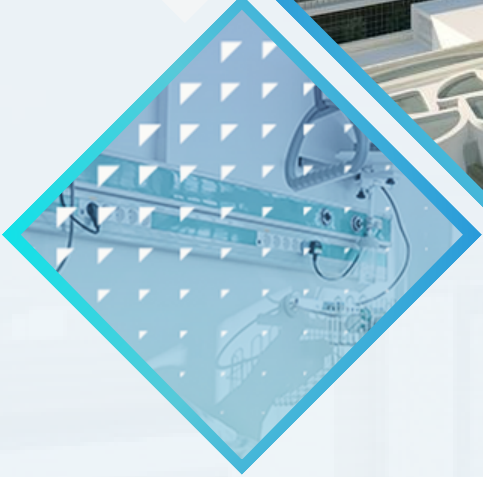تجمع الرياض الصحي الثاني
Riyadh Second Health Cluster

2024

HOSPITAL-BASED
UNDERGRADUATE TRAINING
STANDARD OPERATIONS
PROCEDURE SOP 01

PEQ

PERFORMANCE • EFFICIENCY • QUALITY

Reach new heights!

Prepared by :
Academic Operation Administration

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

وَقُلِ اعْمَلُوا فَسَيَرَى اللَّهُ عَمَلَكُمْ وَرَسُولُهُ وَالْمُؤْمِنُونَ

الدكتور فهد بن صالح الغفيلي
الرئيس التنفيذي
تجمع الرياض الصحي الثاني

الدكتور أسامة صالح الشايع
نائب الرئيس التنفيذي للشؤون الأكاديمية و التدريب
تجمع الرياض الصحي الثاني

INTRODUCTION

PEQ: Your Guide to Operational Excellence in Hospital-Based Training

PEQ (Performance, Efficiency, and Quality) is an indispensable guide established by the Riyadh Second Health Cluster, Academic and Training Affairs Administration. It provides comprehensive support to academic staff, department coordinators, and faculty involved in hospital-based undergraduate training. By promoting appropriate decision-making and the use of standard operating procedures (SOPs), PEQ revolutionizes how training sites operate.

Why PEQ?

- **Consistency:** Standardized procedures ensure everyone follows the same processes.
- **Efficiency:** Eliminates redundant steps and promotes streamlined workflows.
- **Onboarding:** Accelerates new employee integration with clear roles and expectations.
- **Quality:** Enhances overall operational efficiency and effectiveness.

The PEQ Advantage

PEQ offers practical insights and real-world case studies to develop critical thinking skills, going beyond just procedures. It's dedicated to continuous improvement and sets the gold standard in hospital-based training.

The Impact of PEQ

Embrace PEQ, and you'll ascend to new heights of training excellence. PEQ leaves no stone unturned in equipping participants with the knowledge and skills needed to excel in their roles. It's an indispensable resource for anyone involved in hospital-based undergraduate training.

Embrace PEQ and ascend to new heights of excellence!

PEQ PERSPECTIVE

Vision:

PEQs' vision is aspired to become the preeminent administrative tool for hospital-based training in Saudi Arabia through data-driven performance, efficiency, and setting a new standard of excellence.

Mission:

PEQs mission is to ignite a revolution in healthcare training by a data-driven platform to streamlines processes, to ensure best practices, and empower end-users to deliver exceptional training and services.

Values:

- **Excellence:** Committed to the highest standards of performance, efficiency, and quality in all aspects of hospital-based training.

- **Innovation:** Embracing new ideas and approaches to revolutionize training site operations and enhance learning experiences.

- **Collaboration:** Fostering partnerships and teamwork among academic employees, department coordinators, training faculty, and other stakeholders to achieve shared goals.

- **Integrity:** Upholding ethical standards and transparency in all actions and decisions related to PEQ.

- **Continuous Improvement:** Dedicated to ongoing evaluation and refinement of PEQ to enhance its effectiveness and relevance.

	NAME	TITLE	SIGNATURE	DATE
SOP Number	SOP 01			
SOP Title	Hospital Based Undergraduate Training in the Riyadh Second Health Cluster			

	NAME	TITLE	SIGNATURE	DATE
Author	Dr Reem Aldhalaan	Chairman, Academic Operations Administration		8/11/2023
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Effective Date:	

READ BY

NAME	TITLE	SIGNATURE	DATE

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1. PURPOSE

The compulsory undergraduate training period is a unique training opportunity aimed at enhancing the skills and knowledge of students or graduates (interns) from health colleges. It allows them to apply what they have learned during their scientific studies under the guidance of health colleges. The goal is to prepare them to independently practice their profession as recognized health practitioners in the workplace. To streamline and regulate the field training process, the Academic Operations Administration has incorporated comprehensive guidelines that cover all aspects of undergraduate training at Riyadh Second Health Cluster.

The set of standards developed by the Academic Operations Administration for daily academic training operations at training sites includes the following:

1.1. Creating an environment that promotes academic excellence, professional growth, and a commitment to patient-centered care.

1.2 Collaborating with experienced faculty, state-of-the-art facilities, and diverse clinical settings.

1.3 Striving to cultivate a culture of lifelong learning, innovation, and ethical practice.

1.4 Ensuring undergraduate trainees are well-prepared to meet the challenges of modern healthcare and make a positive impact on individuals and communities.

1.5 Creating a diverse and inclusive environment within the undergraduate community, fostering acceptance, understanding, and equal opportunities for aspiring healthcare professionals.

1.6 Establishing clear frameworks and standardized processes for undergraduate training at Riyadh Second Healthcare hospital.

1.7 Governing the application, and admission policies and procedures for undergraduate training in the training center.

1.8 Clarify the scope of practice and expected conduct for undergraduate trainees ensuring patient safety and maintaining a high standard of care at Riyadh Second Health Cluster training sites.

1.9 Provide an outline of the learning objectives and skill requirements for undergraduate trainees.

1.10 Defining the essential requirements for trainees, including cognitive, sensory, emotional, and problem-solving abilities.

1.11 Provide an overview of the process for evaluating undergraduate training and granting certification.

1.12 Outline a procedure for resolving complaints and grievances raised by undergraduate trainees in cases of non-compliance with established standards.

1.13 Ensuring a supportive training environment for undergraduate trainees at the training sites. Including protection from arbitrary or unreasonable actions.

1.14   Encompassing informal counselling, corrective measures, and formal disciplinary actions for undergraduate trainees.

1.15   Create a consistent system to address and resolve disputes and complaints in a timely and equitable manner.

1.16   Develop guidelines for undergraduate trainee duty hours, and on-call duties in the training sites.

1.17   Establish clear instructions in the case of interruption or postponement of training.

1.18   Implementing measures and protocols to handle cases of harassment and abuse involving undergraduate trainees.

1.19   Defining the roles and responsibilities of the training site academic staff and the department training officer, faculty, and coordinator.

1.20   Structure the policies governing the supervision of trainees in the training sites.

1.21   Outline protocols to ensure continuous training and safety for undergraduate trainees in the event of disasters or emergencies.

1.22   Offer set of instructions regarding the training fees for undergraduate training.

1.23   Elaborate on the procedure for undergraduate training officer and faculty incentives.

2.   SCOPE

The Academic Operations Administration plays a crucial role in overseeing the daily operations of academic training at various training sites. To ensure smooth and organized training processes, the administration has developed a set of standards. These standards aim to enhance clarity and establish a well-defined mechanism for the training operations. By implementing these standards, the administration can effectively manage, measure, and optimize the academic training processes at the training sites.

The standard operating procedures are applicable to all individuals involved in undergraduate training within the Riyadh Second Health Cluster, encompassing:

2.1   Training Site Academic and Training Affairs Director

2.2   Training Site Academic Undergraduate Training Coordinator

2.3   Healthcare University or College

2.4   Healthcare University or College Training Coordinator

2.5   Healthcare University or College Program Director

2.6 Healthcare University or College Undergraduate Student

2.7 Healthcare University or College Undergraduate Intern

2.8 Training Site Department Undergraduate Training Officer

2.9 Training Site Department Undergraduate Training Faculty

2.10 Training Site Department Undergraduate Training Coordinator

3. DEFINITIONS

3.1 **Academic Operations Administration:** Refers to the administration in charge of management and coordination of various academic activities within a Riyadh Second Health Cluster training institution. It involves overseeing the day-to-day operations of the institution, ensuring smooth functioning of academic programs, and maintaining a conducive learning environment for students and faculty.

3.2 **Academic and Training Affairs:** The management and coordination of educational and training activities within a specific site or facility in Riyadh Second Health Cluster. This includes the planning, organization, and supervision of academic programs and training initiatives.

3.3 **Academic Undergraduate Training Coordinator:** Their role is to oversee and manage the training programs and activities for undergraduate students in the training institution or facility. Their responsibilities typically include coordinating with external organizations and universities, departments, and faculty to implement training programs and coordinating trainee field placements within the institute.

3.4 **Appeal:** A formal request in an academic setting to someone in authority asking for a review or reconsideration, or change of a decision, or outcome. It involves presenting evidence, arguments, or persuading reasoning to support one's case to convince decision maker to overturn or modify a previous ruling.

3.5 **Burnout:** Long-term exhaustion and diminished interest in work. Dimensions of burnout include emotional exhaustion, depersonalization, and feelings of lack of competence or success in one's work. Burnout can lead to depression, anxiety, and substance abuse disorders.

3.6 **Clinical Experience:** Refers to the practical component of healthcare training where trainees engage in direct patient care under the supervision of experienced healthcare professionals. It involves conducting physical examinations, taking medical histories, diagnosing illnesses, and formulating treatment plans. Clinical experience is essential for developing clinical skills and applying theoretical knowledge in a real-world setting.

3.7 **Clinical Supervision:** Refers to the process of providing guidance, support, and oversight to undergraduate trainees who are involved in clinical or practical training experiences. The goal of this supervision is to ensure that students receive appropriate instruction, feedback, and

mentoring while they gain hands-on experience in their chosen field of study.

3.8 **Corrective Action:** Set of measures or interventions implemented by training site or facility to address academic issues or concerns with undergraduate trainees.

3.9 **Department Undergraduate Training Coordinator:** The person designated by the department to oversee and facilitate the training program and activities for undergraduate trainees in the department. They are responsible for handling administrative tasks such as scheduling training sessions, tracking student progress and support trainees by providing the necessary information and resources to succeed in their training experiences.

3.10 **Department Undergraduate Training Officer:** A full-time consultant (or equivalent) designated by the department to coordinate undergraduate training that includes plan, organize, lead, design, implement, and control on-site training.

3.11 **Didactic:** A kind of systematic instruction by means of planned learning experiences, such as lectures, conferences, or grand rounds.

3.12 **Disability:** Means, with respect to an individual, a person with a physical or mental impairment that substantially limits one or more of the major life activities.

3.13 **Dismissal:** The condition in which a trainee is directed to leave the program with no award of credit for the training duration, that includes the termination of the trainees' agreement of appointment and termination of all association with the training site or facility.

3.14 **Duty Hours:** Refer to the prescribed or scheduled hours that an undergraduate trainee is expected to work or be on duty to perform clinical and academic activities in the training site or facility related to the training program.

3.15 **End of Training Evaluation Report EOTER:** Is a document that summarizes the assessment, feedback and end of training certificate provided at the conclusion of a training program for each trainee that will be provided to the University Training Coordinator by the Academic Undergraduate Training Coordinator in the training site.

3.16 **Equal Opportunity:** Refers to the principle that all individuals should have the same chances and opportunities in various aspects of life, such as employment, education, and social participation. It aims to eliminate discrimination and ensure fairness by treating everyone fairly and without prejudice, regardless of their race, gender, age, religion, disability, or any other protected characteristic.

3.17 **Evaluation:** A formal written report that is part of the trainee's assessment of his/her training performance by the Department Undergraduate Training Officer.

3.18 **Faculty:** Teaching staff or instructors appointed by department in training site responsible for delivering educational programs, practical training, and guidance to undergraduate trainees.

3.19 **Formal Discipline:** Refers to the process of addressing and correcting undergraduate trainees' behaviour or performance issues in a structured and procedural manner. It is comprised of

probation, suspension, and training termination from Riyadh Second Health Cluster training sites.

3.20 **Grievances:** Any unresolved disputes or complaints expressed by the undergraduate trainee that is related to his/her training program, training officer or other faculty members.

3.21 **Grievant:** A trainee who files the grievance for arbitration.

3.22 **Grievance Committee:** The committee established by the training site director of academic and training affairs to assess the trainee's grievances for arbitration and reach a final resolution.

3.23 **Hands-on Training:** Refers to the practical learning approach where undergraduate trainees actively engage in activities that simulate real-world scenarios. In the context of hospital-based undergraduate training, hands-on training involves direct involvement in patient care, such as performing procedures, assisting in surgeries, and participating in medical rounds, to gain practical skills and enhance clinical competence.

3.24 **Harassment:** Implies to unwanted and offensive behaviour directed towards someone based on their race, gender, age, religion, disability, or other protected characteristics. It can include actions, comments, or gestures that create a hostile, intimidating, or uncomfortable environment for the individual. Harassment is a form of discrimination and is prohibited in many contexts, including workplaces, schools, and public spaces.

3.25 **Hospital-Based:** Refers to a type of undergraduate training program that primarily takes place within a hospital setting. Trainees receive hands-on clinical experience by working directly with patients in various departments, such as internal medicine, surgery, paediatrics, and obstetrics.

3.26 **Joining Letter:** A formal document that serves as a confirmation provided to a trainee upon their acceptance and outlines the terms and conditions of their the training site.

3.27 **Informal Counselling:** Refers to a supportive and informal process of providing guidance and assistance to undergraduate trainees in a more relaxed and non-structured manner. This includes feedback, constructive criticism, and oral and written warnings. Such communication is distinct from formal discipline.

3.28 **Key Performance Indicator KPI:** A measurable value that indicates how effectively an organization is achieving key business objectives or goals. They are used to track performance or progress over time and provide a clear quantifiable measure to success,

3.29 **Levels of Supervision:** To ensure appropriate oversight of all undergraduate trainees' supervision, that can vary depending on the specific training program, professional requirements, and the trainee's level of experience.

3.30 **Major Life Activities:** Encompass crucial daily tasks individuals commonly perform, including walking, talking, seeing, hearing, breathing, learning, working, and taking care of oneself. These activities are vital for individuals to live independently and actively participate in society.

3.31 **Medical Information:** Refers to the data and details pertaining to a particular patient's individual health and medical history.

3.32 **Medical Record:** A file in which medical and paramedical notes and outpatients' episodes are recorded.

3.33 **Metrics:** A specific measurement or indicator used to assess the performance and efficiency of a process, or system. These metrics are quantifiable and provide objective data that can be analysed to evaluate the level of quality achieved.

3.34 **Most Responsible Clinician:** Clinician who has the final responsibility and is accountable for the medical care of a patient.

3.35 **Onboarding:** Refers to the process of integrating and orienting new trainees into a training site or program.

3.36 **On-call:** Refers to a system where healthcare professionals, are assigned to be available on-site beyond their regular duty hours to respond to emergencies or provide assistance to patients in need.

3.37 **Patient Identifiable Information:** The patients' name, date of birth, picture, video recording, current address, eligibility details, telephone/mobile numbers, or physical description.

3.38 **Personal Information:** Any information that can identify the patient such as name, address, or date of birth.

3.39 **Probation:** Status assigned to undergraduate trainees who do not meet academic requirements or set standards of the training site.

3.40 **Probation Period:** A specific period during which a trainee is expected to correct identified deficiencies in performance, knowledge, or behaviour during which he/she is reevaluated.

3.41 **Quorum:** A minimum number of members required to be present for committee's proceedings to be considered valid and official.

3.42 **Riyadh Second Health Cluster R2:** A healthcare initiative in Riyadh compromised by multiple healthcare facilities under one governance with a broader plan to enhance healthcare services and provide accessible and high-quality care.

3.43 **Remediation:** A formal process of addressing and correcting performance gaps or deficiencies through additional training or interventions to assist the trainee in correction his/her deficiencies.

3.44 **Resilience:** The ability to withstand and recover quickly from difficult conditions or situations. During training, trainees may face difficult patient care, educational or personal events which can negatively affect their well-being.

3.45 **Students:** Refers to undergraduate trainees actively enrolled in colleges/universities and registered in training site department programs to fulfil the university course requirements.

3.46 **Suspension:** A period in which an undergraduate trainee is not allowed to take part in all or some

of the activities of the training program. Time spent on suspension may not be counted towards the completion of training requirements.

3.47 **Termination:** The discontinuation or ending of an undergraduate training program or course before its intended completion. It occurs when an individual's participation in the training is ceased or halted due to various violations or misconduct.

3.48 **Termination Committee:** The undergraduate training termination committee consists of designated members from the training site and the trainee. Their responsibility is to review the trainee's appeal and assess the facts of the incident in order to reach a final decision regarding termination.

3.49 **Termination Record:** The termination record is composed of the initial written warning, incident report, minutes of the meeting, and appeals (if any) along with the final resolution letter.

3.50 **Training of Trainers Certificate:** A certificate awarded to individuals who have completed a specialized training program to become trainers. It shows they have gained the necessary skills and knowledge to effectively deliver training sessions in a specific field.

3.51 **University Letter of Good Standing:** A proof document issued by a university to verify that a student is currently enrolled, in good academic standing, and has no disciplinary or academic issues.

3.52 **University Training Coordinator:** A professional appointed by the university to coordinate and organize various training programs and initiatives for university students with external partners.

3.53 **Warning:** A formal notification given to trainee regarding their performance, behaviour, or violation of policy that requires improvement. It serves as a means to address concerns and provide guidance for the trainee to enhance their skills or correct their actions.

3.53 **Well-being:** Refers to the state of being healthy, happy, and successful. Well-being may be positively increased by interacting with others, being intellectually stimulated and by feeling that one is making a difference. In addition, self-care activities, including exercise, getting plenty of rest and connecting with others, is beneficial.

4. ABBREVIATIONS

4.1 **AOA:** Academic Operations Administration

4.2 **AA:** Academic and Training Affairs

4.3 **AUGC:** Academic Undergraduate Training Coordinator

4.4 **DUTC:** Department Undergraduate Training Coordinator

4.5 **DUTO:** Department Undergraduate Training Officer

4.6 **EOTER:** End of Training Evaluation Report

4.7 **KPI:** Key Performance Indicator

4.8 **R2:** Riyadh Second Health Cluster

4.9 **TOT:** Training of Trainers Certificate or its equivalent

4.10 **UTC:** University Training Coordinator

5. STAFF ROLES AND RESPONSIBILITIES

5.1 **Outline:** Roles and responsibilities refer to the specific tasks, duties, and accountabilities assigned to individuals within an organization or team. Each role has a set of responsibilities that contribute to the achievement of organizational goals. Here are some key points to recognize:

It's important to clearly communicate the roles and responsibilities helps ensure that everyone understands their tasks and contributes effectively to the overall success of the team or organization.

5.1.1 **Roles:** A role is a position or function within an organization or team. It defines the authority, responsibilities, and scope of work for an individual. Examples of roles could be a coordinator, manager, team leader, training officer, or customer service agent.

5.1.2 **Responsibilities:** Are the specific tasks, duties, or obligations that individuals are expected to fulfill in their roles. These can vary depending on the nature of the job and the organization. Responsibilities may include managing a team, meeting targets, providing customer support, or delivering specific service.

5.1.3 **Accountability:** Is the obligation of an individual to take ownership of their assigned responsibilities and be answerable for the outcomes. It involves being responsible for one's actions, decisions, and performance in relation to the role.

5.1.4 **Appointment**: The process of selecting and assigning individuals to specific positions within an organization. Staff appointments are crucial for ensuring that the right people with the necessary skills, qualifications, and experience are placed in the appropriate roles to contribute to the success of the training program.

5.1.5 **Education and Licensure:** Education refers to acquiring knowledge, skills, values, and attitudes through various methods such as teaching, training, or research to obtain a qualification, while licensure is the authorization granted by a governing body to individuals who have met specific requirements to engage in a particular occupation.

5.2   ACADEMIC UNDERGRADUATE TRAINING COORDINATOR

The role of an undergraduate training coordinator in academic and training administration involves overseeing and coordinating various aspects of undergraduate training programs within a healthcare institution. Here are the standard roles, responsibilities, accountability, and reporting associated with this position:

5.2.1   Roles:

5.2.1.1   Coordinate and manage undergraduate training programs, ensuring they align with the R2 educational objectives and requirements.

5.2.1.2   Coordinate the processing of applications, streamline the admission procedure, and manage the training operations with university training coordinators, department undergraduate training officers, department undergraduate training coordinator and undergraduate trainees to ensure smooth functioning.

5.2.1.3   Monitor and evaluate the quality and effectiveness of undergraduate training activities.

5.2.1.4   Stay updated on undergraduate training trends and educational best practices to enhance the training programs.

5.2.1.5   Serve as a point of contact for university training coordinators, department undergraduate training officers, department undergraduate training coordinator, undergraduate trainees, and other stakeholders regarding undergraduate training matters in the training site or facility.

5.2.2   Responsibilities:

5.2.2.1   Adhere to undergraduate training assessment tools, quality measurement records, and KPI's assigned by AOA.

5.2.2.2   Responsible for documenting and updating the training site department faculty list for the approval of the paid training committee in coordination with the department undergraduate coordinator.

5.2.2.3   Actively engage with the training site departments to enhance undergraduate training opportunities and maximize training capacity through networking and effective communication.

5.2.2.4   Coordinate scheduling, logistics, and resources for training sessions, workshops, and practical experiences between the university and training site department.

5.2.2.5   Ensure that all relevant forms, including the confidentiality agreement, declaration, and medical fit test, are forwarded to the university training

coordinator. It is important to ensure that these forms are completed before the start of training.

5.2.2.6 Responsible for offering comprehensive on-boarding to undergraduate trainees at the training site prior to the start of department specific training.

5.2.2.7 Collaborate with training site departments to ensure the integration of learning objectives into the undergraduate training activities.

5.2.2.8 Assess and analyze the learning outcomes of undergraduate training in departments and provide recommendations for improvement.

5.2.2.9 Support undergraduate trainees in their training placements, addressing any concerns or issues that may arise.

5.2.2.10 Maintain accurate records and documentation related to undergraduate training, including student performance and progress.

5.2.2.11 Reach out to the training site Internal Resources Department to initiate the processing of training fees if applicable.

5.2.2.12 Initiate the processing of end-of-training certification for undergraduate trainees once department clearance, assessment, and payment of fees have been confirmed.

5.2.2.13 Ensure undergraduate trainees has completed the trainee feedback survey to evaluate department training efficiency.

5.2.2.14 Forward End of Training Evaluation Report EOTER to the University Training Coordinator once trainee has achieved training requirements, feedback survey, and training site clearance.

5.2.2.15 Deliver a quarterly post-training feedback report to the training site department, including relevant recommendations.

5.2.2.16 Participate in ongoing professional development activities to remain up to date with the latest staff development plan, specifically focused on job specifications and customer service skills.

5.2.3 Accountability:

5.2.3.1 The undergraduate training coordinator is accountable for ensuring the smooth and effective operations of undergraduate training in the institute.

5.2.3.2 They are responsible for the academic and professional quality of undergraduate training in the institute.

5.2.3.3 They are accountable for meeting the academic operations administration

standards and goals for undergraduate training.

5.2.3.4 They are responsible for maintaining accurate and up to date records of undergraduate trainee data, department training capacity and a comprehensive list of the training faculty.

5.2.4 Reporting:

5.2.4.1 The undergraduate training coordinator will report to the academic and training affairs director, providing updates on undergraduate training performance, outcomes, and challenges.

5.2.4.2 They are responsible for preparing reports on undergraduate training program metrics, student performance, and program evaluation results to the academic operations administration.

5.2.4.3 They are accountable to implement the strategic plan, monitor training outcomes, and address any challenges to achieve the set goals to the head of the undergraduate training department in the Riyadh Second Health Cluster

5.2.5 Appointment:

5.2.5.1 The academic undergraduate training coordinator is assigned by the training site director of academic and training affairs.

5.2.6 Education and Licensure:

5.2.6.1 Diploma or higher in administration, education, or related field.

5.3 UNIVERSITY TRAINING COORDINATOR

The role of a university training coordinator is crucial in ensuring the effective implementation of undergraduate training in the hospital-based setting. Here are the standard roles, responsibilities, accountability, and reporting associated with this position:

5.3.1 Roles:

5.3.1.1 Coordinate the processing of applications, admission procedure, determination of training dates, and overseeing trainee transfer requests directly with academic undergraduate training coordinator within advised time frame.

5.3.1.2 Act as the single liaison between the university and training site thru the academic undergraduate training coordinator, without unauthorized involvement of trainees or communication with training site departments directly.

5.3.1.3 Liaise with university program director on training subject matters such as schedule, training sessions, training materials, and learning objectives to coordinate with academic undergraduate training coordinator.

5.3.1.4 Communicate with the training site Internal Resources Department to coordinate the payment of training fees if applicable.

5.3.1.5 Keep a record for trainees, documenting applications, cancellations, proof of payment, and any requests for specialty transfers. This record will serve as a valuable reference for future purposes.

5.3.2 Responsibilities:

5.3.2.1 Coordinate scheduling, logistics, and training resources between the university and academic and training affairs undergraduate coordinator.

5.3.2.2 Ensure that undergraduate training relevant forms, such as the confidentiality agreement, declaration, and medical fit test, are completed before the start of training within a specified time frame and forwarded to the academic and training affairs undergraduate coordinator.

5.3.2.3 Responsible for providing trainee information, number of trainees, department, schedule, and sessions to academic undergraduate training coordinator prior to the approval of the training site department.

5.3.2.4 Deliver learning objectives provided by university program director to academic and training affairs undergraduate coordinator prior to the start of training.

5.3.2.5 Support the training site academic undergraduate training coordinator in addressing any concerns or issues that may arise.

5.3.2.6 Complete the payment of training fees when applicable with the training site Internal Resources Department and provide proof of payment to the training site, academic undergraduate training coordinator.

5.3.3 Accountability:

5.3.3.1 The university training coordinator is accountable for ensuring all relevant undergraduate applications are submitted in a timely fashion.

5.3.3.2 They are responsible for submission of trainee schedules, sessions, learning objectives, and information ahead of time.

5.3.3.3 They are accountable for ensuring payment of training fees, through the proper channels.

5.3.4 Reporting:

5.3.4.1 The university training coordinator will report to training site academic undergraduate training coordinator, regarding any enquiries and challenges related to training.

5.3.4.2 They will report to training site Internal Resources Department, regarding any enquiries and challenges related to payment.

5.3.5 Appointment:

5.3.5.1 Determined by the university.

5.3.6 Education and Licensure:

5.3.6.1 Determined by the university.

5.4 DEPARTMENT UNDERGRADUATE TRAINING OFFICER

The role of a department undergraduate training officer is crucial in ensuring the smooth and effective training of undergraduate trainees within the hospital setting. Here are the standard roles, responsibilities, accountability, and reporting associated with this position:

5.4.1 Role:

5.4.1.1 Guarantee that the hospital based undergraduate training complies with governing standards and requirements set by Academic Operations Administration.

5.4.1.2 Collaborate with academic and training affairs undergraduate coordinator to address any issues or concerns related to training or trainees.

5.4.1.3 Design and execute the undergraduate programs to be in line with the university learning objectives.

5.4.1.4 Assign department undergraduate training faculty to create a conducive learning environment and foster a culture of continuous improvement in undergraduate education.

5.4.1.5 Administer supervision, and assessment of undergraduate trainee's progress while offering guidance and constructive feedback

5.4.1.6 Provide support and mentorship to the trainees, addressing any challenges they may face during the training and offering guidance on career development and professional growth.

5.4.2 Responsibilities:

5.4.2.1 Collaborate with department training faculty members and medical education experts to develop and update the training program, ensuring it aligns with the university learning goals and objectives.

5.4.2.2 Oversee the implementation and management of the undergraduate training program within the department, including organizing rotations, scheduling lectures, and coordinating assessments.

5.4.2.3 Coordinate and assign undergraduate trainees to different clinical rotations and ensuring a balanced and comprehensive training experience across various domains within the department.

5.4.2.4 Provide guidance, supervision, and mentorship to trainees during their clinical rotations, ensuring they receive appropriate support and feedback from experienced healthcare professionals.

5.4.2.5 Develop and implement evaluation methods to assess the progress and performance of trainees, including clinical skills appraisals, written assessments, and feedback sessions.

5.4.2.6 Ensure the quality and standards of training within the department, monitoring the delivery of educational activities, and implementing necessary improvements to enhance the learning experience.

5.4.2.7 Confirm department undergraduate training aligns with the university educational objectives and requirements.

5.4.2.8 Report any immediate concerns regarding trainees to academic and training affairs coordinator to advice on anticipated corrective actions that will be taken in accordance with the undergraduate training guidelines.

5.4.2.9 Engage in continuous professional development activities to stay updated with the latest advancements in medical education and incorporating innovative teaching methods into the undergraduate training program.

5.4.2.10 Supervising the department training faculty, assessing their performance, and offering them constructive feedback.

5.4.2.11 Maintain accurate records and documentation of trainee progress, training activities, and program outcomes to facilitate reporting to academic and training affairs undergraduate coordinator.

5.4.2.12 Have regular meetings with department undergraduate training faculty and coordinator to cover a range of topics. These meetings should be documented and involve discussing training progress, addressing any concerns, reviewing educational objectives, updating schedules, and providing feedback on procedures and policies.

5.4.3 Accountability:

5.4.3.1 They are accountable for the quality and effectiveness of the training provided to undergraduate trainees.

5.4.3.2 They are responsible to submit the training outcomes and progress of the trainees to training site undergraduate coordinator.

5.4.3.3 They should receive sufficient training, such as Training-of-Trainers TOT or a similar equivalent, within a period of six months from joining the program.

5.4.4 Reporting:

5.4.4.1 They will report to the head of department on the undergraduate training program progress, and compliance of training faculty.

5.4.4.2 The department training officer will report to training site academic and training affairs undergraduate coordinator, regarding reports, assessments, enquiries, and any challenges related to training.

5.4.5 Appointment:

5.4.5.1 Appointed by the head of the department.

5.4.5.2 The head of department will issue an appointment letter, and it should be shared with both the department and academic undergraduate training coordinators for record.

5.4.6 Education and Licensure:

5.4.6.1 Full time consultant in the specialty field.

5.4.6.2 Department undergraduate training officer should not hold additional administrative roles such as department chairman or SCFHS program director.

5.5 DEPARTMENT UNDERGRADUATE TRAINING FACULTY

The department's undergraduate training faculty performs a fundamental role in ensuring the seamless execution of training in the hospital department. Here are the defined roles, responsibilities, accountability, and reporting requirements associated with this position.

5.5.1 Role:

5.5.1.1 Guarantee that the undergraduate training program complies with governing standards and requirements set by Academic Operations Administration.

5.5.1.2 Collaborate with department undergraduate training officer to address any concerns related to training or trainees.

5.5.1.3 Execute the undergraduate program is in line with the university learning objectives.

5.5.1.4 Actively involved in delivering lectures, conducting practical sessions, and providing guidance to undergraduate trainees. They serve as mentors, offering support and feedback to help students succeed in their training.

5.5.1.5 Assist the department undergraduate training officer in assessing the performance of undergraduate trainees through examinations, assignments, and practical assessments. They provide constructive feedback and evaluate the progress of each student.

5.5.1.6 Conduct the clinical rotations of undergraduate trainees within the hospital department. They ensure that trainees receive appropriate training and exposure to different specialties, coordinating with other healthcare professionals and clinical supervisors.

5.5.1.7 Collaborate with other departments and faculty members to ensure a comprehensive and well-rounded educational experience for undergraduate trainees. They may participate in interdisciplinary teaching activities and contribute to the overall development of the curriculum.

5.5.1.8 Assist the department undergraduate training officer in administrative duties such as managing student records, coordinating schedules, and ensuring compliance with regulatory requirements. They may also participate in departmental meetings and contribute to the overall training goals and initiatives.

5.5.2 Responsibilities

5.5.2.1 Collaborate with department undergraduate training officers in the to develop and revise the undergraduate training programs, ensuring that they align with the established learning goals and objectives.

5.5.2.2 Actively participate in the department's undergraduate training programs, which include rotations, lectures, and assessments.

5.5.2.3 Offer guidance, supervision, and mentorship to trainees during their clinical rotations, ensuring they receive the necessary support and feedback from experienced healthcare professionals.

5.5.2.4 Provide feedback to department undergraduate training officers on the progress and performance of trainees, including evaluations of their clinical skills, written assessments, and feedback sessions.

5.5.2.5 Ensure that the department maintains high-quality standards in undergraduate training, actively participating in educational activities and suggesting improvements to enhance the learning experience.

5.5.2.6 Report any immediate concerns regarding trainees to the department undergraduate training officer, offering advice on anticipated corrective actions in line with the undergraduate training guidelines.

5.5.2.7 Engage in continuous professional development activities to stay updated on the latest advancements in medical education and incorporate innovative teaching methods into the undergraduate training program.

5.5.2.8 Attending regular undergraduate training meetings organized by the department undergraduate training office to review a range of topics that involve training progress, addressing any concerns, reviewing educational objectives, updating schedules, and providing feedback on procedures and policies.

5.5.3 Accountability:

5.5.3.1 Their responsibility lies in ensuring the quality and effectiveness of the training given to undergraduate trainees.

5.5.3.2 They are accountable for reporting the progress and outcomes of the trainees to the undergraduate training officer within the department.

5.5.3.3 It is expected that they receive adequate training, such as Training-of-Trainers (TOT) or an equivalent, within six months of joining the program.

5.5.4 Reporting:

5.5.4.1 They will report to the department undergraduate training officer regarding program progress, and any challenges related to training.

5.5.5 Appointment:

5.5.5.1 Appointed by the head of the department. In agreement with the department undergraduate training officer.

5.5.5.2 The head of department will issue an appointment letter for faulty, and it should be shared with both the department and academic undergraduate training coordinators for record.

5.5.6 Education and Licensure

5.5.6.1 Consultant in the specialty field.

5.5.6.2 Specialist in the specialty field.

5.5.6.3   Fellow in the specialty field.

5.5.6.4   Senior resident in the specialty field.

5.6   DEPARTMENT UNDERGRADUATE TRAINING COORDINATOR

The department undergraduate training coordinator is liable to provide a supportive and enriching learning environment for the trainees while maintaining the standards of the department and the training site. Here are the standard roles, responsibilities, accountability, and reporting associated with this position:

5.6.1   Role:

5.6.1.1   Oversee and administer the training program within the department, ensuring its alignment with the R2 training objectives and requirements.

5.6.1.2   Collaborate with the academic and training affairs undergraduate coordinator to supervise the endorsement of trainee applications in the department, while maintaining precise records of acceptance timelines and capacity.

5.6.1.3   Coordinate with department training officer on the trainee's assignments, evaluations, and assembly of trainee's schedules in various clinical settings. This involves liaising with different departments, and faculty members to ensure an efficient training experience.

5.6.1.4   Ensure that trainees in the department adhere to the required standards by monitoring their compliance.

5.6.1.5   Serves as a point of contact for trainees, faculty members, training site training coordinator, and hospital staff, addressing any questions or issues related to the training program.

5.6.2   Responsibilities:

5.6.2.1   Responsible for receiving and reviewing applications of undergraduate students interested in participating in the training program from academic and training affairs coordinator. They ensure that all required documents are submitted accurately and coordinate with the training site officer to finalize the selection process.

5.6.2.2   Ensure to respond to academic and training affairs coordinator promptly regarding inquires related to applications, trainee follow-ups, records, or assessment.

5.6.2.3   In charge of facilitating the department's onboarding process for trainees by providing trainee identification badges, necessary resources, and access cards

5.6.2.4 Coordinate with relevant stakeholders and facilitate orientation sessions for trainees, ensuring they are acquainted with training guidelines, department policies, procedures, and safety protocols.

5.6.2.5 Liable for maintaining accurate and up-to-date training records for all participating trainees. This includes documenting their progress, evaluations, attendance, and any additional training, workshops or lectures attended.

5.6.2.6 Works closely with the department training officer to ensure that the department training program runs smoothly. They communicate regularly to discuss trainee assignments, scheduling, and any issues or concerns that may arise.

5.6.2.7 Responsible for maintaining records of access card, item, and resource deliveries from department custody to trainees, and taking appropriate measures in the event of loss, or damage.

5.6.2.8 Ensure the trainee adherence to all regulatory requirements, hospital policies, and training standards. This includes monitoring and documenting students' attendance, compliance with health and safety protocols, confidentiality requirements, and ethical guidelines.

5.6.2.9 Timely notify the department training officer of any instances of trainee non-compliance, so appropriate actions can be taken.

5.6.2.10 Guarantee the timely distribution and collection of trainee assessments from department training officers, and promptly forward them to the academic and training undergraduate coordinator for stamping and finalization.

5.6.2.11 Complete trainee clearance process before releasing the assessments for authentication from academic and training affairs. This includes collecting access cards and any other resources released from the department custody.

5.6.2.12 Document and report non-registered trainees, performance issues or concerns related to the behavior, compliance, and performance. This documentation should be shared with the academic training coordinator to seek advice on the most appropriate actions and remediation strategies to ensure continuity of training.

5.6.2.13 Serves as a point of contact for department trainees, providing them with support and guidance throughout their training period. They address any questions or concerns they may have and assist in resolving any issues that may arise in compliance with training site standards and training officers' recommendations.

5.6.2.14 Attending regular undergraduate training meetings organized by the

department undergraduate training office to discuss a range of topics that involve the training progress, addressing any concerns related to the program or trainees, reviewing educational objectives, updating schedules, and providing feedback on procedures and policies.

5.6.3 Accountability

5.6.3.1 Accountable to oversee and manage the trainee admissions, and organization of department orientation.

5.6.3.2 Supervise the department training activities, trainee attendance, and operations within the department.

5.6.3.3 Ensuring that training programs are developed and implemented effectively, monitoring the progress and performance of trainees, and addressing any issues or concerns that may arise during the training process.

5.6.3.4 Responsible for ensuring that all training activities are aligned with organizational goals and objectives, and for providing guidance and support to both trainees and trainers.

5.6.3.5 Accountable for maintaining accurate documentation and records related to department items in custody, training activities and outcomes.

5.6.4 Report

5.6.4.1 The department training coordinator typically reports to the department undergraduate training officer to oversee and coordinate training activities, and schedules within the department to ensure trainees receive the necessary skills and knowledge.

5.6.4.2 In terms of trainee admission, onboarding, orientation, reports, and any training issues that arise, the department training coordinator reports to the academic undergraduate training coordinator.

5.6.5 Appointment:

5.6.5.1 The department undergraduate training coordinator is assigned by the head of department.

5.6.5.2 The head of department will issue an appointment letter, and it should be shared with the academic undergraduate training coordinator for record, while keeping a copy for documentation.

5.6.6 Education and Licensure:

5.6.6.1 Diploma or higher in administration, education, or related field.

6. APPLICATION AND ADMISSION PROCESS

The training site is endorsed to approve undergraduate training requests when the conditions and requirements are met.

6.1 General Admission Conditions

6.1.1 University training requests (Letter and Email) by the university training coordinator, must include number of trainees, training department, and training period (starting and end date), at least one month prior to starting date.

6.1.2 Academic undergraduate training coordinators are the primary point of contact for all training communication requests. It is not acceptable to contact the departments or other individuals within the training site directly.

6.1.3 It should be noted that official correspondence should be from universities through the university training coordinator as they are the authorized body representing the undergraduate trainees. Any form of direct communication initiated by a trainee, or any other individual within the university will not be acknowledged or responded to.

6.1.4 Approval of training requests will be sent by the academic undergraduate coordinator exclusively to the department undergraduate training coordinator in the training site.

6.2 Application Requirements

6.2.1 If the conditions are met, the following requirements are to be submitted to the Academic undergraduate training coordinator AUTC:

6.2.1.1 Saudi national or resident with a valid residence permit/ID (visitor visas is not accepted).

6.2.1.2 Copy of passport for non-Saudi applicants.

6.2.1.3 National ID number as its not permitted to retain ID copy

6.2.1.4 Passport photo (4x6)

6.2.1.5 Additional requirements for Interns and summer trainees:

6.2.1.5.1 Above average cumulative grade or above, that is equivalent to 3.5 GPA out of five (75%).

6.2.1.5.2 University Request Letter/Correspondence for interns - that includes trainee name/s, department, and training period (starting and end date), training objectives (from university

program director), and the evaluation form.

6.2.1.5.3 Letter of Good Standing from University for summer trainees.

6.2.1.5.4 Two Recommendation Letters.

6.2.1.5.5 Authentic copy of academic transcripts.

6.2.1.5.6 Proof of foreign qualification equivalency from the Saudi Ministry of Education for Saudi trainees.

6.2.1.5.7 In the case the foreign qualification equivalency from the Saudi Ministry of Education is not provided, the trainee must provide verification of qualification by dataflow, that is the responsibility of the trainee. Considering that the dataflow process typically requires a minimum of three weeks.

6.3 Onboarding Requirements:

6.3.1 Prior to onboarding of trainees, the following should be met by at least one week from starting date.

6.3.1.1 Pass the medical fitness test.

6.3.1.2 The trainee must sign and acknowledge:

6.3.1.2.1 Confidentiality Statement Form.

6.3.1.2.2 Declaration Form

6.3.1.3 Receive the undergraduate training policies and procedures.

6.3.1.4 Proof of payment of training fees (if conditions apply).

6.3.2 Trainee must complete the following before being permitted to train in Riyadh Second Health Cluster training sites:

6.3.2.1 Trainee orientation at the training site.

6.3.2.2 Issuance of trainee identification card.

6.4 Application, Selection and Admission Process

6.4.1 University training coordinator will submit training requests online to the training site, academic undergraduate training coordinator by email or via platform. That should:

6.4.1.1 Applications should respect application timeframe that is no later than one month (four weeks) from starting date.

6.4.1.2 State designated facility department.

6.4.1.3 Mention training duration that includes starting and ending date in addition to number of days per week and duration (hours) for undergraduate students.

6.4.1.4 Confirm number of trainees.

6.4.2 Applications are reviewed by academic undergraduate training coordinator to determine eligibility and suitability.

6.4.3 Under no circumstances shall a trainee or university training coordinator, directly apply to any training site departments within Riyadh Second Health Cluster.

6.4.4 If online application is not possible, the applicant can manually submit the documents and must be able to show original copies when needed, for verification.

6.4.5 Academic undergraduate training coordinator will forward applications to the designated department undergraduate training coordinator for review and approval within the same day.

6.4.6 The department undergraduate training coordinator should respond to academic undergraduate training coordinator with final decision within three days.

6.4.7 If the application is accepted by the department undergraduate training coordinator, the process moves forward. Otherwise, the process ends.

6.4.8 Upon rejection or approval, the academic undergraduate training coordinator should ensure timely response (rejection or acceptance letter) to the university training coordinator upon receiving notification within the same day.

6.4.9 Following approval, the academic undergraduate training coordinator will request the following trainee requirements from the university training coordinator to be provided within three days:

6.4.9.1 Complete trainee name/s (first, middle and last)

6.4.9.2 Trainee Saudi ID number, and Residency ID number for non-Saudi's

6.4.9.3 Copy of passport for non-Saudi trainees

6.4.9.4 Passport photo (4x6)

6.4.9.5 Learning and training objectives from the university program director.

6.4.9.6 Any further training requirements specified by the university program director

6.4.10 Additional requirements will be requested for interns, or summer trainees from the university training coordinator or applicant, that should be provided within three days:

6.4.10.1 Above average cumulative grade or above, that is equivalent to 3.5 GPA out of five (75%).

6.4.10.2 University Request Letter/Correspondence for interns - that includes trainee name/s, department, and training period (starting and end date), training objectives (from university program director), and the evaluation form.

6.4.10.3 University Letter of Good Standing.

6.4.10.4 Two Recommendation Letters.

6.4.10.5 Authentic copy of academic transcripts.

6.4.10.6 Proof of foreign qualification equivalency from the Saudi Ministry of Education for Saudi trainees.

6.4.10.7 In the case the foreign qualification equivalency from the Saudi Ministry of Education is not provided, the trainee must provide verification of qualification by dataflow, that is the responsibility of the trainee. Considering that the dataflow process typically requires a minimum of three weeks. It is important to highlight that CBAHI mandates the verification of trainee non-Saudi qualifications.

6.4.11 During this stage, certain training sites may schedule intern interviews. The academic undergraduate training coordinator is responsible for providing the intern with interview details. It is crucial to emphasize that this step is not obligatory.

6.4.12 The university training coordinator or trainee (intern, or summer trainee) must submit the required documents to the academic undergraduate training coordinator within three days of receiving the acceptance letter. Failure to do so will result in the revocation of the acceptance.

6.4.13 Upon receiving the necessary requirements, the academic undergraduate training coordinator will promptly send the following onboarding forms, and training fees to the university training coordinator or trainee. These forms must be submitted no later than one week before the training starting date.

6.4.13.1 Medical Fit Test Form

6.4.13.2 Declaration Form

6.4.13.3 Confidentiality Statement Form

6.4.13.4   Trainee Identification Badge Request Form

6.4.13.5   Total training fees, if applicable

6.4.13.6   A copy of Riyadh Second Health Cluster Undergraduate Training Policies

6.4.14   Academic undergraduate training coordinator will include the institute Internal Resources Department in the communication regarding fees to prepare a payment link. The payment link will be sent by the Internal Resources Department within three days to the university training coordinator or trainee.

6.4.14.1   The academic undergraduate training coordinator will receive a copy of the proof of payment from the Internal Resources Department.

6.4.15   To ensure readiness for onboarding, the university training coordinator or trainee (intern or summer trainee) must submit the completed onboarding forms and process the identification badge to the academic undergraduate training coordinator no later than one week from the starting date.

6.4.16   In case of training cancellation, the university training coordinator or trainee must submit a written request to the academic undergraduate training coordinator no later than three weeks prior to the starting date.

6.4.16.1   If payment has been made, the request must include proof of payment and a refund request in writing.

6.4.16.2   Any refund requests once training has commenced will be automatically denied.

6.5 Onboarding Process

The process of trainee onboarding in Riyadh Second Health Cluster training sites or facilities typically involves several steps to ensure a smooth transition into the healthcare setting. Here is a general overview of the process:

6.5.1   Undergraduate trainees are directed to report to the academic undergraduate training coordinator in the training site for their onboarding instead of going directly to the department.

6.5.2   Academic undergraduate training coordinator will verify and review the following:

6.5.2.1   Verification of application against trainee national ID

6.5.2.2   Acceptance and signature of the Confidentiality Statement Form.

6.5.2.3   Acceptance and signature of the Declaration Form

6.5.2.4   Acceptance and signature of the Undergraduate Training SOP

6.5.2.5   Pass the Medical Fit Test

6.5.2.6   Proof of training fee payment

6.5.2.7   Validate Riyadh Second Health Cluster trainee identification badge

6.5.3   Once the requirements have been verified and deemed satisfactory, the academic undergraduate training coordinator will provide the trainee with a joining letter. The joining letter will include important information such as:

6.5.3.1   Trainee name

6.5.3.2   Qualification (eg. Bachelor of Medicine, or Bachelor of Surgery)

6.5.3.3   Trainee university

6.5.3.4   Training Department

6.5.3.5   Start date

6.5.3.6   End date

6.5.3.7   Relevant details pertaining to training providing by the university

6.5.3.8   Letter body confirming the approval of trainee onboarding into training site

6.5.3.9   Academic undergraduate training coordinator contact information (contact number including extension, and email) for enquiries

6.5.3.10   Authorization (name and signature) of the training site director of academic and training affairs

6.5.4   Once the trainee has received their joining letter, they are instructed to proceed to the training department for orientation.

6.5.5   The academic undergraduate training coordinator will send a copy of the joining letter and onboarding forms to the email of the department undergraduate training coordinator.

6.5.6   In case the onboarding requirements are incomplete, the academic undergraduate training coordinator will provide the trainee the chance to complete requirements on the same day.

6.5.7   In case the trainee has not completed the onboarding requirements within the same day, they will not be permitted to commence the training, receive a joining letter, or start training in the department.

6.5.8   The academic undergraduate training coordinator must inform the department undergraduate training coordinator in writing that the trainee has been denied a joining letter and provide the reasons, so that the training does not commence.

6.6   Orientation

Conducting a trainee orientation, training sites ensure that trainees are well-informed, prepared, and engaged in the training program, setting them up for a successful learning experience. Here is a general overview of the process:

6.6.1   The trainee orientation, which compromises of various components, will be organized on the first day prior to the commencement of training by the department undergraduate training coordinator.

6.6.1.1   Program Overview: Trainees are provided with an overview of the training program, including its purpose, objectives, and expected outcomes. They learn about the topics or skills that will be covered and understand how the training fits into their overall development plan.

6.6.1.2   Infection Control and Patient Safety: Trainees are provided with an overview of the training site general guidelines on infection control and patient safety.

6.6.1.3   Schedule and Logistics: Trainees are provided with a training schedule, rotation, and supervision schedule, including dates, times, and locations of the training sessions. They also receive information about any specific requirements or logistics, such as materials needed, technology access, or dress code.

6.6.1.4   Expectations and Guidelines: Trainees are informed about the expectations and guidelines for participation in the training program. This may include attendance requirements, active participation, confidentiality, and code of conduct.

6.6.1.5   Training Resources: Trainees are introduced to the resources available to support their learning, such as training materials, online platforms, reference materials, and additional learning opportunities. They may also be guided on how to access and utilize these resources effectively.

6.6.1.6   Training Officer and Faculty Introduction: Trainees get to know the department training officer and faculty who will be leading the training sessions. This includes their background, expertise, and supervision schedule, allowing trainees to reach out for any questions or clarifications.

6.6.1.7   Learning Objectives: Trainees are provided with clear learning objectives that they are expected to achieve during the training program. This helps them focus on their learning goals and align their efforts accordingly.

6.6.1.8   Assessment and Evaluation: Trainees are informed about the assessment methods, evaluation criteria, and feedback processes that will be used to measure their progress and performance during the training program. This gives them an understanding of how their learning will be assessed and helps them prepare accordingly.

6.6.1.9   Department Tour: A guided tour of the department is conducted to familiarize new trainees with different sections, facilities, and resources available.

6.6.1.10   Q&A and Support: Trainees are given an opportunity to ask questions, seek clarifications, and express any concerns they may have. They are provided with the necessary support from designated department undergraduate training officer and department training coordinator, to address their queries or issues.

6.6.2   Certain training sites may issue trainee access cards for restricted areas under the supervision of the department's undergraduate training coordinator. However, it is important to note that trainees are required to sign a release form in order to receive the access card and must subsequently return it upon clearance at the end of their training.

6.6.2.1   The training site Engineering Department provides a selected number of access cards to each department, that are placed under the custody of the department undergraduate training coordinator assigned to the trainees.

6.7   Training Faculty Records

6.7.1   The department undergraduate training coordinator submits the record of attending training officer and faculty to the academic undergraduate training coordinator within a three-day period from onboarding. The record includes the following information:

6.7.1.1   Training Site

6.7.1.2   Department

6.7.1.3   Training Duration

6.7.1.4   Number of trainees per rotation

6.7.1.5   Number of trainees contact days per week

6.7.1.6   Number of trainees contact hours per day

6.7.1.7   Full names of training officer, deputy and faculty (first, middle and last)

6.7.1.8   Trainer nationalities

6.7.1.9   Saudi ID number

6.7.1.10   Employment number

6.7.1.11   Faculty professional rank (consultant, senior registrar, .. etc)

6.7.1.12   Faculty qualification (Board certification, PhD, Masters … etc)

6.7.2   The academic undergraduate training coordinator has the responsibility to:

6.7.2.1   Send the undergraduate training faculty file to the university training coordinator affiliated with universities having authorized contracts on the same day.

6.7.2.2   Maintain a record of the undergraduate training faculty files for submission to the training site paid training committee, held at least once quarterly.

6.8   Training Commencement

Once the orientation is completed, the training will begin that typically consists of several components that provide a comprehensive foundation in the field of healthcare.

6.8.1   The department undergraduate training coordinator ensures that trainees attend all components of training during the hospital-based field training phase.

6.8.2   The responsibility for providing instruction, guidance, feedback, daily assessment and evaluation to the trainees lies with the department undergraduate training officer and faculty.

6.8.3   Components of the hospital-based field training phase might include:

6.8.3.1   Preclinical Simulation: Refers to a type of training that aims to prepare trainees for clinical practice by simulating real-life procedures in a controlled and simulated environment.

6.8.3.2   Clinical Rotations: Trainees are exposed to various clinical specialties, such as internal medicine, surgery, pediatrics, obstetrics and gynecology, psychiatry, and more. During these rotations, students interact with patients, learn to take medical histories, perform physical examinations, and gain practical experience in diagnosing and managing different medical conditions.

6.8.3.3   Bed-side Training: Refers to the process of providing practical training and hands-on experience to healthcare professionals, particularly in a clinical setting at the patient's bedside.

6.8.3.4   Medical Ethics and Professionalism: Trainees learn about the ethical

principles and responsibilities associated with patient care, confidentiality, informed consent, and the importance of maintaining professionalism and integrity as a healthcare professional.

6.8.3.5 Clinical Skills Training: This involves learning and practicing essential clinical skills, including communication with patients and colleagues, performing procedures like suturing and venipuncture, and interpreting diagnostic tests.

6.8.3.6 Evidence-Based Medicine: Trainees are introduced to the fundamentals of evidence-based medicine. To helps them develop the skills necessary for remaining updated with the latest medical advancements.

6.8.3.7 Lectures: Are educational sessions conducted by the department faculty or experts in the field, to provide in-depth knowledge and understanding of various healthcare topics.

6.9 Evaluation

It is the process of assessing the performance and progress of the undergraduate trainees during their training period.

6.9.1 Undergraduate trainees are evaluated on various aspects such as knowledge, clinical skills, professionalism, communication skills, and teamwork.

6.9.2 The purpose of this evaluation is to provide feedback to the trainees, identify areas for improvement, and ensure that they are meeting the required competencies and standards set by the training program.

6.9.3 Evaluation methods can include written exams, practical assessments, clinical rotations, and feedback from supervisors.

6.9.4 The responsibility of evaluating undergraduate trainees and signing the evaluation forms lies with the department undergraduate training officer before the training end date, who can consult with the faculty on the trainee's performance and can provide additional comments or feedback.

6.9.5 Either the department undergraduate officer or any of the faculty members will thoroughly review the evaluation with the trainee and offer constructive feedback.

6.9.6 Upon receiving the signed evaluation from the department undergraduate training officer, the department undergraduate coordinator will promptly send it via email to the academic undergraduate training coordinator. Evaluations should not be given to the trainee.

6.9.7 Once the academic undergraduate training coordinator receives the evaluation, they will stamp it and set it aside until the trainee has obtained clearance and certification.

6.10 Clearance

The purpose of the trainee clearance process is to ensure that the trainee has successfully met all the necessary criteria and is qualified to move forward with their training certification. It involves the following phases.

6.10.1 The trainee is required to complete the necessary procedures for training site clearance from on the last day of training, that includes:

6.10.1.1 Fill out the training site clearance from the various departments stated.

6.10.1.2 Finalize the training fee payment, if paid in installments with the Internal Resources Department.

6.10.1.3 Return the training identification badge to the Security Department.

6.10.1.4 Return the access card (if provided) and any other supplied equipment or device, to the custody of the department undergraduate training coordinator.

6.10.1.5 Complete the training evaluation from the department, and its seal (stamp) by the academic undergraduate training coordinator.

6.10.1.6 Submit the Riyadh Second Health Cluster undergraduate trainee feedback survey.

6.10.2 If any of the conditions mentioned above are not fulfilled, the undergraduate trainee will not be granted clearance under any circumstances.

6.11 Trainee Feedback

It is an assessment tool provided by Academic Operation Administration to gather feedback from undergraduate trainees to provide their insight regarding the training content, delivery, effectiveness, and overall experience. The survey helps the Academic Operations Administration to evaluate and improve the training programs, identify areas of strengths and areas that may require improvement to make informed decisions to enhance the learning experience for future trainees.

6.11.1 Completing the survey is mandatory for undergraduate trainees and is an integral part of the clearance process.

6.11.2 It is the duty of the academic undergraduate training coordinator to ensure that the survey is submitted.

6.11.3 Trainees can access the survey by scanning the QR code available in the office of the academic undergraduate training coordinator.

Upon successful completion of the undergraduate training program, trainees will be awarded certification as a proof of fulfilling the requirements of the training site. The certification (documentation) will be granted under the following circumstances:

6.12.1   The end of training certificate is issued by the academic undergraduate training coordinator once the following items have been fulfilled.

6.12.1.1   Successful completion of the entire undergraduate training duration without facing dismissal.

6.12.1.2   Satisfactory fulfill the evaluation conducted by the department undergraduate training officer.

6.12.1.3   Official endorsement (stamp) of the evaluation by the academic and training affairs.

6.12.1.4   Effectively complete the training site clearance process.

6.12.1.5   Obtain clearance for the training fee from Internal Resources Department.

6.12.1.6   Submit the post-training feedback survey.

6.12.2   After meeting the necessary requirements, the academic undergraduate training coordinator will issue the end of training certification. The certification must include the following details:

6.12.2.1   Full name of the trainee (first, middle, last)

6.12.2.2   Trainee qualification (e.g. Bachelor of Medicine)

6.12.2.3   Trainee university

6.12.2.4   Department in which the training took place

6.12.2.5   Start date of the training

6.12.2.6   End date of the training

6.12.2.7   Letter body confirming that the trainee has successfully completed all undergraduate training requirements at the training site

6.12.2.8   Contact information of the academic undergraduate training coordinator for any inquiries

6.12.2.9   Authorization (name and signature) of the training site director of academic and training affairs

6.12.3   Undergraduate trainees must complete the end of training certificate requirements within a maximum of two weeks. Failure to do so will result in ineligibility for certification.

6.12.4   The academic undergraduate training coordinator is responsible of issuing a single end-of-training certificate for multiple university students assigned by the University training coordinator. However, trainees who have not completed the necessary clearance process will not be included in the certification.

6.13   Terms for Training Termination

Training termination refers to the discontinuation or ending of an undergraduate training program or course before its intended completion. It occurs when an individual's participation in the training is ceased or halted due to various reasons that will be mentioned in detail below.

It typically marks the end of the trainee's involvement in the specific training program, and they may be required to pursue alternative options or fulfill additional requirements in order to continue their education or training in the respective field.

6.13.1   Training termination can be initiated by the training site, university, or by mutual agreement between the trainee and the responsible parties.

6.13.2   The terms of undergraduate training termination in a hospital training site may vary depending on the nature of violation or misconduct. However, some common terms may include:

6.13.2.1   Non-satisfactory performance: If a medical undergraduate trainee consistently demonstrates unsatisfactory performance, such as failing to meet academic or clinical requirements, their training may be terminated.

6.13.2.2   Professional misconduct: Engaging in any form of professional misconduct, such as unethical behavior, violation of patient privacy, or breaching hospital policies, can lead to termination of the training.

6.13.2.3   Code of conduct violations: Hospitals typically have a code of conduct that students must adhere to. Serious violations of this code, such as harassment, discrimination, or disruptive behavior, can result in training termination.

6.13.2.4   Patient safety concerns: Any actions or behaviors by a medical undergraduate trainee that compromise patient safety may lead to immediate termination of their training.

6.13.2.5   Failure to complete requirements: If a trainee fails to complete the required training hours, examinations, or other mandatory components of the program, their training may be terminated.

6.13.2.6   Failure to complete admission conditions: If a trainee does not fulfill the necessary admission requirements, included in the standard operation

procedure, it may result in training termination.

6.13.3 If any of the aforementioned violations occur, it will necessitate or justify appropriate action or consequence, in descending order:

6.13.3.1 The department undergraduate training officer should issue a written warning to the trainee, providing a comprehensive explanation of the terms and including evidence of the decision. Additionally, a copy of the written warning should be sent to the academic and department undergraduate training coordinators.

6.13.3.2 The undergraduate trainee has a period of two working days to appeal the allegations made against them. They should utilize the appeal and grievance forms in addition to providing supporting evidence. It is vital to provide a copy to the academic and department undergraduate training coordinators.

6.13.3.3 If the trainee fails to submit an appeal with the specified time frame (two working days), it will be understood that they agree to the terms outlined in the written warning.

6.13.3.4 The academic undergraduate training coordinator must schedule a meeting to terminate the trainee's contract in order to discuss the termination terms and reach a final decision within the third working day of issuing the written warning.

6.13.3.5 The undergraduate trainee termination committee should consist of the following members:

6.13.3.5.1 Training Site Director of Academic and Training Affairs

6.13.3.5.2 Head of Department (or someone on his behalf)

6.13.3.5.3 Academic Undergraduate Training Coordinator

6.13.3.5.4 Department Undergraduate Training Coordinator

6.13.3.5.5 One Department Faculty involved in training

6.13.3.5.6 Witnesses' if any

6.13.3.5.7 Undergraduate Trainee

6.13.3.6 The responsibility of scheduling, organizing, and sending invitations to the members of the trainee termination committee lies with the academic undergraduate training coordinator.

6.13.3.7 For the termination committee to achieve quorum, a minimum of half of the members must be present. Attendance of the director of academic and training affairs, department undergraduate training officer, or their

representative is compulsory for the proceedings of the meeting.

6.13.3.8   In the case the committee is not quorum, another meeting should be scheduled within two working days.

6.13.3.9   In the case the undergraduate trainee fails to attend the termination meeting to appeal the decision, the outcome will be termination.

6.13.3.10   The academic undergraduate coordinator is tasked with the responsibility of documenting meeting minutes. These minutes should encompass all aspects of the discussion and must be signed by both the director of academic and training affairs and the department undergraduate training officer on the same day, ensuring a comprehensive record.

6.13.3.11   If the termination committee decides not to take any action against the trainee, the training will continue as planned for the entire duration. However, if the resolution is suspension or probation, Refer to trainee remediation or probation in this document for further instructions.

6.13.3.12   The director of academic and training affairs will prepare a written documentation of the trainee termination committee's resolution regardless of final decision within one business day. This document will be sent by the academic undergraduate training coordinator to the university training coordinator, department undergraduate training officer with a copy also provided to the trainee.

6.13.3.13   A termination record is composed of the initial written warning, incident report, minutes of the meeting, and any appeals (if any) along with the final resolution letter should be prepared by the academic undergraduate training coordinator and kept on file by both the academic undergraduate training coordinator and department undergraduate training coordinator.

6.13.3.14   If the training is terminated due to noncompliance with admission requirements, all responsible department members will be subject to questioning.

6.13.3.15   The academic undergraduate training coordinator will send a copy of the termination record to the head of undergraduate training in Riyadh Second Health Cluster.

6.13.4   Upon the termination of an undergraduate trainee, the following steps will be taken:

6.13.4.1   The trainee will complete the necessary clearance process within 24 hours, including the payment of any outstanding fees.

6.13.4.2   The academic undergraduate training coordinator will issue a termination letter that includes all the relevant details of the decision. This letter will then be sent to the university training coordinator, and a copy will be retained for

record-keeping purposes.

       6.13.4.3   The trainee will be required to leave the training site.

6.13.5   Regardless of the training duration, the terminated trainee does not have the right to request evaluation, certification, or the return of training fees from Riyadh Second Health Cluster.

6.13.6   The Riyadh Second Health Cluster has the right to reject future training applications from terminated trainees.

7.   TRAINEE ROLES AND RESPONSIBILITIES

7.1   **Outline:** Roles and responsibilities refer to the specific tasks, duties, and accountabilities assigned to undergraduate trainees within an organization or team. Each role has a set of responsibilities that contribute to the achievement of training goals. It's important to clearly communicate the roles and responsibilities of trainees during orientation to help ensure that everyone understands their tasks and contributes effectively to the overall success of the training program. Here are some key points to recognize:

7.1.1   **Roles**: A role is a position or function within an organization or team. It defines the authority, responsibilities, and scope of work for a trainee.

7.1.2   **Responsibilities:** Are the specific tasks, duties, or obligations that trainees are expected to fulfil in their roles. These can vary depending on the nature of the training program and the level of experience.

7.1.3   **Accountability:** Is the obligation of a trainee to take ownership of their assigned responsibilities and be answerable for the outcomes. It involves being responsible for one's actions, decisions, and performance in relation to the role.

       6.13.2.1   Non-satisfactory performance: If a medical undergraduate trainee consistently demonstrates unsatisfactory performance, such as failing to meet academic or clinical requirements, their training may be terminated.

7.2   Hospital-based undergraduate trainees' roles typically include:

7.2.1   Trainees are expected to actively participate in patient care and relay necessary information to the training faculty or the most responsible clinician in accordance with the guidelines set by the training program and clinical rotation setting.

7.2.2   If informed consent is required from a patient or their substitute decision-maker, trainees should inform the most responsible clinician and ensure that the consent is witnessed and co-signed under the direct supervision of the supervisor, in addition to the required witnesses.

7.2.3   Trainees should engage in patient and family health education and promotion and seek feedback and supervision whenever necessary.

7.2.4   Trainees should be aware of the rights of patients and their families and should respect and adhere to those rights. They should also seek feedback and supervision when needed.

7.2.5   Trainees need to communicate with the training faculty and/or the most responsible clinician in various situations, including:

      7.2.5.1   When a referral to another specialty is needed.

      7.2.5.2   When they receive a new patient consultation.

      7.2.5.3   When a patient is admitted or seen in an ambulatory care setting.

      7.2.5.4   When there is a change in a patient's condition during hospitalization or prior to discharge.

      7.2.5.5   When significant concerns are reported by the patient and, substitute decision-maker, or family member.

7.2.6   Trainees must adhere to all guidelines, policies, and procedures of the training site establishment and department.

7.2.7   Completion of the training program requirements is mandatory for trainees.

7.2.8   Trainees must comply with the quality and safety measures outlined in the training regulations, which should be demonstrated in their daily practice.

7.2.9   Medical file documentation guidelines must be followed by trainees according to their level of training under supervision.

7.2.10   Trainees need to understand their tasks and duties based on their level of training, as well as the objectives and competencies of their rotation, under direct supervision.

7.2.11   It is important to ensure that the training faculty or the most responsible clinician is aware of the trainee's level of competence and educational requirements to perform medical or surgical interventions within their specialty and level of training under direct supervision.

7.2.12   At the end of each rotation, trainees are required to submit an evaluation request to the Training Officer.

7.2.13   Trainees must evaluate the quality of the training program upon completion.

7.3   Hospital-based undergraduate trainees have several essential responsibilities. This includes:

      7.3.1   Learning and observing: Trainees are expected to actively engage in their training experience by observing and learning from healthcare professionals in

various departments of the hospital. This includes attending rounds, clinics, and surgeries to gain exposure to different medical specialties.

7.3.2   Patient care: Under the supervision of qualified healthcare professionals, trainees may assist in providing basic patient care, such as taking vital signs, collecting patient history, and conducting physical examinations. They may also participate in procedures and assist in patient management.

7.3.3   Documentation: Trainees are responsible for accurately documenting patient information under supervision, including medical histories, physical examination findings, and treatment plans. Clear and concise documentation is crucial for effective communication among the healthcare team.

7.3.4   Academic assignments: Trainees are often required to complete academic assignments, such as lectures, case presentations, and literature reviews. These assignments help enhance their knowledge and understanding of healthcare concepts.

7.3.5   Professional conduct: Trainees are expected to adhere to the highest standards of professionalism, including maintaining patient confidentiality, demonstrating respect and empathy towards patients and colleagues, and following hospital and training site policies and procedures.

7.3.6   Continuous learning: Trainees are encouraged to actively participate in educational activities, such as attending lectures, workshops, and conferences, to enhance their knowledge and skills. They are expected to stay updated with the latest advancements and evidence-based practices.

8.   DUTY HOURS

8.1   Duty hours refer to the specific regulations and guidelines that govern the maximum number of hours that undergraduate trainees, such as students or interns, are allowed to work in a given period. These duty hours are designed to ensure the well-being and safety of the trainees while also maintaining high-quality patient care. It includes Duty hours any clinical work or required educational experience (e.g., lectures, rounds).

8.2   The duty hour regulations typically include limitations on the number of consecutive hours a trainee can work, mandatory rest periods between shifts, and restrictions on the total number of hours worked in a week. These regulations aim to prevent trainee fatigue, which can negatively impact their performance, decision-making abilities, and patient safety.

8.3   The regulations regarding duty hours differ depending on the category of undergraduate trainees, which includes both students and interns. Here are the specific guidelines and requirements for duty hours in each category.

8.3.1   Undergraduate students:

8.3.1.1 During the application process, the University training coordinator typically assigns student duty hours. This assignment encompasses various factors such as the duration of training, the specific days of the week, and the designated hours for each day.

8.3.1.2 If the application from the University training coordinator does not include duty hours, the academic undergraduate training coordinator should seek this information before reaching out to the department undergraduate training coordinator for approval.

8.3.1.3 The undergraduate training officer, faculty, and coordinator must ensure that the assigned duty hours for students are honored.

8.3.2 Undergraduate interns:

8.3.2.1 Interns are limited to working a maximum of eighty (80) hours per week, averaging over a 4-week period, inclusive of all in-house call activities for trainees` with on-call duties. One day is defined as one continuous 24-hour period free from all clinical, education, and administrative duties.

8.3.2.2 Trainees will not be obligated to work for more than 16 consecutive hours in patient care. However, they may continue working for up to 2 additional hours to engage in mandatory academic activities, ensure continuity of patient care, transfer patient care, or conduct outpatient clinics.

8.3.2.3 Interns should be provided sufficient time for rest and personal activities to ensure their well-being, work-life balance, and patient safety. This consist of:

8.3.2.3.1 Interns should be granted a daily one-hour break from their duties.

8.3.2.3.2 Scheduled shifts should include a minimum of eight hours of uninterrupted time off from duties.

8.3.2.3.3 Interns must be provided a minimum of one day per week, on average, over a four-week rotation.

8.3.2.4 Interns working evening or overnight shifts are released from clinical duties no later than 11pm, the night before scheduled undergraduate academic activities such as lectures or literature review.

8.4 During the orientation, it is the responsibility of the department undergraduate training coordinator to provide the interns with the schedule for their duty hours and on-call tasks on a monthly basis.

8.5 The department's undergraduate training officer should oversee and manage the in-house and at-home calls, making any necessary scheduling adjustments to prevent excessive service

demands and minimize fatigue among the interns.

8.6 The guidelines for on-call duties for undergraduate interns encompass the following:

8.6.1 It is the responsibility of the department undergraduate training officer to ensure that the interns receive sufficient exposure to duty hours and on-call tasks that fulfill the training requirements.

8.6.2 The in-house on-call duties will be scheduled with a minimum of two and a maximum of four on-calls, averaged over a four-week period.

8.6.3 Except in outpatient clinics, no new patient can be accepted after a continuous duty of eighteen (18) hours. A new patient is defined as any patient for whom the Intern has not previously provided care.

8.6.4 The frequency of at-home call is not bound by the 2-to-4 limitation. However, it should not be so frequent that it prevents the intern from getting adequate rest and reasonable personal time.

8.6.5 If the trainee is summoned to the hospital from home, the hours spent on-site will be considered as part of the eighty (80) hour limit.

8.6.6 Interns are allowed to swap schedules with one another, as long as adequate coverage is arranged. However, it is essential to notify and obtain approval from the department undergraduate training officer in advance for such exchanges.

8.6.7 The adjusted on-call schedules and intern time records will be utilized to ensure that they are adhering to the rules and regulations.

8.7 Undergraduate trainees have the right to enjoy public and religious holidays as broadcasted by the Riyadh Second Health Cluster.

8.8 The monitoring and recording of trainee duty hours is the responsibility of the department undergraduate training coordinator. The records should be made accessible to the academic undergraduate training coordinator whenever necessary.

8.9 Trainees are expected to strictly adhere to duty hour regulations, with no tolerance for violations. Consistent and repeated violations may result in the termination of their training.

8.10 If trainees repeatedly violate duty hour regulations, the department undergraduate training officer and department undergraduate training coordinator should consult items in this document which outlines the terms for probation, and training termination.

9. CORE ACADEMIC COMPONENTS

Undergraduate core academic components refer to the various educational modules that undergraduate trainees are expected to complete as part of their training. These activities typically include attending

required lectures, participating in seminars, delivering case presentations, and conducting literature reviews. These activities are designed to provide trainees with a comprehensive understanding of the subject matter, develop critical thinking and analytical skills, and enhance their knowledge base in a specific field of study. By actively participating in these activities, students can acquire the necessary knowledge and skills to successfully complete their undergraduate training requirements.

9.1 The department undergraduate training officer is responsible for preparing the schedule of core academic components, ensuring that it aligns with the learning objectives set by the University program director for students. This schedule should be prepared in advance.

9.2 During the orientation, the department undergraduate training coordinator should provide the trainees with the schedule of core academic components.

9.3 Undergraduate trainees should be granted permission to attend the core academic activities by being relieved of their duties.

9.4 The delivery of core academic activities can incorporate a diverse range of learning methods.

9.5 It is the responsibility of the department undergraduate training coordinator to oversee and document attendance of trainees.

9.6 Undergraduate trainees are required to attend core academic activities. Failure to attend without a valid excuse may result in disciplinary action.

9.7 In case the undergraduate trainee fails to comply with attendance or performance requirements, the department undergraduate training officer should take appropriate corrective actions, which may include issuing informal or formal warnings, implementing suspensions, probation or considering termination.

9.8 The department's undergraduate training coordinator should ensure that timely updates are provided to the academic undergraduate training coordinator regarding any instances of trainee noncompliance. These updates should include copies of attendance records, written warnings, and any other actions taken by the department's training officer. For purpose of initiating the necessary corrective actions.

9.9 It will be the responsibility of the academic undergraduate training coordinator to report to the University training coordinator regarding the actions taken towards the trainee, such as issuing warnings, implementing suspensions, probation or considering termination.

10. SAFETY CONFORMITY

Safety conformity refers to the act of adhering to safety rules set down by regulatory bodies and the Riyadh Second Health Cluster. Trainees must follow the safety rules and regulations set by the training site department in compliance with the regulatory bodies. They must be familiar with safety hazards and the consequences of non-compliance.

10.1 Prior to being allowed in the clinic, it is mandatory for undergraduate trainees to participate in a department orientation organized by the department undergraduate training coordinator. This orientation covers important subjects including infection control, patient safety, and training guidelines. Refer to item 6.6 for more information.

10.2 Trainees are expected to follow universal precautions and wear suitable protective equipment when engaging in high-risk patient interactions, such as trauma patients, airway management procedures, bleeding patients, and patients displaying potential infectious illnesses. It is important for trainees to also comply with the hospital's policies on infectious disease prevention and reporting.

10.3 Trainees are required to comply with the guidelines for universal precautions regarding radiation exposure safety. In the event of exposure to radioactive materials or radiation, trainees must adhere to the disaster and emergency management guidelines provided by the training site.

10.4 Trainees are required to possess sufficient technical knowledge and skills, employing proper techniques to safeguard themselves and others against needle-stick injuries. It is crucial for trainees to understand the significance of promptly reporting any adverse events and being familiar with the indications for post-exposure prophylaxis.

10.5 Trainees must be able to identify potentially violent patients and take precautions to ensure their own safety. This includes being knowledgeable about nonviolent crisis intervention techniques, having access to panic buttons and secure interview rooms, and the option of police or security personnel presence. They should also know how and when to use physical and chemical restraints. Trainees should be familiar with emergency procedures in case they feel threatened during an examination. It's important to conduct examinations of potentially violent or psychotic patients in areas where immediate assistance can be obtained. If a trainee feels their safety is compromised, they should remove themselves from the situation and seek immediate assistance. The training officer will provide specialized training to equip trainees with the skills to effectively manage such challenging situations.

10.6 Trainees should have knowledge of the indicators of burnout or substance misuse, as well as the effects of shift work on both interpersonal relationships and doctor-patient interactions. It is recommended that trainees reach out for support from the resources available to them in the training sites when needed. For additional information, please refer to the well-being section on the specified item.

10.7 Trainees need to understand the significance of ensuring safe transportation to and from their training sites. It is expected that trainees will exercise caution when walking alone, especially at night or in isolated areas. It is strongly recommended that trainees request a security escort for their journey home, such as in parking lots or between buildings.

10.8 Trainees who have specific concerns or disabilities such as claustrophobia or physical limitations should communicate these to the department undergraduate training officer prior to engaging in any tasks that could potentially compromise their safety or the safety of the patients.

10.9 Trainees are expected to take necessary precautions before transporting a patient, traveling to a distant location, or visiting patients in isolated departments. It is highly encouraged that safety

measures be requested in these situations.

11. TRAINEE LEAVES

11.1 Undergraduate trainees must fulfill their entire training period without taking any leaves, unless approved by the department undergraduate training officer.

11.2 The leave request of a trainee can be approved by the department undergraduate training officer if the request meets one of the following conditions:

11.2.1 The trainee provides a valid medical sick leave issued by a hospital affiliated with the Ministry of Health.

11.2.2 The trainee experiences the unfortunate loss of a first-degree family member (parent, spouse, sibling, or child).

11.3 To initiate the process, the trainees are required to submit their leave requests in writing through the University training coordinator who must forward a notification copy to the academic undergraduate training coordinator within the same day.

11.4 It is necessary that the academic undergraduate training officer immediately provide a copy of the leave notification to the department undergraduate training officer.

11.5 If a trainee is absent from training due to an approved and valid excuse, they will be required to make up for the missed days if the total number of days exceeds 10% of the training duration.

11.6 If a trainee is absent for 10% of the training duration without providing prior notice, they may face corrective action, such as being placed on probation or even termination.

11.7 The department undergraduate training coordinator is responsible for promptly reporting any trainee unapproved or extended approved leaves to the academic undergraduate training coordinator, who will review the necessary actions with the department undergraduate training officer, in accordance with training guidelines.

12. TRAINEE SUPERVISION

12.1 Trainees must receive appropriate supervision when participating in both necessary and elective clinical activities.

12.2 It is not permitted for trainees to provide care or procedures without supervision.

12.3 Supervision levels for undergraduate trainees is determined by the department undergraduate training officer and fall into two categories:

12.3.1 Direct supervision: The supervisor is present with the trainee and the patient.

12.3.2 Immediately available indirect supervision: The training faculty member may not be physically present with the trainee and the patient but is readily available to provide direct supervision at the site of care.

12.4 The determination of the appropriate level of supervision takes into account several factors, including:

12.4.1 The university course director communicates the level of supervision to the trainee, institute training officer, training faculty, senior resident, and fellow.

12.4.2 The trainee's level of training.

12.4.3 The trainee's previous experience and skill in the specific clinical activity and setting.

12.4.4 The department undergraduate training officer or faculty's familiarity with the trainee's abilities.

12.4.5 The perceived activity and level of risk to the patient.

12.5 Undergraduate trainees are required to have supervision and co-signature of the training faculty when writing in medical files.

12.6 Any violation of the trainee supervision guidelines may result in disciplinary action.

13. EQUAL OPPORTUNITY AND HARASSMENT

Riyadh Second Health Cluster is committed to create and maintain an atmosphere free from all forms of indiscrimination, harassment, exploitation, or intimidation, through the following guidelines:

13.1 Equal Opportunity:

13.1.1 Promote fairness: Ensure that all applicants have equal access to training opportunities.

13.1.2 Eliminate discrimination: Prohibit discrimination based on factors such as race, gender, age, religion, disability, sexual orientation, or any other protected characteristic.

13.1.3 Provide reasonable accommodations: Make reasonable adjustments to enable trainees with disabilities or special needs to perform their duties effectively.

13.1.4 Foster diversity and inclusion: Create an environment that values and respects diverse perspectives and backgrounds.

13.2 Harassment Prevention:

13.2.1 Definition: Harassment constitutes to any form of discrimination, including sexual, verbal, physical, or psychological harassment prohibited by law and training policies

13.2.2 Communicate policies: Clearly communicate the harassment policies to all employees and trainees the nature and consequences of harassment, including information about reporting procedures and available resources.

13.2.3 Establish reporting mechanisms: Provide multiple channels for trainees to report incidents of harassment, ensuring confidentiality and protection against retaliation.

13.2.4 Investigate and take action: Conduct prompt and thorough investigations into reported incidents and take appropriate action against the harasser, including disciplinary measures if necessary.

13.2.5 Provide training: Offer regular training sessions to educate employees about harassment prevention, bystander intervention, and creating a respectful workplace culture.

13.3 Ongoing Monitoring and Improvement

13.3.1 Regularly review policies: Continuously assess and update equal opportunity and harassment policies to ensure they remain relevant and effective.

13.3.2 Collect feedback: Encourage trainees and employees to provide feedback and suggestions for improving the training environment and addressing any concerns.

13.3.3 Foster open communication: Establish an open-door policy that encourages trainees and employees to voice their concerns and seek assistance when needed.

13.3.4 Lead by example: Promote a culture of respect and inclusivity from top management down, demonstrating zero tolerance for harassment.

13.4 It is essential for trainees to promptly report any form of discrimination or harassment to the department undergraduate training officer. By doing so, they can ensure that appropriate action is taken to address the issue and maintain a safe and inclusive learning environment..

13.5 The department undergraduate training officer has a responsibility to take the incident report seriously and promptly investigate the allegations and gather evidence to support their findings within 24 hours.

13.6 It is necessary for the department undergraduate training officer to provide a written incident report that includes the investigation conclusion to the training site director of academic and training affairs to take appropriate disciplinary actions against the responsible parties.

13.7 In the case individuals in supervisory positions become aware of instances of discrimination and harassment but fail to take appropriate action, they may be held personally liable.

13.8 The training site director of academic and training affairs should document all actions taken in response to the incidents and maintain thorough records for future reference.

13.9 All parties involved must demonstrate their commitment to addressing discrimination and harassment with caution and discretion to protect trainees' privacy.

14. CORRECTIVE ACTION, DISCIPLINE, AND DISPUTE RESOLUTION

14.1 The department undergraduate training officer is responsible for monitoring and regulating the trainee's performance, attendance, and conduct.

14.2 The department undergraduate training officer should provide informal counseling or corrective action to the trainees, which can be in the form of a verbal warning in the presence of a witness of the training faculty member.

14.3 The warning, whether verbal or written, should clearly state the concern, the expectations for improvement, and the potential consequences if improvement does not occur, in accordance with the guidelines outlined in this document.

14.4 If a warning does not resolve the issue, or in cases of serious misconduct or policy violations, the department undergraduate training officer may administer formal discipline. This may be applicable in situations such as failure to meet patient care standards, breaching ethical or professional standards, neglecting duties, or responsibilities, violating training site policies, or exhibiting insubordination or willful misconduct.

14.5 The department undergraduate training officer has the authority to issue both informal and formal discipline as outlined in this document.

14.6 If the trainee's misconduct negatively affects the quality of training or patient safety, even if not explicitly mentioned in this document, the department undergraduate training officer has the discretion to address it.

14.7 It is recommended that the department undergraduate training officer refers to the procedures detailed in this document for guidance on trainee remediation, probation, and termination.

15. REMEDIATION AND PROBATION

15.1 When a trainee in a probationary period is deemed to require higher levels of supervision, counseling, and direction compared to other trainees in the same program and training level.

15.2 During a probationary period, a trainee is entrusted with additional responsibilities compared to other trainees. These responsibilities may include receiving more intensive supervision, guidance, and counseling to ensure their progress and development. The aim is to provide the necessary support and direction for the trainee to successfully navigate their training and meet the program's requirements.

15.3 Criteria for placement of trainee on academic probation:

15.3.1   Unsatisfactory performance based on in-service assessments, and evaluations.

15.3.2   Failure to show expected rate of knowledge improvement.

15.3.3   Unsatisfactory participation and/or performance in core academic activities.

15.4   Criteria for placement of trainee on clinical probation:

15.4.1   Unsatisfactory advancement of clinical or technical skills.

15.4.2   Inadequate performance in the clinical setting.

15.4.3   Deviation from the professional standard of care.

15.4.4   Provision of care without appropriate staff supervision

15.5   Criteria for placement of trainee on administrative probation:

15.5.1   Misconduct.

15.5.2   Violations of institutional and/or training policies and procedures,

15.5.3   Inadequate completion of charts or other shortcomings or failure in maintaining medical records.

15.6   The department's undergraduate training officer must provide the trainee in writing the reasons, duration, and additional responsibilities associated with the probation.

15.7   The trainee is required to acknowledge the probation letter and its requirements in writing to the department undergraduate training officer.

15.8   The department undergraduate training coordinator will receive a copy of the probation notice and subsequently forward it to the academic coordinator.

15.9   The trainee's probationary status shall be thoroughly documented and kept as a permanent record in the trainee's file by the department undergraduate training coordinator.

15.10   The minimum duration of the probationary period is 30% and should not exceed 50% of the total training duration.

15.11   Trainees will not be permitted to have more than two probationary periods. Those who are given more than two probationary periods will be dismissed from the training program.

15.12   Throughout the probation period, the trainee receives close supervision from the department's undergraduate training faculty and officer. They will provide a concise daily evaluation, feedback, and counseling to the trainee, along with suggestions for improvement.

16.   GRIEVANCES

Undergraduate trainees have the option to appeal any disagreements, disputes, or conflicts relating to training issues by following the procedure outlined below.

16.1   The trainee has the opportunity to address any debates raised by the department undergraduate training officer regarding unsatisfactory performance entailing disciplinary actions, whether it is related to clinical, academic, or administrative incidents.

16.2   Trainee grievances should be submitted in writing using the appropriate appeal, and grievance in addition to any evidence supporting their appeal provided in this document.

16.3   The written grievances form should provide a detailed description of the issue or concern.

16.4   The trainee is required to submit the grievance form to the academic undergraduate training coordinator.

16.5   Failure to submit grievances within two working days of receiving the disciplinary notice will result in the trainee waiving their rights to proceed further with the process. It is important to note that in this document, the decision of the Training Officer will be final.

16.6   Informal Resolution:

16.6.1   Evaluate the concerns of trainees with their department undergraduate training officer.

16.6.2   If the trainee is dissatisfied with the outcome of the discussion, they should submit their concerns in writing using the appeal and grievance forms to the attention of the department undergraduate training officer.

16.6.3   The department undergraduate training officer should arrange a meeting to address the trainee's complaints and aim to find a resolution within two working days after the grievance was reported.

16.6.4   The department undergraduate training officer will notify the aggrieved trainee of the final decision in writing to complete the process on the same day of the meeting.

16.6.5   The department undergraduate training officer will send the final decision to the training site academic undergraduate coordinator and provide a copy to the department's chairman.

16.6.6   If the aggrieved trainee finds the final written decision unacceptable or if the department undergraduate training officer fails to fulfill their responsibilities in a timely manner, the trainee will proceed to a second formal resolution by informing the academic undergraduate training coordinator in writing. This notification must be sent to the academic undergraduate training coordinator within the same day of receiving the department undergraduate training officer's final decision or if the department undergraduate training officer fails to arrange a meeting within two working days.

16.7   Formal Resolution:

16.7.1   Upon receiving a trainee grievance, the academic undergraduate training coordinator will promptly notify the training site academic and training affairs director on the same day.

16.7.2   Once the written grievance is received, the training site academic and training affairs director will establish a Grievance Committee and schedule a meeting within two business days.

16.7.3   Invitations to the appointed members of the Grievance Committee and the trainee with the grievance will be sent by the academic undergraduate training coordinator.

16.8   Grievance Committee Formation and Obligation

16.8.1   The formation of the Grievance Committee will be the responsibility of the training site director of academic and training affairs. The committee will consist of the department undergraduate training officer, the head of the department, witnesses, the aggrieved trainee, and a training officer from another program known for their insight and integrity.

16.8.2   Invitations, along with a meeting agenda, will be sent by the academic undergraduate training coordinator to the committee members, ensuring trainee confidentiality and emphasizing the importance of attendance.

16.8.3   For the meeting to proceed, a quorum of 90% of the members must be present. If a quorum is not achieved, another meeting should be scheduled within two working days.

16.8.4   If the aggrieved trainee fails to attend the grievance meeting to appeal the decision, the final decision will be that initially presented by the department undergraduate training officer.

16.8.5   The hearing will be supervised by the training site director of academic and training affairs, who will determine the context of the meeting and ensure that all members have reasonable opportunities to present relevant information. The director will also assess the relevance of information or evidence presented and make a final decision based on the committee's recommendations.

16.8.6   The academic undergraduate training coordinator is responsible for documenting meeting minutes, which should encompass all aspects of the discussion. These minutes must be signed by both the director of academic and training affairs and the department undergraduate training officer on the same day to ensure a comprehensive record.

16.8.7   Within one working day, the director of academic and training affairs will prepare written documentation of the committee's final decision regarding the grievance. This document will be sent to the academic undergraduate training coordinator on the same day.

16.8.8   The final decision will be sent by the academic undergraduate training coordinator on the same day of receiving it to the: department undergraduate training officer, department undergraduate training coordinator, head of the department, university training coordinator, and the trainee.

17.   CODE OF PROFESSIONAL AND PERSONAL CONDUCT

17.1   Professional Conduct

17.1.1   Trainees are expected to exhibit behavior that aligns with the dignity and integrity of the health profession.

17.1.2   Trainees are responsible for safeguarding and honoring the ethical and legal rights of patients.

17.1.3   Trainees are expected to fulfill all assigned clinical, administrative, and academic responsibilities promptly and efficiently.

17.1.4   Trainees are not authorized to provide expert testimony in medicolegal proceedings or legal consultations.

17.1.5   Trainees are given a minimum of one-week advance written notice before that can resign from training post.

17.1.6   Trainees are required to promptly notify their department undergraduate training officer of any conditions or changes in their status that may impact their ability to fulfill their assigned duties.

17.2   Dress

17.2.1   Trainees on duty or in areas where interaction with patients or their families is possible, trainees are expected to maintain a professional and tidy personal appearance in accordance with Riyadh Second Health Cluster regulations. This includes wearing a neat, clean, and professional uniform.

17.2.2   Trainees should ensure that they wear their ID badge and nametag whenever they are involved in clinical or administrative activities.

17.2.3   It is strongly advised against wearing artificial nails or extenders.

17.2.4   Scrub suits should only be worn in the operating or recovery areas, unless patient care responsibilities prevent changing into more appropriate attire. If worn outside the operating rooms, scrub suits should be covered by a white coat.

17.2.5   Beards are permitted as long as they are neatly trimmed.

17.2.6   Trainees should minimize the amount of jewelry worn and keep makeup to a minimum.

17.2.7   Shoes must be worn at all times and should be kept clean.

17.2.8   Prohibited items of clothing include T-shirts, tight-fitting or revealing garments, blue jeans, shorts, and clothing with advertising or objectionable language imprints.

17.3   Alcohol, Drugs and Tobacco

17.3.1   The consumption of alcoholic beverages or any other drugs is strictly prohibited.

17.3.2   Engaging in illegal drug use or the misuse of pharmaceuticals is strictly prohibited.

17.3.3   Smoking is prohibited in all areas of Riyadh Second Health Cluster, except for designated outdoor smoking areas.

17.4   Gift Acceptance

17.4.1   In most situations, trainees are prohibited from accepting gifts from patients or their relatives.

17.5   Dealing with Vendors and Industry

17.5.1   Trainees are restricted from accepting complimentary invitations to conferences, meetings, training courses, or events, unless carefully evaluated for potential conflicts of interest and approved by the academic affairs.

17.5.2   Trainees are allowed to accept meals or attend social events that are organized as part of the conference, meeting, or event, in accordance with the regulations set by the Saudi FDA.

17.5.3   Lectures, conferences, and meetings sponsored directly by the industry or intermediate educational companies subsidized by the industry, trainees can participate only if the event adheres to all ACCME guidelines and receives approval from the academic affairs.

17.5.4   Trainees are not permitted to engage in promotional speaking engagements for the industry.

17.6   Public Relations

17.6.1   Trainees are not allowed to speak directly to the media.

17.6.2   Trainees are not allowed to share confidential information or patient-related matters through social media or any other means.

17.6.3   Trainees are not allowed to speak on behalf of Riyadh Second Health Cluster through social media or any other means.

17.7 Confidentiality

17.7.1 Trainees are advised to refrain from discussing any case in public settings, whether inside or outside the hospital.

17.7.2 Medical records are the exclusive property of the hospital and the patient, and it is essential to safeguard them from unauthorized access by visitors and hospital staff who are not involved in the patient's care. However, upon request, patients must be provided access to their medical records.

18. PROFESSIONAL RELATIONSHIP

The training staff at the training site, as well as the trainees, must adhere to the following guidelines:

18.1 Maintain an ethical and professional approach towards patient care.

18.2 Maintain a professional supervisor-trainee relationship, which includes the following:

18.2.1 Avoid taking advantage of the power imbalance inherent in the supervisor-trainee relationship.

18.2.2 Refrain from getting involved in situations that present conflicts of interest.

18.2.3 Prevent instances of emotional or physical intimidation or harassment towards one another.

18.2.4 Maintain a respectful and appropriate relationship with colleagues and supervisors.

19. TRAIN THE TRAINER "TOT"

It is a workshop or program designed to enhance the skills and knowledge of trainers, enabling them to effectively support the training process.

19.1 Department undergraduate training officers and faculty should receive sufficient training, such as Training-of-Trainers TOT or a similar equivalent, within a period of six months from joining the program.

19.2 The department undergraduate training coordinator is responsible for maintaining a record of department training officer and faculty TOT certificates. They should also collaborate with academic and training affairs to organize and schedule courses.

19.3 Training site academic and training affairs will assist faculty members by offering a Train the Trainer (TOT) workshop or a similar program to enhance their abilities in facilitating and developing the necessary knowledge and skills to support the training process.

19.3.1 Arrange a suitable venue for the training, based on the specific requirements of the program.

19.3.2 Sponsor the budget for the event or course, as applicable.

19.3.3 If the course is a full-day event, academic and training affairs will provide refreshments for the attendees.

19.3.4 Issue training certificates of attendance to all participants.

19.4 Support the faculty by providing opportunities for professional leave to attend the TOT program.

20. WELL-BEING

The well-being of trainees in the Riyadh Second Health Cluster undergraduate training is highly prioritized, encompassing their physical, psychological, and emotional health. We encourage undergraduate trainees to lead healthy lives and make choices that support their personal and professional growth. To ensure this, we offer the following strategies to promote trainee health, well-being, and resilience:

20.1 Institutional Support

20.1.1 Each trainee in the department will be assigned a mentor who will regularly meet with them to address any issues related to stress or fatigue.

20.1.2 Incoming trainees will receive education on stress management, fatigue, and burnout during the orientation program.

20.1.3 The well-being centre at the Riyadh Second Health Cluster provides trainees with various resources and services to promote healthy lifestyles and resilience. These include:

20.1.3.1 Health improvement and wellness programs, including health risk and wellness assessments, mindfulness training, health and lifestyle coaching, fitness rooms, and onsite fitness classes.

20.1.3.2 Confidential counselling services for well-being.

20.1.3.3 Stress management programs.

20.1.3.4 Occurrence reporting for patient and employee safety, including reporting of actual events and near misses.

20.1.4 Trainees have access to healthy food and beverage options at the Riyadh Second Health Cluster cafeteria and other on-campus food vendors.

20.1.5 All trainees participate in an orientation where they are introduced to the well-being centre and its available services and seminars.

20.2 Wellbeing Centre

20.2.1 The Wellbeing Centre serves as a secure and supportive space where trainees can seek assistance for various needs, including academic counselling, coaching, and mentoring.

20.2.2 Through the Wellbeing Centre seminar series, trainees have the opportunity to enhance their knowledge and ask questions about topics that are relevant to their personal and professional lives.

20.2.3 The Wellbeing Centre committee is responsible for addressing any concerns raised within the centre, taking appropriate actions based on the specific issue presented.

    20.2.3.1 If a particular trainee is a cause for concern, the related program will be informed in a confidential manner to provide the necessary support.

    20.2.3.2 In the event that multiple trainees within the same program express concerns, the Riyadh Second Health Cluster Undergraduate Training Department will be notified by the academic undergraduate training coordinator to conduct an investigation into the matter.

20.3 Program Support

20.3.1 The department undergraduate training officer has the responsibility of monitoring trainees' stress levels, including any mental or emotional conditions that may hinder their performance or learning, as well as stress-related dysfunction. Both the training officer and faculty members should recognize the importance of providing trainees with timely and confidential counselling and psychological support services. Additionally, they should adopt and implement policies to prevent and counteract any negative effects.

20.3.2 There are situations in which a trainee may be unable to attend work due to factors such as fatigue, illness, or family emergencies. In this document we have established policies and procedures to ensure that patient care is adequately covered in such cases. These policies will be implemented without any negative consequences for the trainee who is unable to carry out their clinical responsibilities.

20.3.3 Trainees are given the opportunity to schedule and attend medical, mental health, and dental care appointments, even if they fall within their work hours. Trainees must adhere to the program's procedures for scheduling and notifying these appointments.

20.3.4 Trainees are encouraged to promptly inform the department undergraduate training officer, or faculty mentor if they have concerns about their own well-being, a fellow trainee showing signs of burnout, depression, substance abuse, suicidal thoughts, or potential for violence.

21. DISABILITY POLICY

21.1 Riyadh Second Health Cluster is dedicated to reviewing and addressing requests for reasonable

modifications from trainees who have known disabilities but are still able to meet the clinical and academic requirements of their training programs.

21.2 The confidentiality of medical-related information is of utmost importance, and it should be kept separate from other trainee records. However, academic undergraduate training coordinators and department undergraduate training officers may be informed of the necessary information to make decisions regarding accommodation requests. In certain situations, first aid and safety personnel may also be notified if emergency treatment or specific procedures are necessary due to the trainee's disability, such as in the case of a fire or evacuation.

22. SUPPORT IN DISASTER AND EMERGENCIES

22.1 In the case of a disaster, it is the responsibility of the department undergraduate training officer to promptly notify the training site director of academic and training affairs who will promptly notify the Riyadh Second Health Cluster Undergraduate Training Department

22.2 The Riyadh Second Health Cluster Undergraduate Training Department will notify the DIO who is accountable for establishing a task force to gather information and data regarding the event.

22.3 Within 24 hours, an emergency meeting for the Riyadh Second Health Cluster Undergraduate Training Department will be organized under the guidance of the Academic Operation Administration.

22.4 To ensure that both the trainees and the training program are not affected, a disaster plan must be developed and approved by the Academic Operation Administration and the DIO.

22.5 The DIO is responsible for informing the institution governance about the plan.

22.6 The Academic Operation Administration will communicate the plan to the training site directors of academic and training affairs, department undergraduate training officers, and trainees.

22.7 The academic undergraduate training coordinator will notify the university training coordinator of the event plan.

22.8 The training site academic and training affairs will provide all necessary support to the trainees during the event.

23. TRAINING FEES

It is important for trainees and university training coordinators to carefully review the terms and conditions of this document and understand the refund policies before enrolling to avoid any misunderstandings or potential loss of fees.

23.1 The Riyadh Second Health Cluster training sites will follow the Guide to Organizational Paid

Training and Conference Programs published by the Ministry of Health.

23.2   In the training contracts with the Riyadh Second Health Cluster, any university with an official agreement or exception of training fees should be explicitly mentioned. The Academic Operation Administration will update the training sites to ensure that the agreement is applied accordingly.

23.3   The training fee for the program is determined by the following factors:

23.3.1   The trainee's professional classification (medicine, dental, pharmacy .. etc).

23.3.2   The trainee's category, whether they are a student or an intern.

23.3.3   The duration of the training.

23.4   It is strictly prohibited to begin training without providing proof of payment of the training fee when mandated. Failure to comply with this requirement may result in an inquiry or investigation with all parties involved including the trainee.

23.5   The completion of the End of Training Evaluation Record (EOTER), trainee assessment, clearance process, and certification will not be processed until the payment of the training fees has been finalized.

23.6   The Riyadh Second Health Cluster summer training fees will be determined annually based on budget calculations and approval from the Riyadh Second Health Cluster Training Fees Committee.

23.7   Undergraduate trainees and university training coordinators must acknowledge their obligation to pay the training fees before the commencement, by one week from starting date.

23.8   The academic undergraduate training coordinator will provide the necessary details and duration of the trainees to the training site Internal Resources Department for the purpose of arranging the training fee payment.

23.9   The training site Internal Resources Department is responsible for communicating and following-up with the university coordinators and/or trainees regarding payment fees and providing them with payment details.

23.10   An undergraduate trainee may not be able to retrieve their training fees in certain conditions. These can include:

23.10.1   Non-completion of the training program: If a trainee does not complete the required training program or withdraws from it before completion, they may not be eligible for a refund of their fees.

23.10.2   Breach of contractual obligations: If a trainee violates any contractual obligations, such as non-payment of fees or failure to adhere to program rules and regulations, they may forfeit their right to retrieve their fees.

23.10.3 Refund policy restrictions: Riyadh Second Health Cluster has specific refund policies in place, which outline the circumstances under which fees can be refunded. If the trainee falls outside of these specified conditions, they may not be able to retrieve their fees.

23.10.3.1 If the cancellation request occurs after the payment of fees but before the three-week deadline from the training starting date.

23.10.3.2 If the cancellation occurs after the payment of fees but before the start date, regardless of the deadline. This is applicable in cases where the training has been suspended in the training site due to an event such as a disaster or emergency.

23.10.3.3 In the event of training suspension at training sites due to disasters or emergencies, if the reactivation starting date is known, the academic undergraduate training coordinator has the authority to reschedule trainees without refunding the training fees or facilitate their transfer to another training site within Riyadh Second Health Cluster provided that the trainee is still interested in continuing their training.

23.11 In the case an undergraduate trainee requests to transfer to another training program within the same training site before completing the training duration, they will not be eligible to use the same fees or request a refund. Instead, they should initiate the reapplication process with the academic coordinator.

24. QUALITY ASSURANCE

Maintaining the quality of the Riyadh Second Health Cluster undergraduate training program involves several steps. Here are some key actions that can help ensure high-quality training:

24.1 Curriculum Development: Regularly review and update the curriculum to align with the university learning objectives, latest industry standards and best practices. This includes incorporating new advancements, technologies, and evidence-based guidelines.

24.2 Competency-Based Training: Implement a competency-based training approach, where trainees are assessed on specific skills and knowledge required for their field. This ensures that trainees are well-prepared and competent in their respective areas.

24.3 Qualified Faculty: Recruit and retain qualified faculty members who possess expertise in their respective fields. These instructors should have a passion for teaching and be adept at providing guidance and support to trainees.

24.4 Continuous Evaluation: Establish a system for continuous evaluation of trainees' performance, both through formal assessments and regular feedback. This helps identify areas for improvement and ensures that trainees meet the necessary standards.

24.5 Resources and Facilities: Provide trainees with adequate resources and facilities to enhance their

learning experience. This includes access to up-to-date medical equipment, libraries, research materials, and simulation labs.

24.6 Collaboration and Partnerships: Foster collaborations and partnerships with other training sites within the Riyadh Second Health Cluster, organizations, research institutions, and universities. This allows for knowledge sharing, exchange programs, and exposure to a broader range of training opportunities.

24.7 Quality Assurance Processes: Implement quality assurance processes and mechanisms to monitor and maintain the program's standards. This may include regular program reviews, accreditation, and feedback from trainees, faculty, and industry professionals.

24.8 Professional Development: Encourage and support faculty and staff in their professional development endeavours. This can involve providing opportunities for them to attend conferences, workshops, and training programs to stay updated with the latest advancements in their fields.

25. KEY PERFORMANCE INDICATORS

KPI's are quantifiable measures that evaluate the success of an organization, employee, etc. in achieving a set of targets, objectives, or industry standards

25.1 Prioritize and enhance the customer experience in ATA offices into a customer-centric atmosphere, some potential KPIs could include:

25.1.1 Customer Satisfaction Score (CSAT): Measure the satisfaction level of customers interacting with ATA offices.

25.1.2 Net Promoter Score (NPS): Assess the likelihood of customers recommending ATA offices to others.

25.1.3 Customer Retention Rate: Monitor the percentage of customers who continue to avail ATA services.

25.1.4 Average Resolution Time: Track the time taken to address customer inquiries or issues.

25.1.5 Customer Feedback Analysis: Analyse customer feedback to identify areas for improvement and implement necessary changes.

25.2 Gather and access data on staffing workforce, academic activities, and performance of R2 ATA offices, potential KPIs could be:

25.2.1 Staffing Ratio: Assess the ratio of staff members to workload in R2 ATA offices.

25.2.2 Academic Performance Metrics: Track key academic performance indicators such as success rates, enrolment rates etc.

25.2.3 Employee Engagement Score: Measure the level of employee engagement and satisfaction within R2 ATA offices.

25.2.4 Training and Development Completion Rate: Monitor the completion rate of training programs and professional development activities.

25.3 Examine and present solutions for challenges that have been raised by R2 ATA offices, some potential KPIs could include:

25.3.1 Number of Challenges Addressed: Track the number of challenges identified and resolved.

25.3.2 Timeliness of Solutions: Evaluate the speed and efficiency with which solutions are provided.

25.3.3 Customer Feedback on Solutions: Measure customer satisfaction with the implemented solutions.

25.3.4 Cost Savings: Assess any cost savings achieved through the resolution of challenges.

25.3.5 Percentage of Challenges Prevented: Monitor the effectiveness of proactive measures in minimizing future challenges.

25.4 Monitor compliance of R2 ATA offices with internal and external policies and regulations, potential KPIs could be:

25.4.1 Compliance Audit Results: Evaluate the outcomes of internal and external compliance audits.

25.4.2 Number of Compliance Violations: Track the number of instances where non-compliance is identified.

25.4.3 Compliance Training Completion Rate: Monitor the completion rate of compliance training programs.

25.4.4 Regulatory Fines/Penalties: Assess any fines or penalties incurred due to non-compliance.

25.5.5 Compliance Incident Response Time: Measure the time taken to address and rectify compliance incidents.

25.5 Assist in the development, consolidation, and upkeep of policies, some potential KPIs could include:

25.5.1 Policy Development Cycle Time: Track the time taken to develop new policies or update existing ones.

25.5.2 Policy Implementation Rate: Evaluate the rate at which policies are successfully implemented.

25.5.3   Policy Compliance Rate: Measure the level of compliance with newly implemented policies.

25.5.4   Employee Training on Policies: Monitor the completion rate of training programs related to policies.

25.5.5   Policy Review and Update Frequency: Assess the frequency of policy reviews and updates to ensure relevancy.

26.   CHANGE HISTORY

The documentation of the modifications or updates made to the SOP over time. Keeping a change history helps to track the evolution of the procedure, maintain transparency, and ensure that everyone is working with the most up-to-date version of the SOP.

SOP No.	Effective Date	Significant Changes	Previous SOP No.

27.   REFERENCES

Internal or external sources or documents that provide additional information or guidance related to the documented procedure. It includes institute standards, regulations, guidelines, best practices, manuals, and other relevant sources. That allows users to access more information if required and helps maintain consistency and accuracy during updates or revisions of the SOP.

No.	Reference		SOP No.
1.	**Internal**	None	SOP 01
2.	**External**	Guide to Organizational Paid Training and Conference Programs, Ministry of Health, 2017	SOP 01

28. FORMS AND TEMPLATES

Pre-designed formats or structures that serve as a foundation for creating documents and provide a framework that can be filled in with specific information to create consistent and professional output. The undergraduate training forms and templates are attached to the addendum.

28.1   Confidentiality Statement

28.2   Declaration

28.3   Medical Fit Test

28.4   Undergraduate Training Joining Letter

28.5   Undergraduate End of Training Certificate

28.6   Appeal Form

28.7   Grievance Fact Form

28.8   Evaluation for each speciality

29. FLOWCHART

A flowchart is a visual representation or diagram that depicts the sequence of steps or actions to be followed in a process or system. The undergraduate training flowcharts are attached to the addendum.

29.1   Application, selection, and admission process flowchart.

29.2   Onboarding and orientation process flowchart.

29.3   Training commencement to certification process flowchart.

30. CHECKLIST

A checklist is a tool used to organize and track tasks, activities, or items that need to be completed or considered. They help ensure that all necessary steps or items are accounted for, reducing the likelihood of errors, oversights, or missed tasks. The undergraduate training checklists are attached to the addendum.

30.1   Trainee application checklist.

30.2   Trainee post-approval checklist.

30.3   Trainee onboarding checklist.

Addendum

Kingdom of Saudi Arabia
Ministry of Health
Riyadh Second Health Cluster
Academic and Training Affairs

تجمع الرياض الصحي الثاني
Riyadh Second Health Cluster

المملكة العربية السعودية
وزارة الصحة
تجمع الرياض الصحي الثاني
الشؤون الأكاديمية والتدريب

Undergraduate Training Department
POSTGRADUATE & SCHOLARSHIP ADMINSTRATION

إقرار بسرية المعلومات

أقر بأنه أثناء أدائي لواجباتي الوظيفية أو أثناء فترة تدريبي أو تعاقدي مع التجمع الصحي الثاني بالرياض، وعند اطلاعي على أية معلومات خاصة بالمريض، ألا أقوم بنقلها أو مشاركتها مع أي شخص غير مخول للاطلاع على هذه المعلومات نظاما. وأفهم جيدا بأنه في حال افشاء معلومات المريض للأشخاص غير المخولين للاطلاع عليها، سيتخذ ضدي إجراءات تأديبية و / أو قانونية حازمة وفقا للوائح والأنظمة المتبعة.

الإسم: ــــــــــــــــــــــــــــــــ ــــــــــــــــــــــــــــــــ ــــــــــــــــــــــــــــــــ
(العائلة) (اسم الأب) (الاسم الأول)

فئة التدريب: ☐ طالب   ☐ امتياز   ☐ خبرة   التخصص: ☐ طب ☐ طب أسنان ☐ صيدلة ☐ تمريض ☐ علوم طبية تطبيقية

التاريخ: ــــــــــــــــــــــــــــــــ   التوقيع: ــــــــــــــــــــــــــــــــ

CONFIDENTIALITY STATEMENT

I acknowledge that during performing my duties, training, or contract with Riyadh Second Health Cluster, I will have access to confidential patient information. I understand that this information is confidential and belongs to the patient, and that I may not share this information with any unauthorized individuals. I also understand that in cases of any disclosure of patient information, a strong disciplinary and/or legal actions will be taken according to the applicable law and regulations in the Kingdom of Saudi Arabia.

Name: _____ _____ _____
           (First)   *(Middle)*   *(Last)*

Category: ☐ Student ☐ Intern ☐ Attachment   **Classification:** ☐ Medical ☐ Dental ☐ Pharmacy ☐ Nursing ☐ Allied Health

Date: _____   **Signature:** _____

Saudi Arabia- Riyadh
Riyadh Second Health Cluster
Phone 8001277000

المملكة العربية السعودية- الرياض
تجمع الرياض الصحي الثاني
هاتف 8001277000

Kingdom of Saudi Arabia
Ministry of Health
Riyadh Second Health Cluster
Academic and Training Affairs

المملكة العربية السعودية
وزارة الصحة
تجمع الرياض الصحي الثاني
الشؤون الأكاديمية والتدريب

Declaration Form
POSTGRADUATE & SCHOLARSHIP ADMINSTRATION

It is compulsory for trainees to fill in the information and acknowledge declaration.

PERSONAL INFORMATION (TO BE FILLED BY TRAINEE)				
NAME	(FIRST)		CONTACT NUMBER	
	(MIDDLE)		NATIONAL ID/IQAMA NO.	
	(LAST)		ID/IQAMA EXPIRY DATE	
NATIONALITY			SCFHS REGISTRATION NO.	
DOB (DD/MM/YYYY)			DEPARTMENT	
TRAINING CATEGORY	☐ Student ☐ Intern ☐ Attachment		GENDER	☐ Female ☐ Male
CLASSIFICATION	☐ Medical ☐ Dental ☐ Pharmacy ☐ Nursing ☐ Allied Health			
EMAIL				
UNIVERSITY/INSTITUTE				
TRAINING DURATION	FROM		TO	

Candidates must read, sign, and abide by the following conditions during the period of his or her training:

1. The trainee must fill in the form and agree to the conditions transcribed.
2. The trainee must submit the medical examination result on or before the starting date, and prior to receiving the Temporary ID.
3. Trainee must attend General Staff Orientation and submit a copy of the certificate.
4. The trainee must always abide by the rules and regulations of Riyadh Second Health Cluster.
5. The trainee must respect the working hours and be punctual.
6. The trainee must always wear the Riyadh Second Health Cluster badge during working hours.
7. The trainee must report immediately to the Direct Supervisor and/or Postgraduate and Scholarship Administration Office if encountered any problems.
8. Trainee must adhere to Riyadh Second Health Cluster Code of Conduct, Professional Ethics, Morals and Dress Code Regulation.
9. The trainee must submit leave requests before the start date of the training, for the approval from the Department, however IF NOT APPROVED, the trainee is not allowed to go on leave and will be marked as absent. He/she will be subject to probation, dismissal or repeat of the rotation depending on the decision of the Department and Undergraduate General Training Policies and Procedures.
10. The Riyadh Second Health Cluster accepts no responsibility for court rising from accidents and/or illness encountered during the trainee's rotation.
11. The trainee must submit the completed clearance form after he/she finish his/her rotation prior to receiving the evaluation result. Clearance Form will be available at the Postgraduate and Scholarship Administration Office.
12. Payment of the estimated training fees if applicable as per Riyadh Second Health Cluster policy prior to receiving the evaluation result.
13. Trainee has no right to ask for recruitment at Riyadh Second Health Cluster at the end of or during any time of his/her training.
14. The trainee must sign and agree to the conditions written in the attached confidentiality form.

I declare that I have read all the above written conditions and I am in agreement with all above.

Name: _____   _____   _____
                         (First)   (Middle)   (Last)

Date: _____   Signature: _____

Saudi Arabia- Riyadh
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Riyadh Second Health Cluster

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Healthcare Requirement Checklist for Undergraduate Trainees

All prospective undergraduate trainees that deal with patients irrespective of rotation duration in Riyadh Second Health Cluster <u>must</u> complete this form from their main healthcare provider/center. Proof of immunity against **Hepatitis B** & **Varicella** is mandatory prior to commencing training.

Trainee Name	
Sponsor University/Institute	
Cluster Two Training Center	
Training Department	
Training Category	☐ Student ☐ Intern ☐ Clinical Attachment
Specialty Classification	☐ Medical ☐ Dental ☐ Pharmacy ☐ Nursing ☐ Allied Health

Training Duration	**From**	**To**

Required Labs	Results	Remarks	
Tuberculin Skin Test (TST) Result in millimeters		☐ Positive	☐ Negative
Chest Radiography (if TST is more than 10mm), attach report			
Hepatitis B vaccines 3 doses (attach documentation)		☐ Positive	☐ Negative
Hepatitis B antibody titers (attach documentation)		☐ Immune	☐ Non-Immune
Hepatitis B surface antigen (attach documentation)		☐ Positive	☐ Negative
Anti HCV antibody (attach documentation)		☐ Positive	☐ Negative
Varcella zoster antibody (attach documentation)		☐ Immune	☐ Non-Immune
Varcella zoster vaccine if not antibody positive (two doses), attach documentation			
Rubella antibody (attach documentation)		☐ Immune	☐ Non-Immune
HIV antibody (attach documentation)		☐ Positive	☐ Negative
Covid 19 Vaccine Certificate (mandatory 1st, 2nd, and booster dose), attach documentation			

Doctor Name		
Hospital		**Official Stamp**
Doctor Signature		

Official stamp of the hospital is <u>mandatory</u>, the stamp of the physician only <u>is not acceptable</u>. If unable to provide the original copy or stamp of the hospital as proof, then attach laboratory results for verification.

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الشؤون الأكاديمية والتدريب

قسم التدريب الجامعي

خطاب الانضمام للتدريب الجامعي بالمنشأة

سعادة رئيس قسم ....

السلام عليكم ورحمة الله وبركاته،،،

نفيدكم أن المتدرب المذكور بياناته أدناه قد أتم جميع متطلبات الالتحاق بالتدريب من قبل منسق التدريب الجامعي في إدارة الشؤون الأكاديمية والتدريب بالمنشأة، وسيبدأ التدريب في التاريخ .... للاستفسار يرجى التواصل مع (الاسم) .... على الرقم .... أو البريد الإلكتروني ....

الإسم:	_____ (الاسم الأول)	_____ (اسم الأب)	_____ (العائلة)
فئة التدريب:	☐ طالب ☐ امتياز	**التخصص:**	☐ طب ☐ طب أسنان ☐ صيدلة ☐ تمريض ☐ علوم طبية تطبيقية
القسم:	_____	**المركز التدريبي:**	_____
تاريخ بداية التدريب:	_____	**الجامعة:**	_____
تاريخ نهاية التدريب:	_____	**مدة التدريب :**	_____

اسم مدير إدارة الشؤون الأكاديمية و التدريب بالمنشأة _____	*الختم:*
التوقيع: _____	

وتقبلوا تحياتي،،،

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UNDERGRADUATE TRAINING DEPARTMENT

UNDERGRADUATE TRAINING JOINING LETTER

Respected Head of the Department ....

The trainee mentioned below has completed all the requirements for joining the training at the training site by the undergraduate training coordinator in the Academic and Training Affairs Department. The training will begin on the (date) .... , for inquiries, please contact (name) …………..………………………. on the number ……….………………….. or e-mail ....

Name: _____ _____ _____
                    (First)   *(Middle)*   *(Last)*

Category: ☐ Student ☐ Intern   **Classification:** ☐ Medical ☐ Dental ☐ Pharmacy
                                                                                ☐ Nursing ☐ Allied Health

Department: _____   **Training Site:** _____

Start Date: _____   **University:** _____

End Date: _____   **Duration:** _____

Name of the Director of Academic and Training Affairs Department: _____

Stamp:

Signature _____

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قسم التدريب الجامعي

خطاب نهاية التدريب الجامعي بالمنشأة

سعادة منسق التدريب بجامعة ....

السلام عليكم ورحمة الله وبركاته،،،

تشهد إدارة الشؤون الأكاديمية والتدريب بتجمع الرياض الصحي الثاني أن المتدرب المذكور بياناته أدناه قد أتم جميع متطلبات التدريب بالمنشأة .... ببرنامج .... من تاريخ .... الى ....، للاستفسار يرجى التواصل مع (الاسم) .... على الرقم .... أو البريد الإلكتروني ....

الإسم:	_____ (الاسم الأول)	_____ (اسم الأب)	_____ (العائلة)
فئة التدريب:	☐ طالب ☐ امتياز	**رقم الهوية:** _____	
القسم:	_____	**مدة التدريب :** _____	

اسم مدير إدارة الشؤون الأكاديمية و التدريب بالمنشأة _____	*الختم:*
التوقيع: _____	

وتقبلوا تحياتي،،،

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UNDERGRADUATE TRAINING DEPARTMENT

END OF TRAINING CERTIFICATE

Respected Training Coordinator at the University of ....

The Department of Academic Affairs and Training at the Riyadh Second Health Cluster certifies that the trainee mentioned below has completed all the training requirements at the training site .... in the department of .... from the date of .... to ...., for inquiries, please contact (Name) .... on the number ………………................................ or e-mail ....

Name: _____   _____   _____
                        (First)   *(Middle)*   *(Last)*

Category: ☐ **Student**   ☐ **Intern**   **ID Number:** _____

Department: _____   **Training Duration:** _____

Name of the Director of Academic and Training Affairs Department: _____

Stamp:

Signature _____

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UNDERGRADUATE APPEAL FORM

It is mandatory to fill in the information with (*) mark.

* PERSONAL INFORMATION (TO BE FILLED BY APPEAL APPLICANT)

NAME	(First)		DATE APPEAL SUBMITTED	
	(Middle)		CONTACT NUMBER	
	(Last)		DEPARTMENT	
EMAIL				
TRAINING SITE				

RECEIVED BY	DATE RECEIVED

* REASON FOR APPEAL (CHECK ALL THAT APPLY)

☐ New information/evidence is now available that wasn't considered before.	☐ The process wasn't followed correctly.
☐ The outcome wasn't fair and reasonable	☐ Other (mention below)

*FURTHER EXPLANATION OF REASONING use attachments if necessary

*DESIRED OUTCOME use attachments if necessary

Please retain a copy of this form for your own records. As the grievant, your signature below indicates that the information you've provided on this form is truthful.

GRIEVANT SIGNATURE	DATE

RECEIVED BY: PRINTED NAME AND SIGNATURE	DATE

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UNDERGRADUATE GRIEVANCE FACT FORM

It is mandatory to fill in the information and provide documents with (*) mark.

GRIEVANT INFORMATION				
NAME	(First)		DATE	
	(Middle)		CONTACT NUMBER	
	(Last)		DEPARTMENT	
EMAIL				
TRAINING SITE				

* DETAILS OF EVENT LEADING TO GRIEVANCE	
WHO WAS INVOLVED? Provide names and titles. Include witnesses.	
WHEN DID IT OCCUR? Date and time	
WHERE DID IT OCCUR? Specific locations	
WHAT HAPPENED? Describe the event in detail. Also, describe any incidents giving rise to the grievance.	
WHY IS THIS A GRIEVANCE? List all policies, procedures and guidelines violated in the event described.	
WHAT ADJUSTMENT IS REQUIRED? Describe what must be done to correct the situation / problem.	
ADDITIONAL COMMENTS Attach documents, if needed.	

Please retain a copy of this form for your own records. As the grievant, your signature below indicates that the information you've provided on this form is truthful.

GRIEVANT SIGNATURE	DATE

RECEIVED BY: PRINTED NAME AND SIGNATURE	DATE

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MEDICAL UNDERGRADUATE EVALUATION FORM

It is mandatory to fill in the information with (*) mark of trainee accurately.

* PERSONAL INFORMATION				
NAME	(First)		DATE STARTED	
	(Middle)		DATE COMPLETED	
	(Last)		NATIONAL ID/IQAMA NO.	
TRAINING SITE			DEPARTMENT	
UNIVERSITY			TRAINING	☐ Student ☐ Intern

Please strike out evaluation items that are not applicable.

	Excellent (5 marks)	Above Average (4 marks)	Average (3 marks)	B. Average (2 marks)	Poor (1 mark)
A. PERFORMANCE EVALUATION					
1. General knowledge.					
2. Ability to obtain an accurate history.					
3. Ability to perform physical examination.					
4. Ability to diagnose and manage problems.					
5. Ability of clinical reasoning.					
6. Ability to choose rationale and proper investigations.					
7. Ability to put a basic management plan.					
8. Ability to achieve own tasks (SDL).					
9. Quality of written records.					
10. Quality or oral presentation.					
B. PERSONAL EVALUATION					
1. Punctuality.					
2. Conduct.					
3. Ethics.					
4. Professional appearance.					
5. Willingness to work as a team member.					
6. Self Confidence.					
7. Acceptance of criticism and feedback.					
8. Acceptance of responsibility.					
9. Rapport with patients					
10. Relationships with faculty and staff.					

Narrative comments if required.	TOTAL	/ 100

EVALUATOR INFORMATION AND SIGNATURE			TRAINING SITE ATA STAMP
EVALUATOR NAME			
POST & DEPARTMENT			
SIGNATURE		DATE	

Evaluation forms should be signed by department training officer. It should not be handed to trainee, kindly forward completed evaluation form to training site academic undergraduate training coordinator by email who will add ATA stamp and send to university training

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DENTAL UNDERGRADUATE EVALUATION FORM

It is mandatory to fill in the information with (*) mark of trainee accurately.

* PERSONAL INFORMATION					
NAME	(First)		DATE STARTED		
	(Middle)		DATE COMPLETED		
	(Last)		NATIONAL ID/IQAMA NO.		
TRAINING SITE			DEPARTMENT		
UNIVERSITY			TRAINING	☐ Student	☐ Intern

Please strike out evaluation items that are not applicable.

	Excellent (5 marks)	Above Average (4 marks)	Average (3 marks)	B. Average (2 marks)	Poor (1 mark)
A. PERFORMANCE EVALUATION					
1. General knowledge.					
2. Ability to obtain an accurate history.					
3. Ability to perform dental examination.					
4. Ability to diagnose and manage dental problems.					
5. Ability of clinical reasoning.					
6. Ability to choose rationale and proper investigations.					
7. Ability to put a basic dental management plan.					
8. Ability to achieve own tasks (SDL).					
9. Quality of written records.					
10. Quality or oral presentation.					
B. PERSONAL EVALUATION					
1. Punctuality.					
2. Conduct.					
3. Ethics.					
4. Professional appearance.					
5. Willingness to work as a team member.					
6. Self Confidence.					
7. Acceptance of criticism and feedback.					
8. Acceptance of responsibility.					
9. Rapport with patients					
10. Relationships with faculty and staff.					

Narrative comments if required.	TOTAL	/ 100

EVALUATOR INFORMATION AND SIGNATURE				TRAINING SITE ATA STAMP
EVALUATOR NAME				
POST & DEPARTMENT				
SIGNATURE		DATE		

Evaluation forms should be signed by department training officer. It should not be handed to trainee, kindly forward completed evaluation form to training site academic undergraduate training coordinator by email who will add ATA stamp and send to university training

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PHARMACY UNDERGRADUATE EVALUATION FORM

It is mandatory to fill in the information with (*) mark of trainee accurately.

* PERSONAL INFORMATION					
NAME	(First)		DATE STARTED		
	(Middle)		DATE COMPLETED		
	(Last)		NATIONAL ID/IQAMA NO.		
TRAINING SITE			DEPARTMENT		
UNIVERSITY			TRAINING	☐ Student	☐ Intern

Please strike out evaluation items that are not applicable.

	Excellent (5 marks)	Above Average (4 marks)	Average (3 marks)	B. Average (2 marks)	Poor (1 mark)
A. PERFORMANCE EVALUATION					
1. Knowledge of pharmacology, pharmacokinetics.					
2. Knowledge of therapeutics.					
3. Patient care organization and management.					
4. Monitoring parameters for efficacy.					
5. Adjustment of pharmacotherapeutic plan.					
6. Identification of actual and potential drug-related problems.					
7. Identification of viable therapeutic alternatives for identified DRP.					
8. Demonstrated appropriate technique/methods as instructed.					
9. Reliability in executing responsibilities and within timeframes.					
10. Quality of chart documentations.					
B. PERSONAL EVALUATION					
1. Punctuality.					
2. Conduct.					
3. Ethics.					
4. Professional appearance.					
5. Willingness to work as a team member.					
6. Self Confidence.					
7. Acceptance of criticism and feedback.					
8. Acceptance of responsibility.					
9. Rapport with patients					
10. Relationships with faculty and staff.					

Narrative comments if required.	TOTAL	/ 100

EVALUATOR INFORMATION AND SIGNATURE			**TRAINING SITE ATA STAMP**
EVALUATOR NAME			
POST & DEPARTMENT			
SIGNATURE		DATE	

Evaluation forms should be signed by department training officer. It should not be handed to trainee, kindly forward completed evaluation form to training site academic undergraduate training coordinator by email who will add ATA stamp and send to university training

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ALLIED HEALTH UNDERGRADUATE EVALUATION FORM

It is mandatory to fill in the information with (*) mark of trainee accurately.

* PERSONAL INFORMATION				
NAME	(First)		DATE STARTED	
	(Middle)		DATE COMPLETED	
	(Last)		NATIONAL ID/IQAMA NO.	
TRAINING SITE			DEPARTMENT	
UNIVERSITY			TRAINING	☐ Student ☐ Intern

Please strike out evaluation items that are not applicable.

A. PERFORMANCE EVALUATION	Excellent (5 marks)	Above Average (4 marks)	Average (3 marks)	B. Average (2 marks)	Poor (1 mark)
1. General knowledge.					
2. Ability to obtain an accurate history.					
3. Ability to perform physical examination.					
4. Demonstrated appropriate technique/methods as instructed.					
5. Ability to work independently.					
6. Ability to achieve tasks within time frames under guidance.					
7. Demonstrated good problem-solving skills.					
8. Demonstrated reliability in executing responsibilities.					
9. Quality of written records.					
10. Quality or oral presentation.					
B. PERSONAL EVALUATION					
1. Punctuality.					
2. Conduct.					
3. Ethics.					
4. Professional appearance.					
5. Willingness to work as a team member.					
6. Self Confidence.					
7. Acceptance of criticism and feedback.					
8. Acceptance of responsibility.					
9. Rapport with patients					
10. Relationships with faculty and staff.					

Narrative comments if required.	**TOTAL**	**/ 100**

EVALUATOR INFORMATION AND SIGNATURE				TRAINING SITE ATA STAMP
EVALUATOR NAME				
POST & DEPARTMENT				
SIGNATURE		DATE		

Evaluation forms should be signed by department training officer. It should not be handed to trainee, kindly forward completed evaluation form to training site academic undergraduate training coordinator by email who will add ATA stamp and send to university training

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NURSE UNDERGRADUATE EVALUATION FORM

It is mandatory to fill in the information with (*) mark of trainee accurately.

* PERSONAL INFORMATION					
NAME	(First)		DATE STARTED		
	(Middle)		DATE COMPLETED		
	(Last)		NATIONAL ID/IQAMA NO.		
TRAINING SITE			DEPARTMENT		
UNIVERSITY			TRAINING	☐ Student	☐ Intern

Please strike out evaluation items that are not applicable.

	Excellent (5 marks)	Above Average (4 marks)	Average (3 marks)	B. Average (2 marks)	Poor (1 mark)
A. PERFORMANCE EVALUATION					
1. General knowledge.					
2. Ability to obtain accurate history.					
3. Ability to perform patient examination.					
4. Demonstrated appropriate technique/methods as instructed.					
5. Ability to work independently.					
6. Ability to achieve tasks within time frames under guidance.					
7. Demonstrated good problem-solving skills.					
8. Reliability in executing responsibilities within timeframes.					
9. Organizational ability.					
10. Quality of written records and oral presentation.					
B. PERSONAL EVALUATION					
1. Punctuality.					
2. Conduct.					
3. Ethics.					
4. Professional appearance.					
5. Willingness to work as a team member.					
6. Self Confidence.					
7. Acceptance of criticism and feedback.					
8. Acceptance of responsibility.					
9. Rapport with patients					
10. Relationships with faculty and staff.					

Narrative comments if required.		TOTAL	/ 100

EVALUATOR INFORMATION AND SIGNATURE				TRAINING SITE ATA STAMP
EVALUATOR NAME				
POST & DEPARTMENT				
SIGNATURE		DATE		

Evaluation forms should be signed by department training officer. It should not be handed to trainee, kindly forward completed evaluation form to training site academic undergraduate training coordinator by email who will add ATA stamp and send to university training

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نجمع الرياض الثاني الصحي

Flowchart 1: Application, Selection and Admission Process

COLOR CODE

- Relevant conditions, decisions and procedures
- University training coordinator
- Academic undergraduate training coordinator
- Department undergraduate training coordinator
- Training site Internal Resources Department

Standard timeframe: One week (7 days)

PEQ

PERFORMANCE • EFFICIENCY • QUALITY

Reach new heights!

START

- Submit training request 4 weeks before start date.
- Review training request details once received.
- Request more details on the same day. (Incomplete)
- Complete
- Review request and reply within three days
- Rejection → Sends rejection within same day → Recieves rejection
- Approval → Issues approval and list of requisites within same day
- Receives approval and requisites
- Didnt send requisites within 3 days → Sends an apology letter and revocates training request
- Sends requisites within 3 days
- Secures training and sends onboarding requisites
- Sends payment link within three days
- Payment of fees 1 week before start date
- Submits onboarding requisites 1 week before start date.

END

نجمع الرياض الثاني الصحي
Riyadh Second Health Cluster

Flowchart 2: Onboarding and Orientation Process

P E Q

PERFORMANCE • EFFICIENCY • QUALITY

Reach new heights!

START

Report to ATA for onboarding

Verify onboarding requisites

Incomplete

Does not complete requirements

Onboarding letter denied and training revoked.

Completes requirements on same day.

Complete

Onboarding letter issued

Receives onboarding letter

Orientation in the same day

Completes orientation.

Commencment of training

Prepares training faculty record

Sends record within 3 days from onboarding.

Maintains records and sends to authorized parties and paid training committee.

END

COLOR CODE

- Relevant conditions, decisions and procedures
- University training coordinator
- Academic undergraduate training coordinator
- Department undergraduate training coordinator

Standard timeframe: Four (4) days

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PEQ
PERFORMANCE • EFFICIENCY • QUALITY
Reach new heights!

Flowchart 3: Training Commencement to Certification

START

Training starts

Oversees training and core academic components

Training ends

Trainee evaluation

Sends trainee evaluation

Recieves evaluation online via email

Clearance

Submit feedback survey

Verifies the end of training certification requirements

Incomplete

Complete

Completes requirements.

Issues end of training certificate

Recieves EOTER

Releases the EOTER: Evaluation and end of training certificate.

END

COLOR CODE

Relevant conditions, decisions and procedures
University training coordinator
Academic undergraduate training coordinator
Department undergraduate training coordinator
Undergraduate trainee
Department undergraduate training coordinator, officer and faculty
Department undergraduate training officer

Standard timeframe: Two-week (14 days) window to complete the clearance and certification.

Undergraduate Training Checklist

Application Checklist

- ☐ Saudi national or resident with a valid residence permit/ID (visitor visas is not accepted).
- ☐ Passport copy for non-Saudi applicants.
- ☐ National ID number as its not permitted to retain ID copy
- ☐ Passport photo (4x6)
- ☐ Complete trainee name/s (first, middle and last)
- ☐ Rotation start and end date (specified days and hours for students)
- ☐ Training department

Additional requirments for interns and summer trainees

- ☐ Above average cumulative grade or above, that is equivalent to 3.5 GPA out of five (75%).
- ☐ University Request Letter for interns
- ☐ Letter of Good Standing from University for summer trainees.
- ☐ Two Recommendation Letters.
- ☐ Authentic copy of academic transcripts.
- ☐ Attestation of qualification if it's from abroad or no equivalency of the Saudi Ministry of Education is provided (dataflow)

CBAHI requires the verification of non-Saudi qualifications that have not been granted equivalency by the Ministry of Education.

Post-Approval Checklist

The academic undergraduate coordinator will request and provide the following from the university training coordinator

- ☐ Provide Medical Fit Test Form
- ☐ Provide Declaration Form
- ☐ Provide Confidentiality Agreement Form
- ☐ Provide Trainee ID Badge Form
- ☐ Provide a copy of undergraduate training regulations
- ☐ Request Undergraduate training learning objectives from the university program director.

Onboarding Checklist

Trainee should complete the following one week before starting date.

- ☐ Medical Fit Test
- ☐ Declaration Form
- ☐ Confidentiality Agreement
- ☐ Trainee ID Badge
- ☐ Proof of payment