

Teaching and examination regulations

September 2023 –
September 2024

V1.1

Con Amore

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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 adhere 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.

Update V1.1 regarding V1.0

Since December 4, 2023

Page 21: 3.5.5.2 Rescheduling classes. The following sentence has been added:

"Moving a class incurs a cost of €25,- per class date."

Page 22: 3.5.5.4 Transferring to another class. The following sentence has been added:

"For switching your entire class, you will be charged €25,- per outstanding class date."

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 assessments digitally, even during physical classes. The assessment 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

Our mission is to empower complementary working therapists through a high-quality, accredited MBK/WMF and/or PsBK programme, where we combine knowledge with a holistic view of human beings.

Our vision is a healthcare system where complementary and conventional medicine, on an equal footing and with a passion for the profession, collaborate (intensively) with each other. At Con Amore, we believe that better healthcare emerges through the collaboration of these two worlds and that, in this way, we can elevate the healthcare system to a higher level.

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-niveau) 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 means 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
- An assessment 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. Red flags: also known as alarm symptoms or bells. 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 red flags 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

With our programmes, we aim to contribute to the development of independent healthcare professionals for the complementary field. Our goal is to empower individuals who enroll in our programmes to act as independent healthcare professionals. At Con Amore, we strive to design the programmes in a way that allows every student to successfully complete them. We take responsibility for listening to students who may encounter difficulties due to factors such as learning problems, test anxiety, high sensitivity, etc.

3.2 Physical or online

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. You also have the option to choose in-person classes on location.

Our principle is to always start the class as scheduled. However, sometimes we may face cir-

cumstances 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-niveau) 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-niveau) 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-niveau 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-niveau 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 assessments 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 assessment 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 assessments. 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 Material 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 create a personal learning environment on our website (www.conamore.com). In this learning environment, you will 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 assessment 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 assessment 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 mandatory 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 assessment 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 assessment 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 an 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 during the test. 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.
- Turning the camera away during the 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.

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. We offer classes at different paces.

We provide classes at various paces, ranging from two to four weeks between each class. Occasionally, there may be a one week or five-week gap between two classes, depending on the availability of the lecturer and National holidays.

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, provided you have fully and correctly participated in the class (including completing the homework questions and participating in the case study discussions), you will receive a certificate of attendance. Please note that this certificate does not represent a grade or formal qualification. To receive the final diploma, you need to pass all tests and fulfill the study requirements of the entire programme.

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 [3.4.3 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 assessments.
- 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 9 am.
 - 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 sit-

ting 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.

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 'casusvink' (case study mark) for each.
- Maintaining 100% attendance throughout the programme.
- Completing the 12 assessments or 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 3.4.3 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 Study delay

Class 1: *Healthcare in the Netherlands* is considered as the start of your education and your final class is: Class 12: *Warning signs*. If you have not attended all classes or completed all assessments for your scheduled lesson 12, we consider this as a study delay. There is a limit of three years to complete your education.

We continuously work on improving the quality of the programme, which may result in adjustments to the classes. If you do not complete your education within three years, you will be required to retake all classes. Please note that if the study delay is one year or longer, the programme may have been updated during that time. Consequently, you might need to retake some classes for a one-year study delay.

If you experience any study delays, for whatever reason, please inform our support team or a study coach. We are here to think and work together with you to explore the available options.

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. 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.

Rule for rescheduling a class:

- If you know that you won't be able to attend, you can reschedule the class in your learning environment to a new date. If this is not possible, please contact the support team in a timely manner to inform them of your absence and to schedule a new date.

You can reschedule a class in your learning environment under the "Management" section. There, you will find the options for rescheduling. If you reschedule the class on your own, you do not need to inform the support team. However, if you want to reschedule the class for a second time, please contact the support team. Together, we will find a solution.

Moving a class can result in study delay

An important note regarding the rescheduling of lessons is that the number of makeup opportunities is limited, and there is a chance of study delay. We cannot guarantee that future classes will definitively take place. Therefore, the lesson dates of those classes are not yet visible in your learning environment.

Each time a class definitively starts, the available lesson dates for that class will be visible in your learning environment under "lesson rescheduling." However, it is also possible that the classes or lessons are already full, and there is no space available to make up a lesson in that class.

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,-.

3.5.5.4 Transferring to another class

It is possible to switch to another class with a different lecturer, pace, and/or class day. To do this, please contact our support team. They will assist you with the process of switching to the desired class. For switching your entire class, you will be charged €25,- per outstanding class date.

3.6 Objectives

The programme aim 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 programmes.

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 assessment 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 Warning Signs class, will also be concluded with a test.

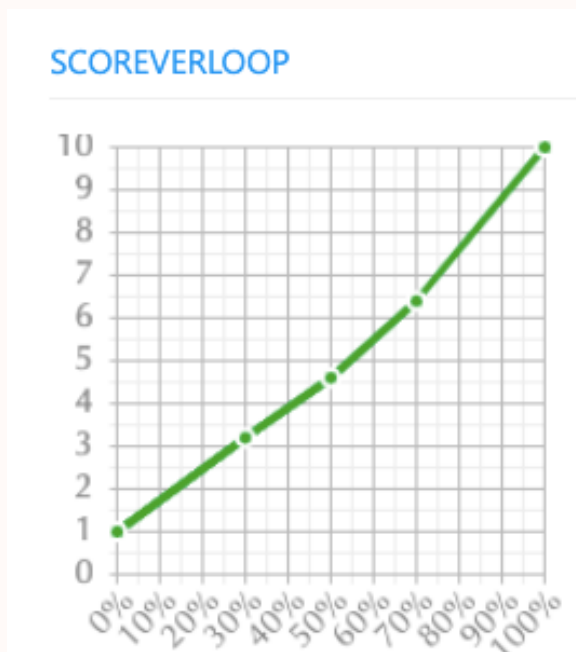
- This last class will be finalized with a test of 20 multiple-choice questions in iQualify, our online assessment system.
- The test will last for 40 minutes.
- The test will count for 40% of the final grade.

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

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 assessment 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 assessment 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

Casus 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 1 to 4 casus presentations.

- Before lessons 2 to 9, you will prepare a casus presentation.
- Throughout the entire programme, you will personally present 2 to 4 casus presentations or parts thereof.
- You will receive an evaluation for each casus presentation.
- For different programme components, you will score a minimum of 1 (lowest grade) to a maximum of 4.
- You are responsible for keeping track of the progress and level of different casus components in your portfolio.
- You can view your casus evaluations in your online learning environment. This feature becomes visible after you receive your first casus evaluation. Any feedback you receive for your casus evaluation should be noted by you.
- To obtain your diploma, you must pass the casus presentation. The specific requirements for this are detailed in the *Casus Workbook & portfolio*.

The *Casus Workbook & portfolio* can be found in your online learning environment under study documents. It provides further explanations about casus 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 casus discussion for the class. Therefore, there may be an additional casus assignment given outside of the regular lessons, such as a writing assignment. This approach allows the lecturer to tailor the casus 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 *Casus Workbook & portfolio*. Occasionally, some students may find it more challenging to achieve the casusvink. If this applies to you, you should inform the lecturer.

At the discretion of the lecturer, an additional alternative casus 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 "Assessment of competence", which can take place at the end of the programme. This is also known as the online assessment. The online assessment is only used for students who have not yet achieved the casusvink. The assessment will be conducted via Zoom, and you will be informed in advance if the lecturer decides to use this method.

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-niveau) 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 (Dutch Healthcare).

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. 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 'casus 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 and pay 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 casus 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 therefore finish faster.

The study load is also determined by assignments linked to the programme. In our case, this includes the homework questions and casus 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

5.1 Support team

Our support team is available daily and is always ready to go the extra mile. We aim to respond to emails every day and are available by phone from Monday to Friday, from 09:00 AM to 03:00 PM. On weekends when there are class days, we are reachable by phone from 08:30 AM to 09:30 AM, only for students who are following a class that day.

In case of a public holiday or any other occasion that prevents us from answering the phone, we ensure that there will be a voicemail or an automatic email response set up.

5.2 Study support

Do you need extra help? Then study support is available. You will be assigned to one of our study coaches. This study coach will be happy to have (a few) phone conversations with you, so that together you can find a solution.

We have a limit of four phone conversations. If there doesn't seem to be any progress after the offered help from the study coach, the examination committee will assess whether you can continue the programme or not. The study advice that comes out of this assessment is binding and will be determined in writing.

5.3 Special support

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.

The study books we use for our classes have been converted into audio books. If you have an official statement from a doctor, ophthalmologist, or other professional, we can order these audio books for you. The costs for these audio books will not be covered by Con Amore.

5.4 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.

