

A- COURSE TITLE, CODE, ACADEMIC YEAR:

Essential Soft Skills in Healthcare Systems, CLS-117 (Level 1)

B- COURSE INFORMATION:

Course Code	Course Title	Credit Units			Study Level	Pre-requisites
		Total	Theory	Practical		
CLS 117	Essential Soft Skills in Healthcare Systems	2	2	0	1 ST level	None
Course Coordinator		Extension		Email Address		
Prof. Bandar A. Suliman		---		bsuliman@taibahu.edu.sa		

C- COURSE DESCRIPTION:

This course provides students with the personal and professional competencies required for success in healthcare environments. Instruction focuses on effective interpersonal skills, cultural awareness, collaborative problem-solving, diagnostic reasoning, quality improvement, and principles of management and team leadership. The course emphasizes real-world scenarios to build skills not only in delivering excellent work, but also demonstrating compassion, integrity, time management, accountability, and professional appearance and professionalism.

D- COURSE OBJECTIVES:

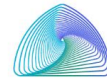
By the end of this course, the student should be able to:

- 1- Demonstrate effective interpersonal communication skills for engaging with patients, families, and interprofessional team members.
- 2- Apply cultural awareness and sensitivity to communicate appropriately with diverse populations.
- 3- Utilize collaborative problem-solving to develop partnerships and implement solutions.
- 4- Exhibit leadership abilities needed to manage teams, implement technology, and direct laboratory operations.
- 5- Employ ethical principles and professionalism when communicating, decision-making, and leadership.

E- THEORY TOPICS:

Week	Theory Topic	Hours
1	Introduction to the Healthcare System	2
2	Professional Standards & Regulations in Saudi Arabia	2
3	Patient Rights, Medical Ethics, and Cultural Competence	2
4	Emotional Intelligence & Conflict Resolution	2
5	Professionalism, Prioritization, and Time Management	2
6	Team Dynamics, Conflict Resolution and Negotiation Skills	2
7	Leadership vs. Management in Healthcare	2
8	Critical Thinking and Problem Solving	2
9	Digital Competence in Healthcare	2
10	Human Resources & Competency Management	2
11	Social Responsibility & Community Engagement	2
12	Project Management in Healthcare	2
13	Entrepreneurship & Privatization	2
14	Health Economics & Insurance	2
15	The Saudi Healthcare System and Vision 2030	2
Total		24





G- ASSESSMENT TASKS:

#	Type of assessment task	Week	Total Grades
1	Group Project (Assignment)	Week 5	20%
2	Midterm Exam (MCQs Only)	Week 8	20%
3	Oral Presentation (Groups of 3)	Week 10	20%
4	Final Exam (MCQs + Short Essay)	Week 16	40%

H- LEARNING RESOURCES:

Required textbook:

- Kossen, C., E.F. Kiernan, and J.E. Lawrence, Communicating for Success (Pearson Original Edition). 2020: Pearson Education (Australia).
- Business Communication & Soft skills. Dr. Babasaheb Ambedkar, Open University. Knowledge Management and Research Organization. 2022 Edition.

I- STUDENT ACADEMIC COUNSELING AND SUPPORT:

If you require individual academic consultation and support related to the course, the teaching staff are available during the indicated office hours below

Tutor name	Contact information
Prof. Bandar A. Suliman	bsuliman@taibahu.edu.sa
Dr. Amjad Yousef	amyousef@taibahu.edu.sa
Dr. Hatem Makhdoom	hmakhdoom@taibahu.edu.sa

General policy and procedures

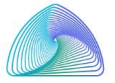
1) Attending policy:

- Students are encouraged to achieve 100% attendance rate during this course.
- Any absence requires an official acceptable excuse (**NO later than 2 weeks**).
- Student who is absent reach 10% is required to contact immediately his/her advisory supervisor and sign first warning form.
- Student who is absent reaching 15% is required to contact immediately his/her advisory supervisor and sign the second warning form.
- Students who are absent exceeding 25% will be banned from attending the final exam and disqualified from this course.

2) Midterm Exams

- The type and due date of exams are presented in the student course outline.
- If the student is absent from midterm exam with a legitimate reason, student may apply for a postponed examination. However, the head of the department is responsible for making the final decision about accepting the student request.
- If the student is absent from midterm exams without any legitimate reason, student will not be able to repeat the midterm exam.
- During exams, students must enter the classroom with ONLY a pen. No scientific materials or any electronic devices (e.g. MOBILE phones) are allowed in the class during exam period. Students who find scientific materials or MOBILE phones will be considered cheating.





- Cheating or attempt of cheating in **exams** can lead student to fail in the course
(المادة التاسعة من لائحة التأديب الطلابي بجامعة طيبة)

3) Final exam:

- Students are not allowed to enter the final exam after 30 min from the starting time.
- Students are not allowed to leave the final exam before 30 min from the starting time.
- Student must carry his/her national ID to enter the final exam.
- Cheating in exams students will not be excused and can fail in the course
- Cheating or attempting cheating in **Final exams** can lead students to:
 - Fail in the course (المادة التاسعة من لائحة التأديب الطلابي بجامعة طيبة)
 - Get excluded from the University for the next semester
 - Prohibited from entering summer term for that year.

4) Assignment

- Assignment MUST be submitted on due date.
- Students MUST refer to the assignment formatting guidelines and marking guide in each course outline.
- Assignments are returned with the marking guide to students within three weeks unless otherwise advised.
- Cheating in assignment (e.g. exceeding the similarities index allowable %) is not accepted
(المادة التاسعة من لائحة التأديب الطلابي بجامعة طيبة)
- Students should submit the Turnitin report with the assignment confirming the similarities index allowable % based on their level.

5) Similarity index

- Similarity index is a practice of taking someone else's work and presented as your own, such as quoting or paraphrasing someone else's words, works or research findings, without acknowledgement and referencing the source.
- Allowable % of similarity index:
 - Second year students (level 3 and 4) = **50%**
 - Third year students (level 5 and 6) = **40%**
 - Fourth year students (level 7 and 8) = **30%**
- Things considered similarity index or cheating:
 - Falsifying results of research studies.
 - Writing an assignment jointly and submitting it as the work of one individual unless it is clearly designated a group project.
 - Helping someone else to commit any dishonest act such as those listed above.
 - Quoting someone else's words without referencing
 - Copy/paste someone else's work without paraphrasing.
- The students MUST be aware of the consequences for misconduct that can be severe, including exclusion from the University.

6) Late submission

- Assignment submitted after due date (4 pm) without approval of extension considered a late submission.
- A penalty will be applied based on the course instructor.



7) Failure to submit:

- Students who fail to submit their course assignment will get ZERO in their assignment unless a request for extension is approved by the course instructor.

8) Assignment formatting guidelines:

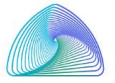
- Typed on A4 paper
- Font either Times New Roman 12pt or Arial 11pt
- Cover sheet has student number, email address, course name and code, course coordinator's name, word count, submission date and title.
- 1.5 line spacing
- Extra space between paragraphs
- Page numbers, with the introduction starting on page one
- Referencing using Vancouver referencing or ABI.
- The assignment must include accurate citation referencing
- The assignment must include accurate reference list
- Must be check for spelling and grammar before submission
- There should be enough references included (1 reference / 100 words minimum)

9) Assignment writing guidelines:

Assignment writing guidelines	
Due date: Week 8 (Thursday), 4:00 pm The aim: to assess students' level of competency in reading, understanding and summarizing medical mycology research articles. Roles: Choose recent scientific research paper (<u>NOT A REVIEW</u>) published after 2014 The Group written project: In groups of 3-5 write a 3-page report (excluding cover page, figures and references) discussing overcoming innovation barriers in a selected health sector or department The Assignment: Your assignment 2024 is: Present a successful case of innovation in health while describing: gaps, barriers, framework, process, solution, application and outcome. The Presentation: - Must construct a summary figure or table. 10 slides (without front, Reference, thank you and question slide) Turnitin report: You are required to submit your Turnitin report (confirming the allowable similarity index % based on your level) along with your assignment.	

10) Marking guide for assignments:

	Performance Indicator	Details	%
General criteria	Overall formatting	Cover sheet (Assignment formatting guidelines)	10%
	Appropriate use of language	- Good choice of words - Grammar, spelling and punctuation. - Structure and organization of sentences	20%
	Correct choice of references, referencing style and citation	- Variety of books, journal articles and appropriate websites - Correct citation - Correct referencing style	10%



	Similarity index %	Student should submit their Turnitin report with the assignment to confirm the allowable %.	
Course specific criteria	Clear understanding of the paper	- Correct hypothesis - Correct aims - Clear understanding to the background of the study - Summarizing the main findings correctly - Accurate understanding to the conclusion - Demonstrate valid points in the critical review	60%

- Course specific criteria should be based on the type of assignment
- The table of the course marking guide for the assignment should be handed to the students as feedback on their assignment.
- Continuous assessments may include quizzes, internet searches, homework, exercises, class activity, scratch cards, presentations, group work, etc.
- Practical exams may contain hands-on experiments, laboratory work, simulations, or demonstrations.
- Written exams will include multiple-choice questions (MCQ), short essay questions, and long essay questions.