

Bartësi Privat i Arsimit të Lartë  
Private Bearer of Higher Education



ALMA MATER EUROPAEA  
CAMPUS COLLEGE "REZONANCA"

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# Student Handbook

for the MSc Health Management and Health Economics Study Program

2025

## 1. Welcome Message

Dear Students,

Welcome to the MSc Health Management and Health Economics Study Program at Alma Mater Europaea Campus College "Rezonanca." We are delighted to have you join our vibrant academic community. Our mission is to provide you with advanced education that fosters critical thinking, research excellence, and professional development in the field of healthcare management and health economics.

This handbook has been designed to guide you through the program and provide you with essential information to support your academic and professional success. We encourage you to take full advantage of the resources, faculty expertise, and opportunities available to you during your journey with us.

Warm regards,

Prof. Assoc. Milazim Gjocaj

Dean of the Faculty of Technical Medical Sciences

## 2. Program Overview

### Mission Statement

The mission of the MSc Health Care Management and Health Economics program is to provide advanced education and training that equips students with the knowledge, skills, and professional competencies necessary to excel in independent health management practice, research, and healthcare innovation.

Aligned with the mission and strategic goals of Alma Mater Europaea Campus College 'Rezonanca,' the MSc Health Care Management and Health Economics program aims to:

- **Advance Knowledge and Leadership:** Provide a comprehensive curriculum that integrates European standards, fostering critical thinking, innovation, and leadership in health management to address contemporary and future challenges in healthcare systems.
- **Promote Research Excellence:** Empower students to engage in high-impact research that advances health management practices, addresses healthcare inequities, and contributes to the improvement of healthcare delivery at local, regional, and global levels.
- **Prepare Competent Professionals:** Develop socially responsible, culturally competent, and technically skilled graduates who are equipped for leadership roles and independent practice in diverse healthcare environments.
- **Align with European Standards:** Ensure full integration with the European Higher Education Area (EHEA), contributing to Kosovo's higher education system through internationally recognized and market-relevant health management education.
- **Enhance Healthcare Systems:** Equip graduates with the skills to improve healthcare delivery through evidence-based management practices, health policy development, and interdisciplinary collaboration.
- **Support Lifelong Learning and Professional Growth:** Prepare students for ongoing professional development and impactful careers, fostering a commitment to lifelong learning and continuous improvement in health management.

### Intended Learning Outcomes (ILOs) for the MSc Health Management and Health Economics (MSc HMHE) program, organized into Knowledge, Skills, and Competencies:

#### Knowledge

Graduates of the MSc Health Management and Health Economics program will be able to:

1. Demonstrate a comprehensive understanding of the principles underpinning health systems and services.
2. Analyze the concepts and frameworks of strategic planning, change management, and health service leadership.
3. Understand financial management principles and health economics as applied to healthcare organizations.
4. Critically evaluate evidence-informed decision-making processes and health policy development.

5. Explore clinical governance, risk management, and innovation strategies within healthcare systems.

### **Skills**

Graduates of the MSc Health Management and Health Economics program will be able to:

1. Apply advanced problem-solving and decision-making skills to address complex issues in healthcare management.
2. Lead and manage healthcare teams effectively, fostering collaboration and communication.
3. Develop and implement strategic and operational plans to improve healthcare services.
4. Utilize financial and economic tools to assess and manage resources within healthcare organizations.
5. Conduct rigorous evidence-based research to inform health policy and organizational improvement.

### **Competencies**

Graduates of the MSc Health Management and Health Economics program will be able to:

1. Provide effective leadership in diverse healthcare settings, addressing service, team, and system challenges.
2. Adapt to and manage organizational change within dynamic healthcare environments.
3. Develop and implement clinical governance frameworks to ensure quality and safety in healthcare.
4. Advocate for and contribute to the development of innovative and improvement strategies in healthcare.
5. Operate autonomously and collaboratively in professional roles, demonstrating cultural competence and ethical responsibility.

### **Program Highlights**

#### **Program Highlights**

The **MSc Health Management and Health Economics** program at **Alma Mater Europaea Campus College "Rezonanca"** is designed to provide students with **advanced knowledge, critical thinking skills, and practical expertise** in the fields of healthcare management and health economics. This program prepares graduates for leadership roles in healthcare organizations, public health institutions, and policy-making bodies by equipping them with the necessary competencies to address complex healthcare challenges.

#### **Key Features of the Program:**

- **Comprehensive Curriculum:** Covers essential topics such as health economics, healthcare systems management, financial planning in healthcare, health policy analysis, and research methodologies.
- **Practical Training and Internships:** Students gain hands-on experience through Practice Stage I: Introduction to Practical Training and Practice Stage II: Advanced Practical Training, ensuring real-world application of knowledge.

- **Research and Innovation Focus:** Encourages students to engage in evidence-based decision-making, policy evaluation, and applied research projects under faculty mentorship.
- **Student-Centered Learning:** Utilizes interactive teaching methods, including problem-based learning (PBL), case studies, and research-based projects, fostering critical thinking and leadership skills.
- **Internationally Aligned Education:** Structured in accordance with the European Qualifications Framework (EQF Level 7) and European Higher Education Area (EHEA) standards, ensuring ECTS credit transferability and global recognition.
- **Expert Faculty:** Taught by highly qualified academic staff and industry professionals with extensive experience in healthcare management, health economics, and policy development.
- **Modern Learning Resources:** Access to licensed software such as SPSS, online databases, research tools, and IT-supported learning platforms like Moodle.
- **Career-Oriented Approach:** Prepares students for leadership roles in healthcare institutions, governmental agencies, research organizations, and international health bodies.
- **Supportive Learning Environment:** Provides mentorship programs, academic advising, and career guidance to help students achieve their academic and professional goals.

This program ensures that graduates are well-prepared to **analyze healthcare systems, design economic policies, and contribute to the sustainable development of the healthcare sector** at both national and international levels.

### Matrix for Alignment of with the College Mission Statement

Matrix table for aligning the MSc Health Care Management and Health Economics program mission components with the College mission pillars:

MSc Health Care Management and Health Economics Program Mission Component	Aligned College Mission Pillar	Explanation of Alignment
Advance Knowledge and Leadership	Education	The program provides a robust curriculum designed to foster leadership, critical thinking, and innovative approaches to healthcare management.
Promote Research Excellence	Research	Students are empowered to conduct impactful research, advancing the field of health management and contributing to healthcare equity.
Prepare Competent Professionals	Education, Community Service	The program develops culturally competent, socially responsible graduates equipped for leadership roles in healthcare systems.
Align with European Standards	Quality Assurance, Infrastructure Development	The program ensures alignment with EHEA standards and supports Kosovo's higher education development through internationally relevant education.

Enhance Healthcare Systems	Community Service, Health Promotion	Graduates are trained to improve public health outcomes through evidence-based practices and interdisciplinary collaboration.
Support Lifelong Learning and Professional Growth	Education, Quality Assurance	The program fosters a culture of lifelong learning, preparing graduates for ongoing professional development and impactful careers.

This matrix links each mission component of the MSc Health Care Management and Health Economics program to the relevant College mission pillars, providing a clear explanation of how the program aligns with and supports the overall mission of Alma Mater Europaea Campus College 'Rezonanca.'

### Mapping Table: Alignment of Program Mission with Institution's Mission

mapping table that aligns the MSc Health Care Management and Health Economics program mission with the institution's mission:

Institution's Mission Component	Program Mission Component	Evidence of Alignment
Education: Provide innovative, high-quality programs aligning with international standards and societal needs.	Advance Knowledge and Leadership	The MSc Health Care Management and Health Economics program offers a curriculum meeting European standards, preparing students for leadership roles in healthcare.
Research: Conduct impactful research contributing to health equity and societal advancement.	Promote Research Excellence	The program emphasizes research excellence, enabling students to engage in impactful studies addressing healthcare challenges.
Community Service: Strengthen community partnerships and promote health equity.	Enhance Healthcare Systems	Graduates are trained to collaborate across disciplines to enhance public health and strengthen healthcare delivery systems.
Quality Assurance: Implement a comprehensive quality assurance system to maintain high standards.	Align with European Standards	The program aligns with EHEA standards, ensuring quality education and recognition at both national and international levels.
Infrastructure Development: Build and expand resources for academic and research activities.	Support Lifelong Learning and Professional Growth	The program provides a platform for ongoing professional development, supported by state-of-the-art infrastructure and resources.
Health Promotion: Provide healthcare services and promote public health.	Prepare Competent Professionals	The program develops professionals capable of promoting health equity, engaging in effective health management, and addressing societal needs.

The MSc Health Care Management and Health Economics study program is fully aligned with the mission and strategic goals of Alma Mater Europaea Campus College "Rezonanca." It reflects the institution's commitment to providing high-quality education, advancing research, and addressing societal needs through innovative and student-centered learning approaches. Designed in accordance with European standards, the program caters to the specific healthcare needs of Kosovo and the broader region, ensuring that graduates are well-prepared to meet professional and societal demands.

**Intended Learning Outcomes (ILOs) for the MSc Health Management and Health Economics (MSc HMHE) program, organized into Knowledge, Skills, and Competencies:**

**Knowledge**

Graduates of the MSc Health Management and Health Economics program will be able to:

6. Demonstrate a comprehensive understanding of the principles underpinning health systems and services.
7. Analyze the concepts and frameworks of strategic planning, change management, and health service leadership.
8. Understand financial management principles and health economics as applied to healthcare organizations.
9. Critically evaluate evidence-informed decision-making processes and health policy development.
10. Explore clinical governance, risk management, and innovation strategies within healthcare systems.

**Skills**

Graduates of the MSc Health Management and Health Economics program will be able to:

6. Apply advanced problem-solving and decision-making skills to address complex issues in healthcare management.
7. Lead and manage healthcare teams effectively, fostering collaboration and communication.
8. Develop and implement strategic and operational plans to improve healthcare services.
9. Utilize financial and economic tools to assess and manage resources within healthcare organizations.
10. Conduct rigorous evidence-based research to inform health policy and organizational improvement.

**Competencies**

Graduates of the MSc Health Management and Health Economics program will be able to:

6. Provide effective leadership in diverse healthcare settings, addressing service, team, and system challenges.
7. Adapt to and manage organizational change within dynamic healthcare environments.
8. Develop and implement clinical governance frameworks to ensure quality and safety in healthcare.
9. Advocate for and contribute to the development of innovative and improvement strategies in healthcare.
10. Operate autonomously and collaboratively in professional roles, demonstrating cultural competence and ethical responsibility.

**Mapping Table for Alignment of Intended Learning Outcomes (ILOs) of the MSc HMHE Program with the Program Mission:**

Program Mission Goals	Knowledge ILOs	Skills ILOs	Competencies ILOs
Advance Knowledge and Leadership	K1, K2, K4, K5	S1, S2, S3	C1, C2, C4
Promote Research Excellence	K4, K5	S5	C4, C5
Prepare Competent Professionals	K1, K2, K3	S1, S2, S4	C1, C3, C5
Align with European Standards	K1, K3, K4	S3, S4, S5	C2, C3, C4
Enhance Healthcare Systems	K2, K3, K5	S1, S3, S4	C1, C3, C4
Support Lifelong Learning and Professional Growth	K4, K5	S2, S5	C2, C4, C5

**Key for ILOs:**

- **Knowledge (K):**
  - **K1:** Comprehensive understanding of health systems and services principles
  - **K2:** Concepts of strategic planning, change management, leadership
  - **K3:** Financial management principles and health economics
  - **K4:** Evidence-informed decision-making and health policy
  - **K5:** Clinical governance, risk management, and innovation strategies
- **Skills (S):**
  - **S1:** Advanced problem-solving and decision-making
  - **S2:** Leadership and team management
  - **S3:** Strategic and operational planning
  - **S4:** Financial/economic tools for resource management
  - **S5:** Evidence-based research for policy and organizational improvement
- **Competencies (C):**
  - **C1:** Effective leadership in diverse healthcare settings
  - **C2:** Managing organizational change
  - **C3:** Clinical governance for quality and safety
  - **C4:** Advocacy and contribution to innovation
  - **C5:** Professional autonomy, collaboration, and ethical responsibility



### 3. Program Structure

#### Curriculum Layout

The MSc Health Management and Health Economics program is structured into four semesters (two years). Below is the semester-wise breakdown:

*The overview of the programme, should be filled out as following:*

Semester I

No	O/E	Course	L	P	CH	IS	Total	ECTS	Academic staff
1	O	Principles of Health Economics	45	45	90	85	175	7	Prof.ass. Demir Limaj Ass. MSc Arbiola Kryeziu
2	O	Health Care and Health Care Systems	45	45	90	85	175	7	Prof.ass. Albiona Rashtiti-Bytyqi
3	O	Principles of Management in Health Care	45	45	90	85	175	7	Prof.ass. Isak Bërbatovci Prof.ass. Valdet Hashani
4	O	Research Methods and Biostatistics	30	60	90	60	150	6	Prof.asoc. Ismet Bajraktari Prof.asoc. Blerim Krasniqi
5	E	Elective Course	30	15	45	30	75	3	
		Subtotal	195	210	405	345	750	30	

Semester II

No	O/E	Course	L	P	CH	IS	Total	ECTS	Academic staff
1	O	Economic Analysis in Health Care	30	45	75	100	175	7	Prof.ass. Demir Limaj Ass. MSc Arbiola Kryeziu
2	O	Accounting for Health Care Organizations	30	45	75	75	150	6	Prof.ass. Demir Limaj Ass. MSc Arbiola Kryeziu
3	O	Financial Management in Health Care Organizations	30	45	75	100	175	7	Prof.asoc. Mimoza Maksutaj
4	E	Elective Course	30	15	45	30	75	3	
5	O	Practice Stage I: Introduction to Practical Training	0	150	150	25	175	7	
		Subtotal	120	300	420	330	750	30	
		Total	315	510	825	675	1500	60	

Semester III

No	O/E	Course	L	P	CH	IS	Total	ECTS	Academic staff
1	O	Human Resource Management in Healthcare	30	45	75	100	175	7	Prof.ass. Albiona Rashiti-Bytyqi Ass. MSc. Jahir Gashi
2	O	Managerial Tools in Health Care Organizations	30	45	75	100	175	7	Prof.ass. Ramadan Halimi
3	O	Health Informatics and Digital Health	30	45	75	75	150	6	Prof.ass. Isak Bërbatovci
4	E	Elective Course	30	15	45	30	75	3	
5	O	Practice Stage II: Advanced Practical Training	0	150	150	25	175	7	

		Subtotal	120	300	420	330	750	30	
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## Semester IV

No	O/E	Course	L	P	CH	IS	Total	ECTS	Academic staff
1	O	Master Thesis	0	90	90	410	500	20	
2	O	Quality Assurance and Risk Management	30	45	75	100	175	7	Prof.asoc. Milazim Gjocaj Ass.MSc. Jahir Gashi
3	E	Elective Course	30	15	45	30	75	3	
		Subtotal	30	150	180	540	750	30	
		Total	150	450	600	870	1500	60	
		Grand Total	465	960	1425	1545	3000	120	

ELECTIVE COURSES			Hours/week					ECTS	Academic staff
No	E	Course	L	P	CH	IS	Total		
1	E	Global Public Health	30	15	45	30	75	3.0	Prof.ass. Albiona Rashtiti-Bytyqi Prof.ass. Valdet Hashani
2	E	Health Care System and Health Insurance	30	15	45	30	75	3.0	Prof.ass. Valdet Hashani
3	E	Legislation and Bioethics in Health	30	15	45	30	75	3.0	Prof.asoc. Ramadan Halimi
4	E	Health Management and Leadership	30	15	45	30	75	3.0	Prof.ass. Indrit Bimi
5	E	Marketing in Health	30	15	45	30	75	3.0	Prof.ass. Indrit Bimi
6	E	Crisis Management and Emergency Planning in Health	30	15	45	30	75	3.0	Prof.asoc. Milazim Gjocaj
7	E	Strategic Planning	30	15	45	30	75	3.0	Prof.asoc. Mimoza Maksutaj

Legend: L=Lecture; P-Practice; CH=Contact hours; IS=Independent study; O=Obligatory course; E=Elective course

### Prerequisite Rules by Semester

The prerequisite structure ensures a **logical learning progression**, allowing students to build a strong foundation before advancing to more specialized topics.

### Semester I

Courses in Semester I form the **foundation** of the MSc Health Management and Health Economics program. No prerequisites are required for this semester, but students are expected to have completed an **undergraduate degree in health management, health economics, or a related field**.

Course	Prerequisite
Principles of Health Economics	None
Health Care and Health Care Systems	None
Principles of Management in Health Care	None

Research Methods and Biostatistics	None
Elective Course I	None

## Semester II

Students must **complete all Semester I courses** successfully to enroll in Semester II. This ensures they have the foundational knowledge required for advanced topics.

Course	Prerequisite
Economic Analysis in Health Care	Principles of Health Economics (Semester I)
Accounting for Health Care Organizations	Principles of Management in Health Care (Semester I)
Financial Management in Health Care Organizations	Principles of Health Economics & Accounting for Health Care Organizations (Semesters I & II)
Elective Course II	None
Practice Stage I: Introduction to Practical Training	Completion of all Semester I courses

## Semester III

To enroll in Semester III courses, students must successfully complete **all Semester II coursework**, particularly those that provide core analytical and management skills.

Course	Prerequisite
Human Resource Management in Healthcare	Principles of Management in Health Care (Semester I)
Managerial Tools in Health Care Organizations	Principles of Management in Health Care & Financial Management in Health Care Organizations (Semesters I & II)
Informatics in Health Care	Research Methods and Biostatistics (Semester I)
Elective Course III	None
Practice Stage II: Advanced Practical Training	Completion of Practice Stage I (Semester II)

## Semester IV

The final semester focuses on the **Master Thesis** and an additional elective course. Students must have completed **all previous coursework** to enroll in Semester IV.

Course	Prerequisite
Master Thesis	Completion of all core courses & Practice Stages I & II
Elective Course IV	Completion of all previous coursework

This **structured prerequisite system** ensures that students acquire **progressive expertise** in health management and economics, allowing for a seamless transition from **foundational courses to advanced research and practical applications**.

### General Rules – MSc Health Management and Health Economics

#### 1. Sequential Progression:

- Students must complete all **required courses in a semester** before progressing to the next semester. This ensures a logical and structured learning pathway.

#### 2. Electives:

- Elective courses can be taken in any semester they are offered, provided they do not conflict with the student's required coursework.

#### 3. Master Thesis Requirements:

- Students must have **completed all required coursework and practical training (Practice Stage I & II)** before initiating the **Master Thesis** in Semester IV.
- A **research proposal must be approved** by the assigned thesis supervisor before formal thesis work begins.

#### 4. Practical Training:

- Enrollment in **Practice Stage I: Introduction to Practical Training** requires successful completion of **all Semester I courses** to ensure students have sufficient theoretical knowledge before engaging in practical experience.
- Enrollment in **Practice Stage II: Advanced Practical Training** requires successful completion of **Practice Stage I** to ensure students build upon their practical competencies.

### Compliance Monitoring

The **Office of Academic Affairs** monitors student progress to ensure compliance with these rules. Any **exceptions or special permissions** are evaluated on a case-by-case basis by the **Faculty Council** based on academic performance and program requirements.

This **structured approach** ensures that students develop competencies in a **logical and efficient manner**, preparing them for **leadership roles** in healthcare management and health economics.

## 4. Admissions and Enrollment

### Admission Criteria

Candidates must meet the following criteria:

Candidates who meet the following conditions can apply for registration:

- have completed the bachelor level in the adequate field program (180 ECTS), certified with a Diploma;

- all bachelor level graduates in the field program of other countries (citizen applicants of the Republic of Kosovo must present the bachelor degree diploma, certified by the Ministry of Education, Science and Technology of Kosovo)

For Master studies, candidates for enrolment will be selected based on the following criteria:

- a. Success during studies at the bachelor level (average grade of studies) = max. 60 points
- b. Publications, participation in congresses / conferences / professional meetings and other scientific research activity = 10 points
- c. Trainings, other courses completed = 20 points
- d. Knowledge of English Language (proven with certificate / diploma = 10 points)

In the entrance exam, candidates who do not have proof of English language proficiency must pass the English Language Test, at least with 75% success, as well as bring the certificate of language proficiency, no later than the end of the first year of study.

If the number of points of several candidates is equal, the selection of candidates will be made on the basis of success during bachelor studies from narrow professional subjects. If even after this we have the same phenomenon, the selection of candidates is made by the Commission for admission of new students.

### **Equal Opportunity Policy Statement**

AMECC Rezonanca are committed to fostering an inclusive and equitable environment for all applicants and students. Our Equal Opportunity Policy ensures that all individuals have equal access to educational opportunities and resources, regardless of their background, identity, or personal circumstances.

### **Policy Principles**

#### **1. Non-Discrimination in Admissions**

- Admission decisions at AMECC Rezonanca are made based solely on the applicant's academic qualifications, potential, and ability to succeed in the program.
- No applicant shall be discriminated against based on race, ethnicity, gender, age, disability, religion, national origin, sexual orientation, or socio-economic status.

#### **2. Inclusive Application Process**

- The application and admission process are designed to be accessible and transparent for all candidates.
- Reasonable accommodations are made for applicants with disabilities to ensure equal participation in the admissions process.

#### **3. Diversity and Inclusion**

- AMECC Rezonanca values diversity and actively promotes an inclusive environment that respects and celebrates differences.
- We aim to create a learning environment that is enriched by the diverse perspectives and experiences of our students.

#### **4. Equal Access to Resources**

- All students admitted to AMECC Rezonanca are granted equal access to academic support, learning materials, and student services.
- Scholarships and financial aid opportunities are awarded based on clearly defined criteria and are available to eligible students from all backgrounds.

### **Recognition of Prior Study Periods: Policy and Procedure**

The College provides mechanisms for credit transfer and recognition of prior learning, subject to evaluation by the admissions committee.

Recognition of prior learning is based on **Administrative Instruction No. 31/2014**, endorsed in 2014. This regulation outlines the scope, general provisions, principles, responsibilities, and procedures for recognizing non-formal and informal learning across all levels of the National Qualifications Framework (NQF).

The following guidelines outline the process for the recognition of prior study periods to ensure transparency, fairness, and compliance with national and institutional standards.

#### **Policy Principles**

##### **1. Eligibility for Recognition:**

- Students may apply for recognition of prior study periods if they have completed courses or study programs at an accredited higher education institution.
- The prior study must align with the learning outcomes of the corresponding course(s) in the current program.

##### **2. Equivalence Assessment:**

- Recognition is granted based on equivalence of learning outcomes, content, credit allocation, and level of study.
- The assessment is conducted by academic committees or designated faculty members, ensuring adherence to institutional and national academic standards.

##### **3. Credit Transfer Limitations:**

- A maximum of 50% of the total credits required for the degree may be recognized through prior study periods.
- Recognition will not apply to final thesis work, capstone projects, or other mandatory core program components.

#### **Recognition Procedure**

##### **1. Application Submission:**

- Students must submit a formal application to the Academic Affairs Office, including:
  - Official transcripts from the previous institution.
  - Course syllabi or descriptions outlining learning outcomes, content, and workload.
  - Any additional supporting documents as required (e.g., certificates, academic portfolio).

## 2. Initial Review:

- The Academic Affairs Office performs an initial review to confirm eligibility and completeness of the application.
- Incomplete applications will be returned to the student with a request for additional documentation.

## 3. Equivalence Evaluation:

- The relevant department evaluates the submitted materials against the current program's courses.
- Criteria include:
  - Overlap of learning outcomes (at list 70%).
  - Comparable content and workload (e.g., ECTS credits).
  - Level of study (e.g., bachelor's, master's, or equivalent).

## 4. Decision and Notification:

- The final decision is made by the Academic Recognition Committee.
- Students are notified of the outcome within 5 working days after submission of a complete application.

## 5. Appeals Process:

- If recognition is denied, students may appeal the decision by submitting a formal request to the Appeals Committee within 3 days of notification.
- The Appeals Committee will review the case and provide a final decision within 2 days.

### Responsibilities

- **Student:** Provide complete and accurate documentation to support the application for recognition.
- **Academic Affairs Office:** Ensure timely processing and coordination of recognition requests.
- **Departments and Committees:** Conduct thorough evaluations of submitted materials and ensure compliance with academic standards.

### Monitoring and Record-Keeping

- Records of recognized credits and decisions are maintained in the student's academic file and the Student Information System (SIS).
- Annual audits are conducted to ensure consistency and fairness in the recognition process.

## 5. Academic Regulations

### Grading and Assessment

The faculty systematically monitors and controls the students' grades in the subject, the passing rate according to the modules and the years of study. The faculty keeps permanent records of the exams held,

which are in the Exam Report and in the Electronic System for Student Management (SEMS), to which students can access through personal users. At the end of each exam period, the Office of Academic Affairs sends exam statistics to teachers and associates, which consist of data on the number of students who have registered for the exam, passed the exam, as well as the distribution of grades and average grades. The student assessment procedure is fully defined and respected by all teachers. The study regulations can be found on the College's website. Student colloquia and exams are conducted on the Moodle platform, so feedback on their exam success is generated upon completion of the exam. Also, 48 hours after the end of the exam, each teacher organizes a consultation session with students to acquaint them with the shortcomings as well as their strengths in the courses. Consultations are conducted in accordance with the consultation schedule, drafted by the Board of Examiners.

Points (percentage)	Grading	ETCS grade	The definition
91-100	10	A	Excellent - excellent knowledge with only a few minor mistakes
81-90	9	B	Very good - above the standard average, but with some errors
71-80	8	C	Good - generally good result, with some errors noticed
61-70	7	D	Satisfactory - good, but with a lot of mistakes
50-60	6	E	Enough - the results meet the minimum criteria
<50	5	F	Poor - it takes a lot of work to get credit

### **Attendance Policy**

- Students must attend at least 60% of lectures and 80% practical sessions.

### **Examination Rules**

- Written and oral exams are scheduled per the academic calendar.
- Results are available upon approval from the academic office.

### **Academic Integrity**

The College maintains strict policies against plagiarism and academic misconduct, as detailed in the Academic Integrity Policy.

## **6. Support Services**

### **Academic Advising**

Students are assigned academic advisors to guide them through their studies and career planning.

### **Library Resources**

- Access to physical and digital resources, including EBSCO databases and scientific journals.
- Extended library hours during exam periods.

### **IT Services**

- Support for Moodle, online learning platforms, and institutional email.

### **Disability Support**

Special accommodations are available for students with documented disabilities.



## 7. Progression Possibilities

### 7.1 Continuation of Studies

- Students completing the program are eligible to apply for advanced degrees, such as doctoral programs in related disciplines.
- Key areas of further study include:
  - Advanced research degrees (e.g., PhD).
  - Specialized certifications or diplomas in related professional fields.

### 7.2. Career Opportunities

- The qualifications obtained through the program prepare students for careers in:
  - Clinical practice and patient care.
  - Research and academic positions.
  - Industry roles in pharmaceuticals, biotechnology, or diagnostics.
- Examples of specific roles include:
  - Laboratory researcher.
  - Clinical specialist.
  - Healthcare administrator.

### 7.3. Student Support and Advising

- **Advising Sessions:** Regular one-on-one advising sessions provide personalized guidance on academic and career progression.
- **Orientation Events:** Orientation programs include detailed briefings on academic pathways and career prospects.
- **Alumni Networks:** Students are encouraged to connect with alumni for insights into career and academic progression.

### 7.4. Resources Provided

- Comprehensive details on academic pathways and qualifications are included in the handbook.
- Additional resources include:
  - Lists of partner institutions for advanced studies.
  - Links to professional organizations and certification bodies.

## 8. Policies and Procedures

### Code of Conduct

All students must adhere to the College's Code of Conduct, which outlines expectations for behavior and professionalism.

### Appeals and Complaints

Students can file academic and non-academic grievances through the established appeals process.

## **Appeals and Complaints Procedure**

**1. Introduction** This part outlines the appeals and complaints procedures for the College's study programs. These procedures are designed to ensure that students have access to a fair and transparent process to address academic and non-academic concerns.

### **2. Objectives of the Appeals and Complaints Procedure**

- To provide a structured process for resolving student grievances.
- To ensure fairness, transparency, and accountability in the handling of appeals and complaints.
- To promote continuous improvement by addressing recurring issues.

### **3. Appeals and Complaints Structure**

#### **3.1 Appeals Committee**

- The Appeals Committee is responsible for reviewing and resolving academic appeals. It includes:
  - Dean.
  - Head of the Program.
  - Program Coordinator.
  - A faculty member not involved in the case.
  - A student representative.

#### **3.2 Academic Affairs Office are responsible for students Complaints**

- The Academic Affairs Office is responsible for receiving, reviewing, and addressing student complaints. This office ensures a fair and transparent resolution process and collaborates with relevant departments to resolve issues efficiently.

### **4. Procedures for Appeals**

#### **4.1 Academic Appeals**

##### **1. Grounds for Appeal:**

- Errors in assessment or grading.
- Non-compliance with institutional policies.
- Extenuating circumstances not considered.

##### **2. Steps to Submit an Appeal:**

- Submit a formal written appeal to the Appeals Committee within 5 days of receiving the decision.
- Include relevant documentation (e.g., grades, policies, supporting evidence).

##### **3. Review Process:**

- The Appeals Committee reviews the case and may request further information or a hearing.
- A decision is communicated within 7 days of submission.

4. **Outcome:**

- The final decision is documented and communicated to the student.

#### 4.2 Non-Academic Complaints

1. **Types of Complaints:**

- Issues related to facilities, administration, or services.
- Concerns about staff behavior or misconduct.

2. **Steps to Submit a Complaint:**

- File a written complaint to the Complaints Office using the official complaint form.
- Provide detailed information about the issue and any evidence.

3. **Resolution Process:**

- The Complaints Office reviews and investigates the matter.
- If needed, the complaint is escalated to a relevant department or committee.

4. **Outcome:**

- A resolution is proposed and communicated within 15 days of submission.

#### 5. Accessibility and Transparency

- Appeals and complaints procedures are shared during orientation sessions.
- Detailed guidelines are available in the Student Handbook and on the College's website.

#### 6. Monitoring and Reporting

- The Appeals Committee prepare annual reports summarizing:
  - Number and types of cases.
  - Resolutions and recommendations for improvement.

### Appeals Procedure for Examination Results

#### Submission of Exam Materials

According to **Article 60** of the College Study Regulation, the course coordinator must submit all exam materials, including the completed test and examination minutes, to the College administration no later than **one day** after the conclusion of the exam.

#### Student Consultations

Consultations with students regarding exam results are conducted within **24 hours** after the announcement of results for summative exams. These consultations aim to:

- Review and clarify exam results.
- Address and rectify any potential errors in the evaluation of answers or the calculation of points.
- Provide students with **feedback** on their performance, highlighting strengths, identified weaknesses, and offering recommendations for improvement.

### Request for Review, Retake, or Grade Cancellation

Under **Article 63**, students dissatisfied with their grade have the right to:

1. **Request a Review of the Exam:** This involves reassessment of their answers.
2. **Request to Retake the Exam:** The exam may be rescheduled for a future date.
3. **Request Grade Cancellation:** This allows the student to cancel their grade and retake the exam during the next term.

The written request must be submitted within **24 hours** after the grade is communicated and must include a clear and justified explanation for the appeal.

### Grade Cancellation Requests

As per **Article 64**, any written request for the cancellation of a grade must be submitted within **24 hours** following the completion of the consultation regarding exam results. These requests are subject to approval by the dean of the College.

### Procedure for Retaking the Exam

Requests for retaking an exam within the same examination term are reviewed by the **Board of Examiners (BE)** in accordance with **Article 65**. The process is as follows:

1. **Review and Decision by the BE:**
  - The BE reviews the request within **48 hours** of submission.
  - If approved, the BE appoints a **three-member evaluation committee**, whose members are selected based on the following guidelines:
    - The teacher whose grade is being appealed **cannot serve as the chair** of the committee.
    - At least one committee member must be from a related subject area.
  - The approval of the committee and the decision for its formation are signed by the dean.
2. **Reevaluation and Exam Procedure:**
  - The committee conducts a **reassessment** of the student's original test (for written exams).
  - In the case of oral or practical exams, the student is re-evaluated through a new oral exam.
  - The exam must be held within **three days** of the appeal submission.
3. **Final Grade Determination:**
  - The final grade is determined based on a **majority vote** by the committee members.
  - No further appeals can be made regarding the grade assigned by the committee.

### Important Notes

- Entering the appeal process does not increase the number of exam attempts recorded for the student.
- The appeals process ensures fairness and transparency while maintaining the integrity of the examination system.

**Health and Safety**

Emergency contact numbers and health service information are provided during orientation.