

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 Pharmacy Study Program

2025

1. Welcome Message

Dear Students,

Welcome to the MSc Pharmacy 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 an advanced education that fosters critical thinking, research excellence, and professional development in the field of pharmacy.

This handbook has been designed to guide you through the program and provide you with essential information to succeed academically and professionally. We encourage you to take full advantage of the resources and opportunities available to you during your journey with us.

Warm regards,

Prof. Assoc. Nita Kelmendi

Dean of the Faculty of Pharmacy

2. Program Overview

Mission Statement

Mission Statement for MSc Pharmacy Study Program

The mission of the MSc Pharmacy program is to provide advanced education and training that equips students with the knowledge, skills, and professional competencies necessary to excel in independent pharmacy practice, research, and healthcare innovation. Aligned with Alma Mater Europaea Campus College 'Rezonanca's mission and strategic goals, the program aims to:

- **Advance Knowledge and Innovation:** Foster critical thinking and creativity by providing a robust curriculum that integrates European standards and prepares students to address current and emerging challenges in pharmacy.
- **Promote Research Excellence:** Empower students to engage in impactful research that advances pharmaceutical sciences, contributes to health equity, and addresses local, regional, and global healthcare challenges.
- **Prepare Competent Professionals:** Develop socially responsible, culturally aware, and technically proficient graduates equipped for independent pharmacy practice and leadership roles in diverse healthcare settings.
- **Align with European Standards:** Ensure full integration with the European Higher Education Area (EHEA), enriching Kosovo's higher education system with internationally recognized and market-relevant pharmacy education.
- **Contribute to Healthcare Systems:** Equip graduates to enhance public health through evidence-based pharmacy practice, health promotion, and interdisciplinary collaboration.
- **Support Lifelong Learning and Career Development:** Prepare students for continuous professional development, and impactful careers, fostering a commitment to lifelong learning.

Program Objectives for MSc Pharmacy Study Program

The MSc Pharmacy program aims to achieve the following objectives, in alignment with its mission statement and the strategic goals of Alma Mater Europaea Campus College 'Rezonanca':

1. **Enhance Advanced Knowledge in Pharmacy:**
Equip students with a comprehensive understanding of advanced pharmaceutical sciences, including pharmacology, pharmaceuticals, and bioanalysis, to address current and future challenges in healthcare and pharmacy practice.
2. **Foster Critical Thinking and Problem-Solving Skills:**
Develop the analytical and innovative skills of students to enable them to critically evaluate and solve complex issues in pharmaceutical sciences and healthcare delivery.
3. **Promote Excellence in Research:**
Encourage students to engage in independent and collaborative research projects that advance pharmaceutical knowledge and contribute to addressing local, regional, and global healthcare challenges.
4. **Prepare for Leadership and Professional Competence:**
Develop graduates capable of assuming leadership roles in diverse healthcare settings by fostering their managerial, teamwork, and professional communication skills.

5. **Ensure Alignment with European Standards:**
Deliver a curriculum that is fully aligned with the European Higher Education Area (EHEA) to ensure the program's academic quality and its graduates' competitiveness in the international job market.
6. **Contribute to Public Health and Healthcare Systems:**
Empower graduates to enhance public health and pharmaceutical services through evidence-based practices, health promotion initiatives, and interdisciplinary collaboration within healthcare systems.
7. **Advance Ethical and Social Responsibility:**
Cultivate a commitment to ethical decision-making, social responsibility, and cultural awareness among students, ensuring their contribution to equitable healthcare outcomes.
8. **Support Lifelong Learning and Professional Development:**
Foster a culture of lifelong learning by preparing students for ongoing professional development and providing them with the foundation to pursue further education, certifications, and specializations.
9. **Incorporate Practical and Innovative Skills:**
Provide hands-on training and exposure to cutting-edge pharmaceutical technologies and methodologies to prepare students for effective practice in modern healthcare environments.
10. **Build Interdisciplinary Competencies:**
Equip students to work effectively within multidisciplinary teams, enhancing collaboration between pharmacists, healthcare providers, and researchers to achieve better healthcare outcomes.

Intended Learning Outcomes (ILOs)

Knowledge

By the end of the MSc Pharmacy program, graduates will have acquired:

1. **Pharmaceutical Sciences:**
 - Comprehensive knowledge of medicines and the substances used in their manufacture, including active pharmaceutical ingredients (API), excipients, and their pharmacokinetic and pharmacodynamic profiles.
 - Advanced understanding of pharmaceutical technology, including formulation, production processes, and quality control measures.
2. **Testing and Analysis:**
 - Proficiency in the physical, chemical, biological, and microbiological testing of medicinal products to ensure safety, efficacy, and quality.
 - Adequate knowledge of advanced bioanalysis and in-vitro techniques for evaluating the metabolic and toxicological effects of medicinal products.
3. **Pharmacology and Toxicology:**
 - In-depth understanding of the metabolism and effects of medicinal products, toxic substances, and their mechanisms of action on biological systems.

4. Regulatory and Legal Framework:

- Thorough knowledge of legal, ethical, and regulatory requirements associated with the practice of pharmacy, including good manufacturing practices (GMP), pharmacovigilance, and healthcare policies.

5. Research and Development:

- Expertise in evaluating scientific data concerning medicines, enabling evidence-based decision-making in drug development and therapeutic applications.

Skills

Graduates will develop the ability to:

1. Pharmaceutical Preparation and Testing:

- Prepare, formulate, and test the pharmaceutical forms of medicinal products, applying advanced techniques and ensuring compliance with regulatory standards.

2. Quality Assurance and Control:

- Perform quality assurance and control measures in the manufacture and testing of medicinal products in industrial and laboratory settings.

3. Information and Communication:

- Provide accurate and evidence-based information and advice on medicinal products to patients, healthcare professionals, and regulatory authorities.

4. Research and Innovation:

- Conduct innovative research projects, including designing experiments, analyzing scientific data, and interpreting findings in the context of pharmaceutical sciences.

5. Clinical Application:

- Translate scientific knowledge into clinical practice by developing individualized therapeutic strategies and optimizing drug therapy based on pharmacokinetics and pharmacodynamics.

6. Professional Collaboration:

- Collaborate effectively with multidisciplinary teams in hospital and community pharmacy settings to ensure patient safety and effective medication management.

Competencies

Graduates will demonstrate the ability to:

1. Independent Practice:

- Function as independent pharmacy professionals, delivering high-quality pharmaceutical care in community pharmacies, hospitals, and industrial settings.

2. Leadership and Management:

- Lead initiatives in pharmaceutical manufacturing, supply chain management, and regulatory compliance, ensuring the safe distribution and dispensing of medicinal products.

3. Patient-Centered Care:

- Engage in patient-centered practices by assessing, educating, and supporting patients in the appropriate use of medicinal products.

4. Adaptability and Lifelong Learning:

- Adapt to scientific and technological advancements in the field of pharmacy and commit to lifelong learning through continuous professional development.

5. Ethical and Social Responsibility:

- Uphold ethical standards and demonstrate social responsibility in the provision of pharmacy services, contributing to public health and wellness.

Program Highlights

The MSc Pharmacy program at Alma Mater Europaea Campus College "Rezonanca" offers an advanced, research-driven curriculum designed to equip students with the knowledge, skills, and competencies necessary to address contemporary challenges in pharmaceutical sciences and healthcare. Key highlights include:

1. Advanced Pharmaceutical Education

- Comprehensive coverage of pharmaceutical sciences, including drug discovery, formulation, production, and regulatory compliance.
- Emphasis on integrating theoretical knowledge with practical applications to develop innovative solutions in pharmacy practice.

2. Research Excellence and Innovation

- Focused modules on research methods and biostatistics, enabling students to design, conduct, and interpret high-impact pharmaceutical research.
- Opportunities to engage in cutting-edge research projects under the guidance of experienced faculty, contributing to advancements in drug development and healthcare.

3. Clinical and Professional Competency Development

- Advanced training in pharmacology, pharmacokinetics, and pharmacodynamics to optimize patient therapy and safety.
- Modules on clinical pharmacy and pharmacotherapy, preparing students for leadership roles in patient-centered care and interdisciplinary collaboration.

4. Industry and Regulatory Focus

- Strong alignment with EU Directives and international best practices in pharmacy education and regulation.
- Training in quality assurance, regulatory affairs, and good manufacturing practices (GMP) to ensure compliance with global pharmaceutical standards.

5. State-of-the-Art Learning Environment

- Access to fully equipped laboratories and modern IT facilities for hands-on learning in pharmaceutical testing, manufacturing, and analysis.

- Library resources featuring up-to-date publications, electronic databases, and research tools tailored to pharmacy education.

6. Personalized Mentorship and Career Support

- Dedicated academic mentors and career advisors to support student learning, research, and career planning.
- Guidance on developing individualized therapeutic strategies and advanced communication skills for effective patient education and healthcare collaboration.

7. International Standards and Mobility

- Full integration with the European Higher Education Area (EHEA), enabling horizontal and vertical mobility across academic institutions in Europe.
- Structured opportunities for international exchange, fostering global perspectives in pharmaceutical education and practice.

8. Commitment to Lifelong Learning

- Emphasis on adaptability and professional development through continuous learning opportunities and engagement with emerging trends in pharmaceutical sciences.
- Curriculum designed to prepare graduates for impactful careers in community, hospital, and industrial pharmacy settings, as well as academic and research institutions.

9. Ethical and Social Responsibility

- Strong focus on ethical decision-making and social responsibility, ensuring graduates contribute to public health and wellness.
- Engagement with local and global healthcare challenges through interdisciplinary collaboration and community involvement.

3. Program Structure

Curriculum Layout

The MSc Pharmacy 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	Proj.	RW	CH	IS	Total	ECTS	Academic staff
1	O	Principles of Pharmacology	45	30	25	25	125	125	250	10	Nderim Kryeziu
2	O	Advanced Synthetic Organic Chemistry	30	45	0	15	90	85	175	7	Njomza Ajvazi Fatjonë Krasniqi
3	O	Research Methods and Biostatistics in Pharmacy	60	30	15	20	125	125	250	10	Ermira Krasniqi Blerim Krasniqi Lindita Aliaga
4	E	ELECTIVE COURSE I	30	15	0	0	45	30	75	3	
		Subtotal	165	120	40	60	385	365	750	30	

Semester II

No	O/E	Course	L	P	Proj.	RW	CH	IS	Total	ECTS	Academic staff
1	O	Drug Discovery and Development	30	15	15	15	75	75	150	6	Ardian Ukmata Ardita Mekaj
2	O	Pharmaceutics and Drug Development	30	30	15	0	75	75	150	6	Zehadin Gashi Ardian Ukmata Ardita Mekaj
3	O	In-vitro Techniques in Biochemistry, Pharmacology, and Microbiology	60	30	15	15	120	105	225	9	Nderim Kryeziu Lindita Aliaga Zehadin Gashi Ardita Kërveshi Afërdita Kuqi-Hyseni
4		Pharmacokinetics and Pharmacodynamics	60	15	0	15	90	60	150	6	Blerim Krasniqi Armend Jashari Flora Ramizi Korab Ukella
5	E	ELECTIVE COURSE II	30	15	0	0	45	30	75	3	
		Subtotal	210	105	45	45	405	345	750	30	
		Total	375	225	85	105	790	710	1500	60	

Semester III

No	O/E	Course	L	P	Proj.	RW	CH	IS	Total	ECTS	Academic staff
1	O	Advanced Clinical Pharmacy	30	30	15	0	75	50	125	5	Besim Memedi Nora Elshani
2	O	Advanced Manufacturing of Pharmaceuticals	45	15	15	0	75	50	125	5	Ylber Qusaj Ardian Ukmata Ardita Mekaj
3	O	Principles and Practice of Bioanalysis	30	30	15	0	75	50	125	5	Blerita Pajaziti Sulltane Havolli Ahmet Hoxha

4	O	Advanced Pharmacy Practice Experience (APPE)-1	0	300	0	0	300	0	300	12	
5	E	Elective course III	30	15	0	0	45	30	75	3	
		Subtotal	135	390	45	0	570	180	750	30	

Semester IV

No	O/E	Course	L	P	Proj.	RW	CH	IS	Total	ECTS	Academic staff
1	E	Elective course IV	30	15	0	0	45	30	75	3	
2	E	Advanced Pharmacy Practice Experience-2 (APPE-2)	0	275	0		275	0	275	11	
3	O	Master Thesis	0	0	90	0	90	310	400	16	
		Subtotal	30	290	90	0	410	340	750	30	
			165	680	135	0	980	520	1500	60	

ELECTIVE COURSES			Hours/week			ECTS	Academic staff
No	E	Course	L	P	S		
1	E	Bromatology	30	15	0	3.0	Valdrina Ajeti
2	E	Biopharmaceutics	30	15	0	3.0	Ardian Rugova
3	E	Advanced Pharmacognosy	30	15	0	3.0	Nita Kelmendi
4	E	Dermatopharmacology	30	15	0	3.0	Krenar Dobroshi
5	E	Statistical Design and Analysis of Experiments	30	15	0	3.0	Blerim Krasniqi
6	E	Neuropharmacology	30	15	0	3.0	Besim Memedi Nora Elshani
7	E	Advance spectrophotometry	30	15	0	3.0	Imer Sadriu
8	E	Pharmacotherapy in Neurology	30	15	0	3.0	Nazim Dakaj
9	E	Drug and aging	30	15	0	3.0	Besim Memedi
10	E	Drug and Sport	30	15	0	3.0	Selvete Shuleta
11	E	Drug abuse and dependence	30	15	0	3.0	Selvete Shuleta
12	E	Drug Management system	30	15	0	3.0	Ermira Krasniqi
13	E	Pharmacoeconomics	30	15	0	3.0	Blerim Krasniqi
14	E	Application of Ethical norms in Pharmacy	30	15	0	3.0	Ardian Rugova
15	E	Pharmacotherapy in practice	30	15	0	3.0	Nderim Kryeziu
16	E	Advance Toxicology	30	15	0	3.0	Agron Thatçi

Legend: L=Lecture; P-Practice; Proj=Project; RW=Report writing; CH=Contac hours; IS=Independent study; O=Obligatory course; E=Elective course.

Prerequisite Rules by Semester

Semester I

Courses in Semester I form the foundation of the MSc Pharmacy program. No prerequisites are required for this semester, but students are expected to have completed an undergraduate degree in pharmacy or a related field.

Course	Prerequisite
Principles of Pharmacology	None
Advanced Synthetic Organic Chemistry	None
Research Methods and Biostatistics in Pharmacy	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
Drug Discovery and Development	Completion of Semester I
Pharmaceutics and Drug Development	Completion of Semester I
In-vitro Techniques in Biochemistry, Pharmacology, and Microbiology	Completion of Semester I, particularly Research Methods and Principles of Pharmacology
Pharmacokinetics and Pharmacodynamics	Completion of Semester I, particularly Advanced Synthetic Organic Chemistry
Elective Course II	None

Semester III

Enrollment in Semester III courses requires successful completion of all Semester I and II courses.

Course	Prerequisite
Advanced Clinical Pharmacy	Completion of Semester II
Advanced Manufacturing of Pharmaceuticals	Completion of Semester II
Principles and Practice of Bioanalysis	Completion of Semester II
Advanced Pharmacy Practice Experience-1 (APPE-1)	Completion of Semester II, including practical components
Elective Course III	None

Semester IV

Enrollment in Semester IV requires completion of all previous coursework, including Advanced Pharmacy Practice Experience-1 (APPE-1). Students must also have initiated their research projects to enroll in the Master Thesis.

Course	Prerequisite
Advanced Pharmacy Practice Experience-2 (APPE-2)	Completion of APPE-1
Master Thesis	Successful completion of Research Methods, APPE-1, and foundational coursework
Elective Course IV	None

General Rules

1. **Sequential Progression:** Students must complete all required courses in a semester before progressing to the next semester.
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 their research proposal and related coursework before initiating the Master Thesis.
4. **Practical Training:** Enrollment in Advanced Pharmacy Practice Experiences (APPE-1 and APPE-2) requires successful completion of prerequisite practical and theoretical courses.

Compliance Monitoring

The Office of Academic Affairs monitors student progress to ensure compliance with these rules. Exceptions or special permissions are evaluated on a case-by-case basis by the Faculty Council.

This structured approach ensures students develop competencies in a logical and efficient manner, preparing them for successful completion of the MSc Pharmacy program.

Internship/Research Requirements

Students must complete a six-month traineeship in a pharmacy setting, fulfilling professional practice requirements under the supervision of academic and industry mentors.

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 of Pharmacy 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.