation back to the School. After the package has been reviewed and approved by OR, the recommendation goes to the Provost.

10) The Provost reviews the evidence for dismissal:

if the Provost does not support the dismissal recommendation, the resident will continue his/her training with possible conditions, if any. The Office of the Provost sends the recommendation back to the School and OR with the Provost's resolution. OR will then notify the resident of his/her status and conditions, if any. The School is responsible for tracking fulfillment of the given conditions;

if the Provost supports the dismissal, the recommendation goes to the President.

11) The President reviews the evidence for dismissal:

if the President does not support dismissal recommendation, the resident will continue his/her training with possible conditions, if any. The Office of the President sends final resolution to OR. OR will then notify the resident and the School about resident's status and conditions, if any. The School is responsible for tracking fulfillment of the given conditions;

3.7.9.2. The resolution of the President shall be final.

3.7.9.3. The President may allow the resident to withdraw. In this case the resident will be notified by OR via email and hard copy letter and must submit the application form for withdrawal within 5 (five) calendar days after notification. If the resident fails to submit the application form by the given deadline, the dismissal will be processed.

3.7.9.4. Pending the final Decision of the President on resident status, the resident is expected to attend rotations.

3.7.9.5. OR prepares draft decision based on supporting documents. The decision is signed by the President.

3.7.9.6. OR shall ensure the distribution of the decision to the resident and all relevant units of the University.

3.7.9.7. The OR will release the resident's original documents, if any when the official checkout list is completed.

3.7.9.8. Dismissal on the grounds specified in Clause 3.7.8.4 of the Policy and Procedures shall be processed in accordance with the Policy and Procedures on Academic Student Code of Conduct of the University.

3.7.10. Withdrawal from the University

3.7.10.1. Voluntary withdrawal means that a resident cancelled his/her enrollment by own decision and is no longer in any other respect a current resident entitled to any of the privileges attached to that status.

3.7.11. Procedures for Withdrawal

3.7.11.1. Resident completes an application for withdrawal form obtained from OR. Upon receipt of all required signatures, resident submits the application form along with all supporting documents to OR.

If submission of the original hard copy of the application for withdrawal and supporting documents is not possible, a scanned version can be accepted from the corporate University email address of the resident with the preliminary OR agreement.

3.7.11.2. In case the application for withdrawal and supporting documents are submitted by a third party, the corresponding notarized power of attorney must be provided by the resident prior to submission.

3.7.11.3. OR prepares draft decision based on resident's application form and supporting documents. The decision is signed by the President.

3.7.11.4. The Decision shall be approved in accordance with the approved route. Additional departments can be added to the approval process as needed.

3.7.11.5. OR shall ensure the distribution of the decision to the resident and all relevant units of the University.

3.7.11.6. OR will release the resident's original documents if any when the official checkout list is completed.

3.7.12. Confidentiality

3.7.12.1. Residents shall keep confidential information of patients encountered during the medical activities during the training at hospital sites and NUSOM, and not disclose it in public places and in the presence of persons who are not related to the patient, except for the patient's medical and nursing staff.

3.7.11.2. Residents can participate in improving the quality of medical services, and it may be advisable to use the confidential information about the patient for internal use.

3.7.11.3. Residents undertake to inform the appointed medical staff and/or the Head of Department/Program Director/advisor about the request of confidential information by unauthorized persons.

3.7.13. Work obligations

3.7.13.1. According to the requirements of the legislation of the Republic of Kazakhstan the Student is obliged to work at least for 3 (three years) after the completion of the Program (in case of providing education services under the Nazarbayev University educational grant) under the procedures prescribed by the Law of the Republic of Kazakhstan on education, and the resident confirms being informed on the relevant requirement of the legislation of the Republic of Kazakhstan.

3.6.13.2. In this regard, the University reserves the right to send requests on the employment status to the resident after completion of the Program.

4. Waiver

4.1. Only the Managing Council is eligible to grant a Waiver from a certain provision of this Policy and Procedures.

5. Temporary Provision

5.1. Not applicable.

6. Revision

6.1. The Policy and Procedures for the Residency Programs shall be reviewed once every two years or upon the need.

7. Related Documents

7.1. Not applicable.