

# Teaching and examination regulations September 2025 – September 2026

**v1**

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# Dear student

The Teaching and Examination Regulations (abbreviated: TER) have been established to provide you with insight into the programme for which you have enrolled at Con Amore. It is an important document that is determined annually and is valid for one year.

This document pertains to our programme in Western Medicine Fundamentals (also known as WMF).

In the event of significant changes to the TER during your academic year, you will be notified accordingly. The most up-to-date version can be found on the Con Amore website.

The programme described in this TER adheres to the principles of the [PLATO-eindtermen](#). In addition to acquiring knowledge, you will also learn and practice how to apply it in practical situations.

[Read our General Terms and Conditions here.](#)

# Some important terms (explained)

# ECTS: European Credit Transfer and Accumulation System

The scope of a study is expressed in credits according to the European Credit Transfer and Accumulation System (ECTS). The credits represent the workload: the average time a student needs to acquire the study material. One credit (1 ECTS) corresponds to 28 hours of study.

## Credit hour

Credit hour: the number of hours that a student typically needs to achieve the required competence development of a specific learning unit.

## Learning environment

When you enroll in the programme, we will create an account for you. In this account, you will find the learning environment of your programme. Here, you can access homework questions, important documents, your class schedule, and the location or Zoom link for your classes. You can also request rescheduling of classes through your learning environment.

## PLATO-eindtermen

PLATO is the Platform for Education, Teaching, and Organization of Leiden University. At the request of health insurance companies and in consultation with umbrella organizations in complementary healthcare, PLATO has compiled so-called attainment targets for the programme Medische Basiskennis. The Western Medicine Fundamentals is the English version of the Dutch Medische Basiskennis. You can find the PLATO learning objectives [here](#) (only available in Dutch).

The attainment targets relate to a cognitive foundation that is minimally necessary to develop a sense of 'in order/not in order' in a programme and to learn the boundaries of your own expertise. The attainment targets cover the minimum knowledge content that must be addressed and the level at which that knowledge must be mastered. However, meeting only the cognitive foundation is not sufficient to guarantee the sense of 'in order/not in order'. Other requirements are also applicable. These additional requirements are set by health insurance companies and umbrella organizations.

# HBO level or Higher Professional Education level

Hbo-level means that you can present something effectively, collaborate well with others, and assess and appreciate the knowledge and skills of others. You can work independently and have good written and oral communication skills.

## iQualify

At Con Amore, we conduct all tests digitally, even during physical classes. The test platform we use is called iQualify.

## MBK

The "Medische Basiskennis" programme. Dutch version of Western Medicine Fundamentals.

## PsBK

The "Psychosociale Basiskennis" programme. The Psychosocial Basic program. Only available in Dutch.

## WMF

Western Medicine Fundamentals programme.

Chapter 1

# Objectives of Con Amore

The family business Con Amore is a specialized training institute that contributes to the new generation of healthcare professionals. Since 2010, we have been offering training programmes for individuals who want to learn all about the body and/or the mind. Our students receive education with loving attention from experienced physicians and psychologists.

We believe in care with attention, which connects and acts from both the mind and the heart. A care that places the client at the center in the quest for health, happiness, balance, and healing. We offer a comprehensive concept where quality, flexibility, and personal attention take center stage.

## 1.1 Mission and vision

Con Amore facilitates a continuous learning and growth environment for healthcare professionals. By offering a platform for education, inspiration and connection, we work together towards an integrated healthcare landscape.

We believe in a world where integrated care is the standard. Together, we create a supportive community of healthcare professionals that strengthens not only individuals, but society as a whole.

## 1.2 Basic principles (of education)

At Con Amore, we provide attention to our students from a positive approach and work together to find solutions if needed. We believe in creating new opportunities, should they be necessary. However, after careful consideration, additional support, and multiple chances, if there is no prospect of a successful continuation of the training, there are consequences associated with it.

Con Amore:

- We believe in treating students with love and respect, and vice versa.
- We focus on possibilities and solutions rather than obstacles.
- We strive to assist everyone with kindness and attentiveness, taking the time to cater to each student's needs.
- We enthusiastically inspire and compliment whenever possible.
- We establish the principles of education based on an image of integrative healthcare.
- We monitor and assess education according to PLATO requirements.
- We are always open to suggestions and improvements. All feedback is welcome.
- Through our training programmes, we provide a strong foundation for future and practicing healthcare professionals and therapists.
- Our goal is to educate therapists to be proud of their skills and expertise.

## Chapter 2

# Quality of education

After completing your programme with us, you will have a solid foundation in Western Medicine Fundamentals and be able to professionally position yourself towards the conventional field.

## 2.1 Accreditation

The WMF programme has been accredited as high-quality programmes at a higher professional education level (hbo-level) by SNRO. The WMF programme meets the requirement of 1395 study hours ( $\approx$  50 ECTS).

SNRO is designated by health insurance companies to assess programmes based on the PLATO attainment targets. The organization maintains a graduates' register. The accreditation mean that your clients can claim reimbursement for your consultations from their health insurance provider, as long as you possess your diploma and meet other necessary requirements.

## 2.2 PLATO attainment targets

PLATO is Leiden University's Platform Opleiding, Onderwijs en Organisatie (Platform for Training, Education and Organisation). At the request of health insurance providers and together with umbrella organisations in the complementary care sector, PLATO has defined attainment targets for basic medical and psychosocial knowledge.

PLATO has developed a series of attainment targets (eindtermen) for psychosocial and basic medical knowledge. This was done at the request of five health insurance providers. Existing concepts from umbrella organisations in the complementary care sector were used as input for these attainment targets. The attainment targets have to do with the cognitive foundation needed to develop (through training and education) one's ability to assess whether a person is (not) okay and to learn the limits of one's own expertise.

The attainment targets that PLATO has defined concern the substantive knowledge that must be covered and the level at which said knowledge must be mastered. Merely possessing the cognitive foundation is not enough to guarantee one's ability to properly assess other people's condition. Additional requirements therefore apply. These additional requirements are defined by the health insurance providers and umbrella organisations. Contrary to what was reported in the media, PLATO has not developed any training requirements and PLATO does not offer its own educational programmes in the field of basic medical and psychosocial knowledge.

In 2018, the attainment targets for the MBK and PsBK programmes were modified for care providers working in the complementary care sector.

Hoofdstuk 3

# Structure of WMF

The programme consist of:

- 12 interactive class days from 09:00 to 17:30 (online via Zoom)
- Home study in the form of homework questions
- Sufficiently completing the elaboration and presentation of case studies
- A test for each class day

## The structure of the programme:

A. General basic knowledge: a common part for all healthcare providers covering the same topics and at the same level.

B. Western Medicine Fundamentals (WMF): intended for healthcare providers who want to have a deeper understanding of medical basics for safety reasons. This programme also includes two lessons on psychosocial topics (C).

C. Psychosocial Basics Knowledge: the two classes on psychosocial topics.

D. Warning signs: also known as alarm symptoms or red flags. These are signals that need to be noticed by healthcare providers and serve as a reason for referral to a BIG-registered healthcare professional. Although warning signs are mentioned as a separate category, they are closely related to the topics in the Western Medicine Fundamentals or Psychosocial Basics Knowledge programmes.

## 3.1 Objective

Through our educational programmes and platform, we provide professionals with up-to-date knowledge, skills and networks, enabling them to guide others towards wellbeing and balance. With a strong focus on connection and quality, we are building a future in which integrated care is the standard. Our programmes offer healthcare professionals the opportunity to continue developing themselves and to deepen their knowledge and skills, so that they can confidently contribute to the healthcare of tomorrow.

We believe in the power of community, where healthcare professionals from different disciplines support and inspire one another. Our aim is to empower individuals while at the same time creating a positive impact on society as a whole. Con Amore strives to design its programmes in such a way that every student has the opportunity to complete them successfully. In this, we take responsibility by listening to students who face challenges such as learning difficulties, performance anxiety, or high sensitivity.

## 3.2 Digital classes

The WMF programme is exclusively offered online, through Zoom. Our digital classes are live, classroom-based, and interactive. Our instructors take into account additional breaks and will actively engage you in the lesson with the use of energizers and exercises.

Our principle is to always start the class as scheduled. However, sometimes we may face circumstances beyond our control. For example, if the instructor unexpectedly becomes unavailable, and a replacement cannot be found for the specific class day, the class will be rescheduled. Con Amore reserves the right to cancel an online class if there are fewer than 6 attendees registered for the session. If this occurs, you will be notified via email and/or phone. Our support team will be happy to assist you in exploring alternative options for makeup sessions.

## 3.3 Admission requirements

We do not have a minimum high school diploma requirement for admission. The programmes are taught at the higher professional education (hbo-level) level. If you are unsure whether you can handle the level, we encourage you to contact us. For instance, you may have extensive experience in healthcare or acquired knowledge through other educational programmes. For students under the age of 18, we kindly request a conversation with the student and their parent/guardian prior to enrollment. During this discussion, we reserve the right to deny admission to the student for the programme.

### 3.3.1 Level

The programme is qualified at the higher professional education (hbo-level) level. Most programmes in complementary and alternative healthcare are not (yet) recognized by the Ministry of Education. This means that they cannot be awarded hbo accreditation, but they do hold accreditation at the hbo-level. A diploma recognized by SNRO is not a legally recognized hbo diploma by the Ministry of Education, but it is a diploma at the hbo-level. The classes are taught at hbo-level as well. It is expected that you can work independently and actively at home with the homework questions and preparation of lessons, such as the home case studies.

## 3.3.2 Language

The education is conducted and the tests are administered in English. A language proficiency level of C1 in the English language (spoken) is expected during the classes. The homework questions should be answered in English. The literature and articles are also in English.

The programme includes a lot of terminology. If you do not have a command of the English language, it can become very challenging for yourself, as well as for your instructors and fellow students. If you are unsure whether you have the required language proficiency level, our support team is here to assist you. We can, for example, share some homework questions with you so that you can review them and see if you understand the questions. Please don't hesitate to reach out to us for any help or clarification you may need.

## 3.3.3 Computer skills

During the programme, you will utilize our online learning environment and our online test system 'iQualify.' We expect you to have basic computer skills before the start of the programme, so that you can independently prepare for your lessons and take the tests. If you are unsure whether you meet these requirements, we recommend taking a programme in basic computer skills or seeking help from a knowledgeable friend or acquaintance with these skills.

Our online classes are conducted using the video platform Zoom. If you choose to attend online classes, we expect you to be able to use Zoom independently. To help you get familiar with this platform, we have prepared a guide for you. The responsibility to acquire this knowledge lies with you as a student.

Refer to section [3.10 Online classes](#) for a more detailed description.

## 3.3.4 Termination of the Contract

In principle, we assume that you have reviewed the admission requirements and consider yourself proficient enough to participate in the programme. However, if after the first class day, it appears that you do not sufficiently meet one or more of the above points in our opinion, hindering your ability to independently follow the programme, we reserve the right to terminate the contract with you as a student. In such a case, you will receive a full refund of the amount you have paid for the programme.

## 3.4 Materials and Copyrights

In addition to the literature list, we have developed our own syllabi and programme materials, which are provided online. The programme materials will not be printed and sent to you, but you are free to print the documents yourself. After registering for the programme, you can find a personal learning environment on our website ([www.conamore.com](http://www.conamore.com)). In this learning environment, you can find all the necessary documents, access your lessons, and view the homework questions for each class.

After each lesson, the PowerPoint presentation of that lesson will be available in PDF format in your learning environment. You can review this presentation for personal use only, and sharing it with third parties is not permitted.

### 3.4.1 Copyrights

The provided programme materials are strictly for personal use and are subject to the copyrights of Con Amore or third parties. This includes all documents provided by Con Amore to you, the documents in your learning environment, the homework questions, lesson presentations, and test questions. Without explicit prior permission from us, the programme materials may not be duplicated, disclosed, or made known to third parties in any way, nor may they be provided to third parties. This applies both during the duration of your programme and afterward. It is also not permitted to publicly disclose the materials in modified form or to use them under your own name. For example, you may not put the homework or test questions, nor the answers, into a public online program to study them without explicit consent from Con Amore. The copyright and ownership rights of the programmes are entirely held by Con Amore.

### 3.4.2 Literature

To answer the homework questions, you will need literature, which is written in English. You can find the literature list in the study guide. The costs of the literature are at your own expense. The syllabi, written by Con Amore, can be found in your learning environment. The syllabi are also available in English.

### 3.4.3 Homework

To gain access to the lesson, you are required to complete all the homework questions for the respective class in your learning environment before the lesson. Self-study is a crucial part of our programme and learning model. If you fail to answer the homework questions on time, we consider this as fraud, and access to the class may be denied. In such a case, you will make up the class and the related test at another time, after you have completed the homework questions. If you encounter time constraints, you can reach out to our support team. We are eager to assist you and will work together to find a suitable solution. The completion of the homework questions does not result in a grade or assessment.

### 3.4.4 Fraud policy

Our fraud policy is based on the principle that we provide education for adults who are motivated to pursue a programme and handle study materials responsibly.

#### **Homework Questions**

Participating in a class without completing all the homework questions for that specific class is considered fraud. It is not allowed to fill in crosses, symbols, or meaningless words in the answer field of the homework questions. You are also not allowed to copy our answers into your own answer field. If we discover any such misconduct, it will be treated as fraud, and access to the class may be denied. In such a case, you will need to make up the class and the test at a later time, and you will have to redo the homework questions. In extreme cases, we may decide to terminate your programme. If the lecturer notices any fraud, they are entitled to address it directly during the class or test.

We expect you to be open to receiving this information, as you, as a student, do not want to give the wrong signals to the teacher. If the teacher has addressed your behavior, we expect your attitude to be proactively adjusted according to the teacher's wishes to dispel any doubts about fraud.

#### **Test**

Fraud during a test (cheating) automatically results in a grade of 0, requiring you to retake the test at a later time. There are associated costs with retaking the test. If the instructor detects fraud during the test, they are allowed to address the issue immediately (during the test).

The following actions are not allowed and are considered fraud. In any of the following cases, we reserve the right to terminate your programme prematurely.

- Typing during the test
- Turning off the camera or not being fully visible on camera.
- (Frequently) turning the camera away during the lesson or test.
- Talking during the test unless otherwise agreed upon with your lecturer.
- Saving the test questions and/or answers in any form.
- Sending test questions and/or answers to third parties.
- Obtaining, soliciting, or providing information from/to a fellow student or anyone in the same room during the test, regardless of whether it is with or without the person's permission.
- Having notes, literature, or other electronic devices within reach, except for the device on which you are taking the test. It is your responsibility to secure other electronic devices.
- Not showing active participation during the lesson but needing or requesting extra time for the test.

### 3.4.5 use of AI

You may use AI tools (such as ChatGPT, Gemini, etc.) to support your learning process and increase your knowledge. You are yourself responsible for how you use AI responsibly and for checking the correctness and reliability of the information.

When answering the cases, AI use is not encouraged. We invite you to think of and work out these parts completely yourself, so that your own analysis and problem-solving ability are expressed. Copying AI texts can negatively influence the assessment of your case.

## 3.5 Classes

The curriculum consists of 12 interactive class days (from 9:00 to 17:30) and includes sufficient breaks, including a lunch break, to allow for stretching and relaxation.

Between each class there is 2 - 4 weeks. Depending on the availability of the lecturer and National holidays, sometimes there is 5 or 6 weeks between the classes.

You prepare for the classes by studying the literature, completing the homework questions, and preparing the 'home case' for the class. You can check whether the lesson includes a 'home case' in the case workbook in your learning environment.

The classes are based on case studies. In each class, you work on case studies together with your classmates.

At the end of class days 1 to 9, a test with 10 multiple-choice questions takes place, which you complete via the online test platform iQualify. Class days 10 and 11 cover the psychosocial lessons in the WMF programme. These lessons include a formative test (without a grade) conducted at the beginning or during the class.

After the class day you receive, with full and correct participation in the class (including making the test), a 'presence tick'. The teacher places this presence tick in your learning environment within three working days after the class has taken place. If you are not present the full class day, the teacher reserves the right not to place the presence tick. In that case you catch up the class on another day, unless otherwise agreed in writing with Con Amore.

## 3.5.1 Attitude of students

To ensure a pleasant class environment, there are a few basic rules that you must adhere to. If you disrupt the class in a way that causes inconvenience to the lecturer or other students, the lecturer may refuse to mark your attendance. If the disruption is significant, the lecturer has the right to exclude you from further participation in the class. In both cases, you will be required to retake the class on another day. If this happens, please contact our support team. The lecturer also reserves the right to address you if they suspect fraud. See section [3.4.4 Fraud Policy](#).

### **Online class**

You are free to choose the location from where you attend the online class. To ensure a pleasant experience for yourself, your fellow students, and your lecturer, we have established a few basic rules:

- Ensure you have a properly functioning electronic device (laptop, desktop, notebook, or tablet) to attend the class.
- Ensure a stable and reliable internet connection.
- Make sure your camera and microphone are functioning properly throughout the entire class, including during tests.
- Complete 100% of the homework questions before participating in the class.
- Treat the online class as if you are in a physical classroom:
  - Arrive on time. The class starts at 9am.
  - Position your face fully within the frame of the camera throughout the class.
  - Do not leave the camera view without informing the lecturer.
  - Maintain focus during the class.
  - Avoid engaging in conversations with others who are sitting next to you or in the same room.
  - Ensure a calm and quiet background and environment.
  - Do not participate in the class while walking, driving, cycling, or with a moving background.
  - Avoid eating during the class, as it may disrupt the flow. If you need to eat, consult with the lecturer and consider turning off your camera.
  - You cannot take the test at a different time than instructed by the lecturer.
  - Adhere to the scheduled class times unless the lecturer specifies otherwise. If you miss part of the class, it will be considered as 'incomplete attendance', and the lecturer will not mark your attendance.
  - Are you attending the classes with someone else? Make sure you are always on your own computer or laptop so that you are fully visible. The teacher might assign both of you to different breakout rooms.

## 3.5.2 Lecturers

Our team of lecturers has been carefully selected: each of them is a passionate doctor or psychologist with a deep commitment to complementary healthcare. Our lecturers can enhance the study material with their own practical experiences. On our website, you can find more information about each lecturer. The Western Medicine Fundamentals classes are conducted by a doctor, and the Psychosocial classes are taught by a psychologist.

At Con Amore, our lecturers are here to support you with loving attention throughout your learning journey. They will challenge you to achieve a higher level of mastery in the basic knowledge.

During the classes, case studies serve as the foundation for developing skills. The lecturers take into consideration the individual learning process of each student.

### 3.5.2.1 Unexpected lecturer change / lecturer absence

Occasionally, unforeseen circumstances may arise, leading to the unavailability of your scheduled lecturer for the upcoming class. Our commitment is to ensure that the class always proceeds as planned. Therefore, we will always make efforts to find a suitable replacement lecturer. As soon as we find a replacement, we will promptly inform the class via email.

In the rare event that we are unable to secure a replacement lecturer for the scheduled class day, Con Amore reserves the right to reschedule the class day. In such a case, you will have the option to make up the missed class by attending it with another class.

### 3.5.2.2 Lecturer change and approach

Within the guidelines set by our educational institution, each lecturer has the freedom to determine their own approach. We support the methods chosen by each of our lecturers and trust in their judgment.

As a result, in the event of a lecturer change, it is possible that the teaching approach in the class may vary. At times, you may find the approach of another lecturer more suitable, while on other occasions, the new approach may present more challenges for you.

### 3.5.3 Obligation of effort

As a student, active participation in the class days is evaluated based on:

- Completing all homework questions for the respective class before the start of the class. Although no grade is assigned to this, it is an essential aspect of active participation.
- Presenting multiple case studies and earning the 'check mark' (case study mark) for each.
- Maintaining 100% attendance throughout the programme.
- Completing the 12 tests.

### 3.5.4 Homework

The homework consists of the following tasks:

- Studying the study materials (literature and syllabi).
- Completing the homework questions and learning the programme material.
- Preparing the case studies.

The study questions guide you through the chapters of the study books and help you understand the programme material. They distinguish the main points from the side issues.

The questions related to the main points cover the most common diseases/disorders and the severe and 'major' diseases/disorders that require (urgent) intervention, including the symptoms that should raise all alarm bells (the so-called alarm symptoms).

The questions related to the side issues support the main points. By answering these questions, you are working towards understanding the main points. Sometimes, these questions cover more rare conditions that you don't need to fully comprehend, but it is useful to be familiar with them.

After answering all homework questions, you can create a printout of the questions, including the correct and/or your answers.

Your percentage of answered homework questions must be 100% before participating in the class. If the percentage deviates from the actual completed homework questions, please contact our support team. If the homework questions are not filled out seriously, it will be considered fraud, and access to the class may be denied. Refer to section [3.4.4 Fraud Policy](#) for further explanation.

## 3.5.5 Expectations

In our all-encompassing concept, quality, flexibility, and personalized attention to you as a student are central. Our accredited programs, following the PLATO attainment targets, are designed for healthcare professionals, therapists, and coaches who wish to broaden their medical and/or psychosocial basic knowledge, are willing to invest in their education, and recognize the value of obtaining a recognized diploma. With this diploma, you can distinguish yourself professionally and enable reimbursement by health insurance companies for your consultations.

### 3.5.5.1 Pausing and study delay

Class 1: Dutch healthcare is seen as the start of your study programme and your last class, class 12: Integration as the end. If you have not followed all classes or made all tests before your scheduled class 12, we see this as study delay.

You can incur a maximum of 12 months study delay. Within the permitted 12 months you can take up the study again after the delay. Change costs are connected to this: €25 per class rescheduling.

It is also possible to pause your study for a maximum of 12 months. These 12 months are by default counted from class day 12 of the class you are enrolled for, also if you pause earlier. After 12 months the right to reschedule and/or catch up classes expires. It is then no longer possible to obtain your diploma. Do you want to obtain this? Then you can enrol again for the study programme (the corresponding enrolment fee must then be paid again).

In all cases you keep lifelong access to your learning environment (and the homework questions). Take into account that the study material may have changed in the meantime. The costs and risks of these changes belong fully to the student. This also applies to the risk that the study programme is discontinued or not rescheduled. If this happens then repayment is not possible.

### 3.5.5.2 Rescheduling classes

Each class has its own schedule and fixed class dates. If, for any reason, you cannot attend a class, you can make up for it by attending the corresponding class with another group. Be aware that at the moment we schedule 1 WMF class a year. There is a possibility there is no other group planned where you can attend a lesson.

Moving a class incurs a cost of €25,- per class date. It is important to follow the classes in the original order as much as possible. Regular students of a class have priority in presenting a case for points. Please keep this in mind.

Important conditions for rescheduling a class:

- If you know you will not be able to attend, reschedule the class in your learning environment to a new date. If this is not possible, contact the support team to cancel. Additional fees may be charged for absences without cancellation.
- The first class, 'Healthcare in the Netherlands,' must be the first class you attend. If you cannot be present on this class date then you can only move this class to another class 1 that takes place before the date of your lesson 2. It may therefore be that you will have to postpone several lessons because of this.
- When you want to reschedule a class to after your last class, 'Integration,' this can be done a maximum of two times.
- We highly recommend that the last class day is followed as the last class, but if this is not possible, you can follow a maximum of two classes after the 'Integration' class.
- The condition for this is that you have completed the homework for all classes when you attend the 'Integration' class.

[Read all about our procedures and conditions for rescheduling a class here.](#)

You can reschedule a class in your learning environment under the 'Course day info' section. There you will see the rescheduling options. If you reschedule your class yourself, you do not need to report this to our support team.

An important note for rescheduling classes is that the number of rescheduling opportunities is limited and rescheduling classes may cause study delays. If there are no options listed in the learning environment, it means there are currently no available dates for you to reschedule the class. You can reach out to our Support Team to see the available options.

### 3.5.5.3 Absence without notification

If you are absent for a second time during a class without notifying Con Amore, we reserve the right to charge an additional fee of €100,- per class.

## 3.6 Objectives

The programme aims to provide you with knowledge, understanding, and skills to establish a strong foundation that contributes to your development as a healthcare professional. The knowledge acquired during your education is crucial in forming a reliable and comprehensive understanding of your clients. Ensuring client/patient safety is a central focus throughout the programme.

### 3.6.1 Student

After obtaining your WMF diploma, you have acquired specific knowledge and developed insight and skills. Your competence includes:

#### *Western Medicine Fundamentals:*

- You are able to recognize and explain physical complaints.
- You have knowledge of bodily processes, how organs function, and how various medical conditions are treated.
- You have gained solid knowledge about the human body.

#### *General:*

- You develop the skills of a basic therapist. You are familiar with the theory of medicine or psychiatry.
- You have acquired information about communication skills with clients and primary healthcare.
- You understand the language used in medical and psychiatric healthcare, making it easier to connect with primary healthcare.
- You are capable of assisting your clients more effectively and can recognize 'in order/not in order' signals by identifying alarm symptoms.
- You are aware of your own limits of expertise.
- You are familiar with anatomy, physiology, and pathology in general terms.
- You are able to recognize both psychological and physical complaints.
- You learn how to support and guide your clients responsibly.
- You understand what constitutes a good descriptive diagnosis and can create one.
- You know how to ask questions during an anamnesis that lead to the exclusion or inclusion of a specific diagnosis.
- You have knowledge and understanding, and therefore respect, for different practitioners and their treatment methods. This enables you to coordinate policies better and make appropriate referrals to other practitioners.

# 3.7 Assessment programme

The assessment programme at Con Amore consists of 4 components. Through these various assessment methods, you will be evaluated at different moments and in different ways, providing a comprehensive view of your overall knowledge and approach.

The assessment programme includes:

1. Homework Questions:
2. Knowledge Tests
3. Final Test on class Day 12
4. Case Presentations

## *1. Homework Questions*

You will be assessed on fully answering all homework questions. However, these questions do not receive a grade.

## *2. Knowledge Tests*

All test questions are based on the homework questions from the online learning environment and the corresponding study materials. Each test is followed by a discussion. Attendance at the discussion is not mandatory. Feedback on the test can only be provided during the discussion.

Knowledge Tests - Lesson Day 1 to 9:

- These 9 lesson days will be concluded with a test of 10 multiple-choice questions in iQualify, our online test system.
- Each test will last for 20 minutes.
- You will receive a grade for each test.
- The average of the grades from these tests will count for 60% of the final grade.

Knowledge Tests - Lesson Day 10 + 11:

During lesson day 10 and 11, formative tests will be administered, which do not contribute to the final evaluation. You will not receive a grade for these tests.

## *3. Final Test on class Day 12:*

Day 12, the Integration class, will also be concluded with a test.

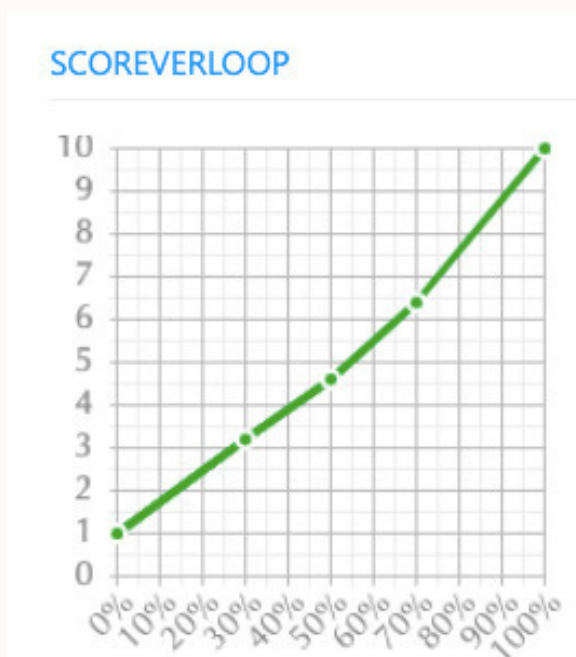
- This last class will be finalized with a test of 20 multiple-choice questions in iQualify, our online test system.
- The test will last for 40 minutes.
- The test will count for 40% of the final grade.

#### 4. Case Presentations:

Throughout the programme, you will have several opportunities to present a case. The case presentations will be evaluated using the 'meet requirements' method (earning a case checkmark). The case presentations take place during the lesson. To successfully complete the programme, you must meet the requirements for the case studies. These requirements can be found in your personal learning environment, in the Case Workbook & Portfolio.

### 3.7.1 Grading calculation for knowledge tests

Shown on the next page is the grading calculation for knowledge tests. On the x-axis, you can see the percentage scored, and on the y-axis, the corresponding grade is displayed.



### 3.7.2 Recalculation of test question / grades

Feedback on the test can only be provided during the debriefing. The lecturer collects all the feedback, after which Con Amore's quality manager will process it.

In rare cases, we may need to recalculate a question based on the feedback received. If this happens, you will be informed via email. If you provide feedback on the test outside of the debriefing, the quality manager will not consider it for any evaluation and recalculation.

### 3.7.3 iQualify

All tests are conducted digitally via iQualify, our online test system. Before the start of the first lesson, an account was created for you using the email address you provided during registration. You are responsible for creating a password for iQualify and for familiarizing yourself with the test environment.

An introductory practice test is available in your account. It is highly recommended to take the practice test before the first lesson to become familiar with iQualify. It is also advised to test your ability to log in to iQualify before or at the beginning of each lesson. If you encounter any issues, please contact our support team promptly.

### 3.7.4 Retake

You can take each test only once. This means that it is not possible to retake an test unless there is an exception:

- If you have an average failing grade at the end of the programme, completed all homework questions on time, and demonstrated good effort throughout the programme, we will work with you to identify which test you can retake.
- If you started an test but were unable to complete it due to circumstances beyond your control.

### 3.7.5 Case studies

Case presentations are an integral part of our assessment approach. Through our diverse range of assessments, we gain insight into both your momentary knowledge and your overall knowledge and approach.

- Each class session may cover multiple case presentations.
- Before lessons 2 to 9, you will prepare a case presentation.
- Throughout the entire programme, you will personally present 2 to 4 case presentations or parts thereof.
- For each case presentation you will receive a score on different programme components.
- You are responsible for keeping track of the progress and level of different case components in your portfolio.
- You can view your case evaluations in your online learning environment.
- This feature becomes visible after you receive your first case evaluation.
- Any feedback you receive for your case evaluation should be noted by you. To obtain your diploma, you must pass the case presentation.

The specific requirements for this are detailed in the Case Workbook & Portfolio.

The Case Workbook & Portfolio can be found in your online learning environment under study documents. It provides further explanations about case preparation, treatment, and evaluation.

You keep track of your case assessments in your Case Workbook & Portfolio. The lecturer also records this and later enters it into the system, so that the student can see the assessment in the learning environment. The results in the learning environment are decisive! You have until the next lesson to check the case assessment entered by the teacher or to verify if your achieved result has been correctly recorded. If something is incorrect, you can discuss it with the lecturer during the next lesson. If the case assessment was done a while ago, the assessment recorded in the learning environment will be considered, and it may be necessary to redo the component.

As each class (size) is different, it is up to the lecturer to determine the most effective way(s) of case discussion for the class. Therefore, there may be an additional case assignment given outside of the regular lessons, such as a writing assignment. This approach allows the lecturer to tailor the case discussions to the specific needs and dynamics of the class.

### 3.7.6 Alternative approach to case assessments

In principle, the case studies and assessments follow the procedure outlined in the Case Work- book & portfolio. Occasionally, some students may find it more challenging to achieve the check mark. If this applies to you, you should inform the lecturer.

At the discretion of the lecturer, an additional alternative case assessment may be arranged for an individual student, multiple students, or the entire class. This assessment can be conducted either in writing or orally and may take place outside of the regular lessons.

One of the methods used for online classes is the online assessment, which can take place at the end of the programme. The online assessment is only used for students who have not yet achieved the check mark. The assessment will be conducted via Zoom.

If you expect not to achieve your case study check mark during the course (you have until lesson 9 for this), you can register for an online assessment. In consultation with your lecturer, you can sign up through our support team. They will schedule you for the next available online assessment and provide you with all the necessary information. Participation in the online assessment costs 65 euros.

## 3.8 Examination board

The Examination Committee of Con Amore determines whether you meet the requirements for obtaining a diploma. The committee also decides on any exemptions based on previously obtained diplomas and, in exceptional cases, whether you need to discontinue the programme.

### 3.8.1. Compulsory study advice

Active participation without intentional disruption of the lesson is required. Engaging in fraud or repeatedly disrupting the lesson after multiple warnings from the lecturer and Con Amore may result in a negative binding study advice. The Examination Committee will make the final decision in such cases.

If you are having difficulty meeting the required level of higher professional education (hbo-level) for the programme, a study coach will offer assistance. If you notice that you are struggling with the lessons, you can also reach out for help. We are here to support you.

If there is no progress in your studies after receiving assistance from the study coach, the examination committee will assess whether you can continue with the programme or not. The study advice resulting from this assessment is binding and will be communicated in writing.

## 3.9 Exemptions

The exemption policy for our programmes is determined by SNRO. According to this policy, no exemptions can be granted for individual lessons in the WMF programme. We also cannot grant exemptions based on work experience.

However, exemptions can be given for the two overlapping lessons in the programme if you have already completed an MBK or PsBK (Dutch) programme that meets the most recent PLATO end terms.

This applies when:

- You have previously completed an accredited PsBK programme with another provider. In that case, you may be exempted from the psychosocial subjects in the WMF programme.

An additional exemption (total of 3 lessons) applies when:

- You have previously completed the PsBK programme with Con Amore. In that case, you can also be exempted from lesson 1 (Healthcare in the Netherlands).

Some professional programmes may also grant exemptions for the entire programme (please note that this needs to be evaluated on a case-by-case basis). In that case, you need to send your diploma to [info@conamore.com](mailto:info@conamore.com). We will then inform you promptly about the lessons for which you are exempted.

## 3.10 Online classes

Our online lessons take place on the (free) Zoom platform. The lesson days are interactive and include multiple breaks. The Zoom link for your lesson will be provided in your personal learning environment. Your learning environment contains all the necessary information to download and install Zoom.

If you consciously choose to attend online lessons, we expect that you:

- Install and test Zoom for functionality (audio and video) before the lesson.
- Participate in the lesson with a working camera and microphone.
- Have a properly functioning device to attend the lesson.
- Have a good internet connection.
- Acquire knowledge of Zoom settings.
- Actively and interactively participate in the lesson.
- You have read the basic rules for attending an online lesson. See [chapter 3.5.1 Student Attitude](#) of this document.

Con Amore is not a Zoom helpdesk. We can try to support you if you encounter difficulties, but the responsibility lies with you. You should possess the knowledge and skills to handle Zoom yourself.

## 3.11 Diploma

You will receive a diploma of 50 ECTS credits per programme if you meet the following requirements:

- You have completed all homework questions before the start of the respective lesson.
- You have attended all lessons, completing at least 100 contact hours.
- You have achieved an average grade of at least 5.5 for all tests combined. If this is not the case, we will assess which test can be retaken.
- You have met the requirements for the 'case presentation' component.

### *Diploma application*

You can request your diploma in your learning environment. It is important to enter your correct personal information. We will arrange for the SNRO diploma for you.

## 3.12 Time investment

The scope of a study is expressed in credits according to the European Credit Transfer and Accumulation System (ECTS). The credits represent the workload: the average time a student needs to master the study material. One credit (1 ECTS) stands for 28 hours of study.

The WMF programme meets 1395 (study) hours ( $\approx$  50 ECTS)

Each lesson day includes 8 contact hours with the lecturer. For a full-credit lesson day, you must be present for the entire day. The preparation hours for the lessons involve studying the literature, completing homework questions, and preparing case scenarios. All components contribute to achieving an accredited diploma.

The calculation of the study load is based on the general norm for studying literature: 5 pages of literature per hour. This calculation assumes the slowest student. Most students will finish faster.

The study load is also determined by assignments linked to the programme. In our case, this includes the homework questions and case scenarios you prepare for a lesson day.

After completing the homework questions, you are also required to study this information as preparation for a class day. This repetition of the material is part of our teaching concept. Repetition is not mandatory, but it contributes to a solid understanding of the study material.

The total sum of pages, homework questions, assignments, and the repetition of studying the material results in an average of 94.75 SBU (Study Burden Units) per lesson day. With your study pace and need for repetition, you largely determine how many of those hours you actually spend.

Chapter 4

# Support team options

## 4.1 Support team

Our support team is available daily and is always ready to go the extra mile. You can contact us through [www.conamore.com/contact](http://www.conamore.com/contact). Through this page, you can fill out a contact form or schedule a call with us. Also check out our [knowledge base](#). Here you will find answers to many questions on various topics.

For urgent matters, you can call Con Amore directly at 085-888 9315. We are available by phone on Monday, Tuesday, Wednesday, and Friday from 10:00 AM to 12:00 PM. On class days that fall on the weekend, we are also available by phone from 08:30 AM to 09:30 AM for urgent questions from students attending a class that day.

## 4.2 Study support

Do you need extra help? Then study guidance is possible in the form of advisory meetings. Our support team is happy to talk with you so that you can work together to find a solution to your challenges. This support does not cover the course material itself.

If, after the offered extra guidance, there appears to be no progress in your studies, the examination committee will determine whether or not you can continue with the program. The study advice resulting from this will be binding and will be established in writing.

## 4.3 Support in special circumstances

In case of conditions such as test anxiety, dyslexia, or a disability, we are more than willing to explore possibilities to accommodate your needs. For instance, we may decide to provide extra time for taking a test. It's essential that you inform our support team in a timely manner about any challenges you are facing, so that together we can find a suitable solution.

Through [www.dedicon.nl](http://www.dedicon.nl), students with a reading disability, dyslexia, visual impairment, blindness, or low vision with an official statement from an ophthalmologist can access audiobooks. The books we use for our courses are available there as audiobooks.

You can register with Dedicon and order books. Dedicon uses the LEX app. When you order books, you receive a one-time license to use the app. If a book is not available, you can request it for free. They will make it especially for you, and it will be ready a few weeks later.

We can send the homework questions to the student in PDF format, so they can be converted into spoken text using a tool, allowing the homework questions to be read aloud.

## 4.4 Sickness absences

For obtaining a certificate it is important that you follow all classes (100% attendance).

Do you have to miss a class due to illness? Then follow directly the procedure as described in point '[3.5.5.2 Rescheduling a class](#)'. Take into account that important conditions apply for rescheduling a class and that this is not always possible. Here it is important to report it in time and possible costs may be involved. You are yourself responsible for catching up on the missed study material and planning a replacement class day via your learning environment.

## 4.5 Personal circumstances

If your personal situation changes to the extent that you are unable to continue your studies or wish to temporarily pause your education, you can always reach out to our support team.

