

Kingdom of Saudi Arabia
Ministry of Education
Princess Nourah bint
Abdulrahman University



المملكة العربية السعودية
وزارة التعليم
جامعة الأميرة
نورة بنت عبدالرحمن
(٠٤٨)

(048)

College of Health and Rehabilitation Science
Health Communication Sciences Department
Audiology and Balance Program

كلية الصحة علوم التأهيل
قسم علوم الاتصال الصحي
برنامج السمع والتوازن

Audiology and Balance Program

Staff Handbook

College of Health and Rehabilitation Sciences

Princess Nourah Bint Abdelrahman University

Version One

2024



Introduction

This Staff Handbook is a general guide for seasoned faculty members, or a new staff recruit to understand and navigate through the audiology and balance program at PNU. This handbook is designed to be a general resource, providing you with the information you need about our program, and the responsibilities and duties.

What You'll Find Here:

- An overview of the College of Health Rehabilitation Sciences (CHRS) vision, mission, and goals.
- An Overview of the Audiology and Balance program mission, goals, program learning outcomes and graduate's attribute.
- An Overview of the Audiology and Balance program study plan blueprint.
- Faculty Rights, Responsibility and Duties
- Faculty evaluation and appraisal process
- Faculty and Staff Complain

We encourage you to review this handbook thoroughly. It serves as a starting point, and we recommend keeping it on hand for future reference. If you have any questions after reviewing the handbook, please don't hesitate to reach out to the department head or the program director.



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Overview of the College of Health and Rehabilitation Sciences (CHRS)

College of Health and Rehabilitation Sciences came to be one of the basic scientific structures at Princess Noura Bint Abdelrahman University with the aim of preparing, qualifying and graduating scientifically and professionally qualified cadres in the field of health and rehabilitation sciences. And to meet the needs of the society in this field and to confirm its role in the development of the society in integration with other sciences and disciplines.

It was established in 1429, and Higher Education Council Resolution No. 7-17 / A was issued on 8/17/1433 AH approving the restructuring the Faculty of Physiotherapy and changing its name to College of Health and Rehabilitation Sciences. The college has many departments, and each department has several programs,

<p>Department of Radiological sciences:</p> <ul style="list-style-type: none"> • Radiation therapy • Ultrasound imaging • Diagnostic imaging • Nuclear medicine technology 	<p>The Department of Health Sciences:</p> <ul style="list-style-type: none"> • Health education and promotion program. • Epidemiology program. • Clinical Nutrition Program • Clinical Psychology Program.
<p>The Department of Rehabilitation Sciences:</p> <ul style="list-style-type: none"> • Doctor of Physiotherapy Program • Occupational Therapy Program. • Respiratory Care Program 	<p>The Department of Health Communication Sciences:</p> <ul style="list-style-type: none"> • Audiology and Balance Program • Speech and Swallowing Pathology Program

College Vision

Be a beacon in knowledge building that contribute to sustainable health development

College mission

Prepare cadres, qualified on the levels of knowledge, profession and research in accordance with the latest standards for the development of health care and community service

College Goals

1. Qualify specialized cadres in the fields of Health and Rehabilitation sciences capable of professional practice according to the latest standards.
2. Promote continuous learning, and innovation according to modern technology
3. Produce research in the field of healthcare that contributes to the application of evidence-based practice.
4. Contribute effectively to improving community's health and quality of life in collaboration with relevant sectors.



Overview of the Audiology and Balance Program

Mission, Objectives, and Program Learning Outcomes

Program Mission:

Preparing specialized health cadres in Audiology and Balance by providing knowledge, clinical and research skills to contribute to the community service in the field of Audiology and Balance.

Program Goals:

1. Prepare qualified audiologists that are capable of integrating knowledge and critical thinking skills into their practice.
2. Prepare audiologists with clinical competency through intensive clinical training.
3. Conduct research in the field of audiology and balance.
4. Contribute to community services in the field of audiology and balance.

Program Learning Outcomes (PLOs)

Knowledge and understanding

- K1 Identify basic concepts and theories in general sciences.
K2 Recognize basic theoretical and clinical sciences of the scope of audiology and balance.

Skills

- S1 Perform full test battery related to the diagnosis and rehabilitation of audio- vestibular dysfunction.
S2 Apply problem-solving skills in the diagnosis and rehabilitation of different audio-vestibular dysfunctions.
S3 Conduct research in the field of audiology and balance using modern technology

Values

- V1 Demonstrate ethics of audiology and balance profession.

Program Graduate Attribute (PGA)

- PGA1 Knowledgeable of the basic concepts, theories and clinical experience associated with the field of audiology and balance.
PGA2 Able to think critically and be creative in solving problems related to different challenges of audiology and balance.
PGA3 Can acquire the skills in applying research using modern technology in the field of audiology and balance.
PGA4 Capable of complying with “Standards of Professional Performance” and the “Code of Ethics for the Profession of audiologists”.
PGA5 Participate in community services related to audiology and balance.



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Audiology and Balance Program Study Plan Blueprint

1 st	Code	Level 1	Credit	Code	Level 2	Credit	
	ENG 131	Academic English for Health Specialties (1)	3	ENG 132	Academic English for Health Specialties (2)	3	
	BIO 105	Human Biology for Health Specialties	2+1+0=3	MME 110	Health Profession Skills	3+0+0=3	
	MATH 162	Statistics for Health Specialties	2+1+0=3	PHYS 105	General Physics for Health Specialties	2+1+0=3	
	CHEM 104	General Chemistry for Health Specialties	2+1+0=3	BDS 100	Introduction to Health Professions and Ethics	2+0+0=2	
	HRS 118	Medical Terminology	2+0+0=2	CPP 100	Fundamentals of Scientific Research	2+1+0=3	
	University Mandatory (1)**		2+0+0=2	University Mandatory (2)**		2+0+0=2	
				University Elective (1)***		2+0+0=2	
	Total		16	Total		18	
2 nd	Code	Level 3	Credit	Code	Level 4	Credit	
	University Elective (2)***		2+0+0=2	University Elective (3)***		2+0+0=2	
	HRS 111	Human Anatomy and Physiology	3+1+0=4	University Elective (4)***		2+0+0=2	
	HRS 114	Emergency Life Support	2+1+0=3	AUD 211	Neurology of hearing and balance	2+1+0=3	
	HCS 201	Introduction to Hearing and Speech Sciences	2+1+0=3	AUD 212	Anatomy and Physiology of the Hearing and Balance Mechanisms	2+1+0=3	
	HCS 202	Introduction to Psychology	3+0+0=3	AUD 213	Psychoacoustics and Sound Perception	2+1+0=3	
	HCS 203	Human Growth & Development	2+0+0=2	AUD 225	Speech and Language Development	2+1+0=3	
	Total		17	Total		16	
3 rd	Code	Level 5	Credit	Code	Level 6	Credit	
	HEP 331	Communication Skills for Health Care Professionals	2+1+0=3	HEP 332	Professionalism and Ethics in Health care Practices	2+0+0=2	
	AUD 316	Pathophysiology of Hearing Disorder	3+1+0=4	HRS 116	Biostatistics	2+1+0=3	
	AUD 327	Psychosocial Aspects of Hearing loss	2+0+0=2	AUD 351	Aural Rehabilitation	2+1+0=3	
	AUD 331	Audiology I	2+1+0=3	AUD 344	Audiology II	2+1+1=4	
	AUD 341	Electrophysiologic Tests	2+1+1=4	AUD 332	Pediatric Audiology	2+0+1=3	
				AUD 342	Pathophysiology of Balance Disorder	2+1+0=3	
	Total		16	Total		18	
4 th	Code	Level 7	Credit	Code	Level 8	Credit	
	HCS 481	Research Project 1	3+1+0=4	HCS 482	Research Project 2	0+2+0=2	
	AUD 433	Clinical Audiology (1)	2+0+2=4	AUD 426	Medical Aspects of Communication Disorders	3+0+0=3	
	AUD 452	Amplification and Assistive Listening Devices	2+1+0=3	AUD 443	Clinical Audiology (2)	2+0+2=4	
	AUD 453	Vestibular assessment and management	2+1+1=4	AUD 424	Report writing and Counseling in Audiology	2+0+1=3	
	AUD 434	Hearing Screening	2+0+1=3	AUD 454	Implantable devices	2+0+1=3	
	Total		18	Total		15	
5 th	Internship						
	AUD 591					12 months	

Total credits for graduation: **122 + 12** University requirements (Total **134**) + one year of full-time clinical internship (40 hours per week).

*T= Theoretical-P=Practical-C=Clinical

**The student chooses from courses in the field of promoting Islamic values.

***The student chooses from courses in the fields of elective courses.



Getting Started

Welcome again to the audiology and balance program and we would like you to navigate through several E-Systems available at the PNU website.

<https://pnu.edu.sa/en/Pages/AllServices.aspx>

To get started you need to:

- First, you need to activate your PNU email address. You can ask the secretary to give you the activation form and she will guide through the process.
- Once you email is good and activated, you know can access several E-Systems, but most importantly the following:
 - Faculty Academic system (Banner 9)
 - Black Board
 - Quality management system (Jadeer)
- There are several Manuals to guide through these systems. Kindly request it from the Head of the department or the program director.
- In addition, there are also available resources (Forms, Manuals) that will give you extra guide such as:
 - Exam regulations as well as exam peer review form and exam cover page.
 - Course portfolio including the checklist with all the required documents.



Faculty Rights, Responsibility and Duties

Teaching Responsibilities

1. Teaching Duties

The faculty's teaching responsibility is to present scientific knowledge accurately and effectively in accordance with the approved course objectives and course outlines. Course objectives should be shared with students at the beginning of each course and fulfilled throughout the course. Students must be encouraged to self-learn by implementing effective teaching methods.

In addition, faculty should act as intellectual guides, counsellors, advisors and mentors to their students and avoid any form of discrimination and bias and seek to provide an effective learning and teaching environment.

2. Teaching load

The department head assigns the teaching load, academic advising, and other teaching-related tasks to faculty members, all of which vary from semester to semester depending on the departmental requirements and university policies.

Mainly, the faculty member's maximum instructional load during the regular semesters depends basically on their academic ranking. The distribution of loads is as follows:

10 teaching units per semester for a Professor

12 teaching units per semester for an Associate Professor

14 teaching units per semester for an Assistant Professor

16 teaching units per semester for lecturers and teaching assistants

However, the workload may be reduced upon assignment of an administrative position approved by the vice rectorate of educational affairs.

3. Schedules and office hours

Faculty members should adhere to the assigned lecture schedules (time, days, location) and should prepare and post their schedule including the office hours and academic advising hours before the beginning of each semester or upon changing the schedule at any time during the semester and provide the department with a copy of their posted schedule.

Instructors are expected to schedule and keep a reasonable number of weekly office hours for students' meetings and consultations. Office hours should be scheduled at times convenient to students. The number of office hours is calculated based on the number of courses the instructor teaches.



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4. Academic Calendar

The university publishes and distributes the annual academic calendar, which includes dates for registration, adding and dropping courses, holidays, final exams, commencement, and other important dates.

5. Class Attendance Record

A course instructor should keep a record of class, laboratory, and clinical attendance of all students. The student must be notified and sign on each warning attained.

All students are expected to attend all classes and laboratory sessions. The University enforces a policy on class attendance in which a student will have:

First warning if students' unexcused absence exceeds 10% of the total semester lectures

Second warning if students' unexcused absence exceed 20% of the total semester lectures

Deprivation: if students excused/unexcused absences exceed 25% and the student will not be allowed to continue a course and take the final examination

Faculty members should notify the department regarding the students who exceed 25% of absence to be approved by the department and college counsels. When approved, the student grade will be (ح)

6. Cancellation of Classes and Make-up Classes

An instructor may cancel a class due to an emergency or an official business trip or assignment or any other unforeseen, unavoidable event. In such cases:

- Faculty must inform the department of the cancellation with the justification and notify the class students in advance.
- Submit an electronic leave through the system (TAYSEER)
- Arranging a make-up class by finding an available classroom (through the educational affairs office) and according to students' schedules.
- Make-up classes may need to be substituted due to inclement weather, special holidays and a change made in the academic calendar under special circumstances.

7. Course Portfolio

The course portfolio is a collection of important documents related to the course that document the planning, process, and outcomes of a single course. Each course has its portfolio prepared by the end of each semester.

8. Examinations and Grades

Faculty members are encouraged to fully apply electronic exams to students, depending on the module taught, using the university approved platforms (Blackboard). Videos are available to support University E-learning.



Faculty Responsibilities

1. Research and Community Services

Teaching, research, and community services are the primary functions of the university and are nourished by efficient and imaginative administration. During the annual staff evaluation, consideration will be given to achievement in research and community services.

2. Committees

The faculty member is expected to participate in different department and program committees such as (Academic program committee, PLOs assessment and Measurement Committee ... etc). Refer to the SSP quality management system (QMS) for further description of these committees.

3. Working hours

As per the decision of the University Council, faculty members and those in a similar capacity should carry out forty hours of work per week. They should spend it on education, research, providing academic advice and attending scientific committees. In addition to other duties assigned to them by the University's relevant authorities.

4. Administrative work

The University seeks the greatest possible contribution from the faculties within such committees where they are expected to perform administrative tasks. Those committees are assigned to faculty members by the dean of the college or the head of the department. Participating in committees either internally or externally is recommended to gain academic accreditation as it demonstrates sharing responsibilities and ownership of quality assurance.

5. Academic Advising

The academic advisor works on introducing the student to the college, supporting and guiding them on how to obtain the services they need. Also, the academic advisor informs the student of the academic challenges that may face, and how to prepare study schedule plans.

Responsibilities of the Academic Advisor

- The academic advising unit determines for each group of students an academic advisor from the faculty members.
- Welcome new students on the first day in the college, prepare them and introduce them with university rules, policies, and the environment of the university.
- Explain the university regulations and introduce students to their rights and duties, academic plan and graduation requirements.



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- Guide students in the appropriate courses according to the academic plan and achieving the best academic outcome.
- Assist students in preparing their academic schedule in order to complete the graduation requirements within the number of years allowed.
- The role of the advisor is not limited to directing the student during the registration period only but extends to following students who fail at any level and helping them to overcome their challenges and achieve the desired success.
- Assist students to overcome the challenges in cooperation and coordination with the college administration to propose appropriate solutions.
- Communicate effectively with students by listening, engaging in planning their studies, and investing their experiences to be able to overcome the obstacles encountered during their studies.
- Urge the student to attend regular meetings with the academic advisor and communicate through e-mail throughout the semester.
- Cooperate and submit students' follow up reports to the academic guidance unit within the deadlines.
- For more information on the fundamental of academic advising, please contact the adviser committee in your department.

6. Meetings

- It is assumed that all faculty members attend all departmental meetings and any other meetings scheduled by the department, assigned units, committees, college and the university.
- Meetings of the Department Council are typically scheduled in advance.
- Faculty members who are assistant professors or of higher ranks are required to attend the Department Council, where important topics are discussed, and decisions are made by majority vote or consensus.
- Additionally, faculty members are required to attend the graduation ceremonies. They are also expected to participate in social events and other activities that enrich the university community's cultural life.

7. Communications

PNU emails are the official form of communication for the university's administration, staff members, and students. Each employee who joins the university receives a personal PNU email address. It is expected for all official communication to be through the PNU email addresses.



8. Faculty Portfolio

Creating personal electronic portfolio is the responsibility of each faculty member. The portfolio may contain the following: evidence of teaching duties, community services, conference attendance, conference participation, ongoing research, published research, training attendance, updated CV, as well as any administration assignments; such as college committees and units. Faculty portfolio should be shared with the department chair, in order to be used for faculty's evaluation. Click [here](#) to know how to create your own portfolio.

9. Faculty Development

The university encourages faculty members to participate in well-known academic conferences. Furthermore, they are encouraged to attend and participate in workshops, and continues education activities to improve faculty's' teaching strategies.

Faculty members may attend and participate in conferences and seminars inside or outside the Kingdom of Saudi Arabia in accordance with the following regulations:

- The subject of the conference or seminar must be related to the faculty member speciality or responsibilities.
- Application form must be filled by applicant for attending workshop/conference inside or outside the Kingdom of Saudi Arabia.
- Recommendation of the relevant Department and College Councils, and Rector approval must be obtained prior participation in conferences and seminars placed in the Kingdom of Saudi Arabia.
- Approval of University Council based on the recommendation of the relevant Department and College Councils, and support of the Rector, must be obtained prior participation in conferences and seminars placed outside the Kingdom of Saudi Arabia.
- Regulations and procedures for attending conferences and seminars are updated annually based on the recommendation of the University Scientific Council.
- A participation report, and a copy of attendance certificate shall be submitted to the department following the attendance/participation of conference or seminar.



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Faculty Evaluation

- The evaluation is conducted based on a performance charter which is prepared by the leaders at the beginning of the academic year.
- The performance charter consists of two parts: performance objectives and performance competencies.
- The staff receive the charter through emails.
- The staff have to approve or disapprove the charter through Tayseer system (PNU online employee self service).
- After approval by the staff member, it appears on Tayseer system.
- The evaluation criteria differ according to academic rank, position and nature of assigned job.
- The performance of the faculty is constantly monitored to ensure that high-quality administrative and academic responsibilities are delivered effectively.
- At the end of the academic year, all members receive their evaluation through Tayseer system with the feedback on their performance.
- The evaluation is discussed with the leader in individual meetings if needed.



Faculty and Staff Complain

The process of rising complaints by faculty and staff could be done through two pathways:

1. Direct leader or management

Faculty and staff can make a complaint to their direct manager or leader either verbally or in written.

2. Tawasul Nourah

- The Beneficiary Care Center of Princess Nourah bint Abdulrahman University serves as a conduit between PNU and its recipients. It provides several services through its platform, [Tawasul Nourah], such as booking appointments, making inquiries, complaints, suggestions and following up with the appropriate PNU vice rectorates, deanships, and colleges.
- Tawasul Nourah is an e-service that allows staff and students to communicate with the university employees and leaders, it allows them to rise a complaint, suggestion, or inquiry. Raised issues are solved and closed by the responsible team in the shortest possible time span. One can also book an appointment with PNU staff by choosing the available time slots and receiving a reply with confirmation or cancellation.

Responsibilities of the Sub-Committee for the Protection of Rights in the College of Health and Rehabilitation Sciences

- Consider grievances and complaints submitted by college employees
- Verify the causes of complaints and grievances in a neutral and objective manner.
- Maintaining the confidentiality of information to ensure the smooth running of the complaint procedures and preserving the safety of the committee members.
- Documenting complaints and grievances received by the committee according to their topics
- Preparing meeting minutes and a detailed report that includes appropriate recommendations for handling complaints and grievances
- Submitting the minutes of the committee meetings, including the recommendations they contain, to the rector office of the President of the University to take the necessary action according to the rules and regulations.



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References

- CHRS Faculty Faculty's Right and Duties, Version 1, 2022
- CHRS Faculty and Staff Complain Guide, Version 1, 2022
- CHRS Policies and procedures Manual, Version 2, 1445 AH
- AUD Quality Management System, version 1, 2024

Approved by:

Academic Program Committee	Meeting no. 1
Date	14 August 2024
Department Council	Meeting no. 3
Date	9 October 2024
College Council	4
Date	14/10/2024

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