



Bachelor of Health Services and Hospital Administration (BA-HSA)

Student Handbook

Faculty of Economics and Administration

King Abdulaziz University

Jeddah, Saudi Arabia

1447/2026



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1. Welcome & Introduction

1.1. Welcome Message from the Program Director

Welcome to the Bachelor's in Health Services and Hospital Administration (BA-HSA) program at King Abdulaziz University. It is a great pleasure to welcome you to one of the leading undergraduate programs in the Kingdom, designed to prepare the next generation of healthcare administrators and leaders.

The BA-HSA program equips students with the knowledge, skills, and values necessary to make practical contributions to healthcare organizations throughout Saudi Arabia. Our faculty are committed to your academic growth, professional development, and personal success. As a student in this program, you will be equipped to support the transformation of the Saudi healthcare sector in line with Vision 2030 and the national priorities for quality, efficiency, and accessibility.

We look forward to guiding you on this journey of learning, discovery, and professional preparation.

— Program Director, BA-HSA

1.2. Purpose of the Handbook

This handbook serves as your primary reference throughout your academic journey in the BA-HSA program. It provides essential information about:

- The program's mission, structure, and curriculum
- Academic requirements and university regulations
- Student responsibilities and support services
- Field training, internship, and graduation requirements
- Policies related to quality assurance and continuous improvement

You are encouraged to use this handbook as a guide to understand your rights and responsibilities as a student, and to navigate the resources available to help you succeed academically and professionally.

1.3. Key Highlights of the BA-HSA Program

- Four-year undergraduate degree (125 credit hours)
- Offered at the King Abdulaziz University Main Campus (male and female sections)
- Curriculum covering healthcare systems, administration, law, economics, informatics, quality, and ethics
- Includes a 9-credit internship (practical training) during the final year
- NCAAA-based learning outcomes in knowledge, skills, and values (aligned with the National Qualifications Framework)
- Career readiness for roles in hospitals, the Ministry of Health, insurance companies, laboratories, and other healthcare organizations
- Strong alignment with Saudi Vision 2030 and healthcare transformation initiatives

2. Program Overview

The Bachelor of Health Services Administration (HSA) is a four-year undergraduate program offered by the Department of Health Services and Hospital Administration. It prepares students for professional careers in healthcare institutions by providing a strong foundation in healthcare systems, hospital operations, public health, quality management, and policy.

The program emphasizes applied learning, ethical leadership, and professional competencies to equip graduates for entry-level positions in public and private healthcare sectors across Saudi Arabia.

2.1. Program Mission

To prepare competent and ethical healthcare administrators through a comprehensive educational program that integrates foundational knowledge, practical skills, and community engagement, aligning with national standards and addressing the evolving needs of the healthcare sector.

2.2. Program Emphasis

- Eight-semester structure with emphasis on field training in the final year
- Foundational courses in health systems, management, ethics, and communication
- Hands-on training through internships and real-world projects
- Focus on employability, professional ethics, and public health knowledge

2.3. BA-HSA Program History and Accreditation

The Bachelor of Arts in Health Services and Hospital Administration (BA-HSA) program is one of the earliest academic initiatives of the Department of Health Services and Hospital Administration at King Abdulaziz University. It was established to meet the growing demand for qualified healthcare administrators who can support the Kingdom's healthcare system.

From its inception, the BA-HSA program has provided students with a strong foundation in healthcare management, health systems, organizational behavior, law, economics, and quality improvement. Over the years, the program has evolved into a flagship undergraduate pathway, producing graduates who have assumed significant roles in hospitals, ministries, insurance companies, and healthcare organizations across Saudi Arabia.

The program is fully aligned with the National Qualifications Framework (NQF) and has been developed in accordance with the standards of the National Center for Academic Accreditation and Evaluation (NCAAA). Through periodic review and continuous quality improvement, the BA-HSA program ensures that its curriculum remains current, rigorous, and responsive to national priorities, including Vision 2030 and the transformation of the Saudi healthcare sector.

Accreditation processes and internal reviews have strengthened the program's academic integrity and reinforced its position as a leading undergraduate degree in health administration in the Kingdom.



The program continues to evolve in line with international best practices, institutional goals, and the needs of the healthcare workforce.

- Program Code (as per Saudi classification): 645
- **Qualification Level:** Bachelor (Level 7 in NQF)
- **Delivery Mode:** Full-time, face-to-face (male and female sections)
- **First Launch:** [Insert founding year if known]
- Accreditation Status:
 - NCAAA Conditional Accreditation granted in November 2024
 - Valid until **October 2026**, subject to program improvement and full compliance

The program has undergone substantial updates to its curriculum, faculty qualifications, and outcome assessment, ensuring it meets national and international standards.

2.4. Key Features and Structure of the BA-HSA Program

Program Summary

- Degree Awarded: Bachelor of Arts in Health Services and Hospital Administration (BA-HSA)
- Program Type: Undergraduate Bachelor's Program
- Mode of Delivery: Full-time, face-to-face instruction (male and female sections, main campus)
- Duration: 4 academic years (8 levels/semesters)
- Total Credit Hours: 125
 - 35 credit hours of university/institution requirements
 - 69 credit hours of program requirements
 - 6 credit hours of electives
 - 9 credit hours of internship (field training)
- Language of Instruction: English (with selected courses in Arabic where applicable)
- Capstone Experience: A supervised internship in a healthcare setting (HSA 479 Practical Training)

Target Audience and Graduate Profile

The BA-HSA program is designed for:

- Students completing secondary school (scientific track) who meet KAU admission requirements
- Individuals aspiring to careers in healthcare administration, policy, and management
- Those interested in supporting healthcare transformation and Vision 2030 initiatives

Graduates of the BA-HSA program will be prepared to:

The BA-HSA program is designed for:

- Students completing secondary school (scientific track) who meet KAU admission requirements
- Individuals aspiring to careers in healthcare administration, policy, and management
- Those interested in supporting healthcare transformation and Vision 2030 initiatives

Unique Characteristics of the BA-HSA Program

- Comprehensive Curriculum: Covers healthcare systems, organizational behavior, finance, law, quality, and informatics





- Internship Component: A 9-credit capstone practical training experience in a real healthcare setting, integrating theory with practice
- Competency-Based Framework: Program learning outcomes mapped to knowledge, skills, and values domains under the National Qualifications Framework (NQF)
- Alignment with National Needs: Prepares graduates to contribute directly to Saudi Arabia's healthcare transformation under Vision 2030
- Multidisciplinary Foundation: Includes courses in economics, epidemiology, statistics, law, and ethics to ensure holistic preparation for the health sector.

2.5. Institutional Foundations and Accreditation Alignment

The BA-HSA program is offered by the Department of Health Services and Hospital Administration within the Faculty of Economics and Administration at King Abdulaziz University (KAU).

- National Accreditation: The program is fully aligned with the standards of the National Center for Academic Accreditation and Evaluation (NCAAA), ensuring compliance with the National Qualifications Framework (NQF).
- Professional Relevance: Program graduates are prepared for roles recognized by the Ministry of Health, the Saudi Commission for Health Specialties, and other national regulatory bodies.
- Quality Assurance: Courses and outcomes are subject to continuous review, including course reports, student surveys, advisory committee feedback, and program evaluation matrices.
- Institutional Mission Alignment: The program supports KAU's mission to prepare leaders for national and international competitiveness, contributing to the achievement of the Kingdom's Vision 2030 goals in healthcare transformation.

2.6. Governance and Administration

The BA-HSA program is governed within the Department of Health Services and Hospital Administration under the Faculty of Economics and Administration at KAU.

- Program Director: Provides academic and administrative leadership, oversees curriculum delivery, internship coordination, and student support.
- Departmental Committees: Support program governance through responsibilities for curriculum review, quality assurance, student affairs, and research development.
- Faculty Council: Approves major policy decisions, academic regulations, and quality improvement measures.
- Student Participation: Students contribute feedback through surveys, advisory committees, and departmental meetings, which inform continuous improvement.
- Administrative Oversight: The program is subject to the policies of KAU, the Faculty of Economics and Administration, and national accreditation authorities.





3. Curriculum Structure

3.1. Total Credit Hours and Duration

The program requires **125 credit hours**, structured as follows:

Component	Credit Hours
University Requirements	35
Program Core Courses	69
Program Electives	6
Free Electives	6
Field Training (Internship)	9
Total	125

The program is delivered over **eight regular semesters** followed by a structured internship in the final semester.

Curriculum Components - Core and Elective Courses

Note: Electives are subject to availability on a semester-by-semester basis.

Level	Course Code	Course Title	Required or Elective	Pre-Requisite Courses	Credit Hours	Type of requirements (Institution, College, or Program)
Level 2	HSA 204	English for Health Profession	Required	ELIS 120	3	College
Semester 3	HSA 170	Introduction to Healthcare	Required		3	Department
	HSA 171	Healthcare Administration	Required		3	Department
	HSA 172	Healthcare Accounting	Required		3	Department
	HSA 204	English for Health Profession	Required	ELIS 120	3	College
Level 2	ECOM 200	Biostatistics	Required	HSA 204	3	College
	HSA 271	Medical Terminology	Required	HSA 204	3	Department
	HSA 272	Healthcare Organizational Behavior	Required	HSA 171	3	Department
	HSA 276	Healthcare Materials Administration	Required	HSA 171	3	Department
	HSA 270	Healthcare Human Resources Administration	Required	HSA 170	3	Department
Level 3	ECOM 300	Public Health	Required	HSA 272	3	Department
	HSA 273	Medical Report and Technical Writing	Required	HSA 271	3	Department
	HSA 275	Health Services Research	Required	HSA 171 + ECOM 200	3	Department
	HSA 277	Strategic Management of Healthcare	Required	HSA 272	3	Department
	HSA 371	Healthcare Marketing	Required	HSA 171 + HSA 204	3	Department
	HSA 306	Healthcare Law	Required	HSA 171 + HSA 204	3	Department
Level 3	HSA 373	Health Insurance	Required	ECON 107	3	Department
	HSA 374	Health Informatics	Required	HSA 171	3	Department





	HSA 375	Healthcare Financial Management	Required	HSA 273 + ECON 107	3	Department
	HSA 378	Healthcare Ethics	Required	HSA 171	3	Department
	ELEC	Elective 1	Elective		3	College
	FREE	Free 1	Elective		3	College
Level 4 Semester 7	ECOM 400	Epidemiology	Required	ECOM 300 + HSA 273	3	Department
	HSA 475	Health Economics	Required	HSA 204 + ECON 107	3	Department
	HSA 466	Healthcare Quality and Patient Safety	Required	HSA 378	3	Department
	HSA 477	Healthcare Policies	Required	HSA 378	3	Department
	ELEC	Elective 2	Elective		3	Department
	FREE	Free 1	Elective		3	College
Level 4 Semester 8	HSA 479	Practical Training	Required	After 123 Credit Hours	9	Department

3.2. BA-HSA Program Learning Outcomes (PLOs)

The Bachelor of Health Services Administration (BA-HSA) program aligns with the **National Qualification Framework (NQF)** and the **NCAAA domains**.

Program Learning Outcomes (PLOs) are aligned with individual Course Learning Outcomes (CLOs), instructional strategies, and assessment types. A comprehensive curriculum matrix is maintained and reviewed annually.

PLOs of the BA-HSA Program

A. Knowledge and Understanding

- K1: Describe the structure and components of healthcare systems in Saudi Arabia.
- K2: Identify major functions of hospital operations and service delivery.
- K3: Explain the principles of healthcare quality, safety, and regulatory compliance.

B. Skills

- S1: Analyze health-related data using statistical and research methods.
- S2: Solve operational challenges in healthcare using applied tools.
- S3: Apply digital systems and informatics to improve healthcare services.
- S4: Communicate effectively with colleagues and stakeholders.

C. Values, Autonomy, and Responsibility

- V1: Demonstrate ethical and professional behavior in academic and practical settings.
- V2: Apply national healthcare laws and policies to support safe practices.
- V3: Show initiative and responsibility during training and community activities.





3.3. BA-HSA – Graduate Attributes Alignment Table

Graduate Attribute	Program Learning Outcome (PLO)	NCAAA Domain	NQF Learning Domain(s)
Demonstrate broad knowledge of healthcare systems, hospital operations, and service delivery	K1: Describe the structure and components of healthcare systems in Saudi Arabia. K2: Identify major functions of hospital operations and service delivery.	Knowledge	Knowledge
Apply analytical and research skills to solve operational challenges in healthcare	S1: Analyze health-related data using statistical and research methods. S2: Solve operational challenges in healthcare using structured thinking and applied tools.	Cognitive Skills	Cognitive Skills
Use digital health informatics to support quality, efficiency, and innovation in healthcare services	S3: Apply digital systems and informatics to improve healthcare services.	Communication, IT, Numerical Skills	Communication, IT
Communicate effectively with colleagues, supervisors, and external stakeholders	S4: Communicate effectively with colleagues, supervisors, and external stakeholders.	Interpersonal Skills & Responsibility	Communication, Interpersonal
Act ethically and professionally in academic, clinical, and administrative settings	V1: Demonstrate ethical and professional behavior in academic and practical settings.	Values, Autonomy & Responsibility	Values, Autonomy & Responsibility
Apply national healthcare laws, policies, and compliance requirements	V2: Apply national healthcare laws and policies to support safe and effective practices.	Values, Autonomy & Responsibility	Responsibility, Practice
Show initiative, responsibility, and active engagement in training, projects, and community service	V3: Show initiative and responsibility during training, projects, and community engagement.	Values, Autonomy & Responsibility	Autonomy, Responsibility

PLOs Definitions and Attainment Levels

All programs define competencies with three progressive levels of student attainment:

Level	Description
High Attainment	Student demonstrates consistent mastery and can apply competency independently and analytically in unfamiliar contexts.
Moderate Attainment	Student demonstrates adequate competency and can apply it in familiar contexts with limited supervision.
Low Attainment	Student has limited understanding or inconsistent application of the competency. Remediation or improvement is needed.

Attainment levels are measured through mapped assessments across the curriculum.





Course-to-PLO Matrix

LOs are developed progressively using the **Introduce-Practice-Master (I-P-M)** model:

- **I – Introduced:** Students are introduced to a competency conceptually.
- **P – Practiced:** Students apply the competency in structured learning activities.
- **M – Mastered:** Students demonstrate mastery through major assessments (e.g., thesis, presentations).

Course code & No.	Program Learning Outcomes									
	Knowledge and understanding			Skills				Values, Autonomy, and Responsibility		
	K1	K2	K3	S1	S2	S3	S4	V1	V2	V3
HSA 170 - Introduction to Healthcare	I	I	I			I				I
HSA 171 - Healthcare Administration	I	I	I			I		I		
HSA 172 - Healthcare Accounting		I		I		I				
ECOM 200 - Biostatistics				I		P		I		
HSA 204 - English for Health Profession	I	I	I				I			
HSA 271 - Medical Terminology	I	I	I				I			
HSA 272 - Healthcare Organizational Behavior		P			I			I		I
HSA 273 - Medical Report and Technical Writing				I		I	P	I		
HSA 270 - Healthcare Human Resources Administration		P	I		I			P		
HSA 275 - Health Services Research				I	I	P	P			I
HSA 276 - Healthcare Materials Administration	P	P	P		I					
HSA 277 - Strategic Management of Healthcare	P	P	P	P	I		P		I	
ECOM 300 - Public Health	P			P	P			P	I	P
HSA 306 - Healthcare Law	P		P		I			P	I	
HSA 371 - Healthcare Marketing		P			P		P			P
HSA 373 - Health Insurance		P	P	P	P	P			P	
HSA 374 - Health Informatics		P	P		P	M				





HSA 375 - Healthcare Financial Management		P			P	P	M				P
HSA 378 - Healthcare Ethics			M			P			M	P	
ECOM 400 - Epidemiology	P				P			P			M
HSA 475 - Health Economics	P				M	P					P
HSA 466 - Healthcare Quality and Patient Safety		M	M		M	M		M		P	
HSA 477 - Healthcare Policies	M	M	M			M		M		M	
HSA 479 - Practical Training (Internship)	M	M	M		M	M	M	M	M	M	M

Course-to-PLO Alignment Summary with I/P/M Levels

HSA 170 - Introduction to Healthcare

- K1 – Understand Healthcare System Structure (I): Introduces the understanding of healthcare system structure.
- K2 – Identify hospital operations (I): Introduces the identification of hospital operations.
- K3 – Explain quality/safety (I): Introduces quality/safety.
- S3 – Apply digital systems (I): Introduces the application of digital systems.
- V3 – Show responsibility (I): Introduces show responsibility.

HSA 171 - Healthcare Administration

- K1 – Understand Healthcare System Structure (I): Introduces the understanding of healthcare system structure.
- K2 – Identify hospital operations (I): Introduces the identification of hospital operations.
- K3 – Explain quality/safety (I): Introduces quality/safety.
- S3 – Apply digital systems (I): Introduces the application of digital systems.
- V1 – Demonstrate ethical behavior (I): Introduces and demonstrates ethical behavior.

HSA 172 - Healthcare Accounting

- K2 – Identify hospital operations (I): Introduces the identification of hospital operations.
- S1 – Analyze Healthcare Data (I): Introduces the analysis of healthcare data.
- S3 – Apply digital systems (I): Introduces the application of digital systems.

ECOM 200 - Biostatistics

- S1 – Analyze Healthcare Data (I): Introduces the analysis of healthcare data.
- S3 – Apply digital systems (P): Apply digital systems.
- V1 – Demonstrate ethical behavior (I): Introduces and demonstrates ethical behavior.

HSA 204 - English for Health Professions

- K1 – Understand Healthcare System Structure (I): Introduces the understanding of healthcare system structure.
- K2 – Identify hospital operations (I): Introduces the identification of hospital operations.
- K3 – Explain quality/safety (I): Introduces quality/safety.
- S4 – Communicate with stakeholders (I): Introduces communication with stakeholders.

HSA 271 - Medical Terminology

- K1 – Understand Healthcare System Structure (I): Introduces the understanding of healthcare system structure.
- K2 – Identify hospital operations (I): Introduces the identification of hospital operations.
- K3 – Explain quality/safety (I): Introduces quality/safety.
- S4 – Communicate with stakeholders (I): Introduces communication with stakeholders.

HSA 272 - Healthcare Organizational Behavior

- K2 – Identify hospital operations (P): Apply to identify hospital operations.
- S2 – Solve operational problems (I): Introduces solving operational issues.
- V1 – Demonstrate ethical behavior (I): Introduces and demonstrates ethical behavior.





- V3 – Show responsibility (I): Introduces show responsibility.

HSA 273 - Medical Report and Technical Writing

- S1 – Analyze Healthcare Data (I): Introduces the analysis of healthcare data.
- S3 – Apply digital systems (I): Introduces the application of digital systems.
- S4 – Communicate with stakeholders (P): Apply communication with stakeholders.
- V1 – Demonstrate ethical behavior (I): Introduces and demonstrates ethical behavior.

HSA 270 - Healthcare Human Resources Administration

- K2 – Identify hospital operations (P): Apply to identify hospital operations.
- K3 – Explain regulations (I): Introduces regulations.
- S2 – Solve operational problems (I): Introduces solving operational issues.
- V1 – Demonstrate ethical behavior (P): Apply ethical behavior.

HSA 275 - Health Services Research

- S1 – Analyze Healthcare Data (I): Introduces the analysis of healthcare data.
- S2 – Solve operational problems (I): Introduces solving operational issues.
- S3 – Apply digital systems (P): Apply digital systems.
- S4 – Communicate with stakeholders (P): Apply communication with stakeholders.
- V3 – Show responsibility (I): Introduces show responsibility.

HSA 276 - Healthcare Materials Administration

- K1 – Understand healthcare system structure (P): Apply understanding of healthcare system structure.
- K2 – Identify hospital operations (P): Apply to identify hospital operations.
- K3 – Explain quality/safety (P): Apply quality/safety.
- S2 – Solve operational problems (I): Introduces solving operational issues.

HSA 277 - Strategic Management of Healthcare

- K1 – Understand healthcare system structure (P): Apply understanding of healthcare system structure.
- K2 – Identify hospital operations (P): Apply to identify hospital operations.
- K3 – Explain quality/safety (P): Apply quality/safety.
- S1 – Analyze healthcare data (P): Apply analysis to healthcare data.
- S2 – Solve operational problems (I): Introduces solving operational issues.
- S4 – Communicate with stakeholders (P): Apply communication with stakeholders.
- V2 – Apply laws and policies (I): Introduces applying laws and policies.

ECOM 300 - Public Health

- K1 – Understand healthcare system structure (P): Apply understanding of healthcare system structure.
- S1 – Analyze healthcare data (P): Apply analysis to healthcare data.
- S2 – Solve operational problems (P): Apply to solve operational issues.
- V1 – Demonstrate ethical behavior (P): Apply ethical behavior.
- V2 – Apply laws and policies (I): Introduces applying laws and policies.
- V3 – Show responsibility (P): Apply show responsibility.

HSA 306 - Healthcare Law

- K1 – Understand healthcare system structure (P): Apply understanding of healthcare system structure.
- K3 – Explain regulations (P): Apply regulations, policies.
- S2 – Solve operational problems (I): Introduces solving operational issues.
- V1 – Demonstrate ethical behavior (P): Apply ethical behavior.
- V2 – Apply laws and policies (I): Introduces applying laws and policies.

HSA 371 - Healthcare Marketing

- K2 – Identify hospital operations (P): Apply to identify hospital operations.
- S2 – Solve operational problems (P): Apply to solve operational issues.
- S4 – Communicate with stakeholders (P): Apply communication with stakeholders.
- V3 – Show responsibility (P): Apply show responsibility.

HSA 373 - Health Insurance

- K2 – Identify hospital operations (P): Apply to identify hospital operations.
- K3 – Explain quality/safety (P): Apply quality/safety.





- S1 – Analyze healthcare data (P): Apply analysis to healthcare data.
- S2 – Solve operational problems (P): Apply to solve operational issues.
- S3 – Apply digital systems (P): Apply digital systems.
- V2 – Apply laws and policies (P): Apply laws and policies.

HSA 374 - Health Informatics

- K2 – Identify hospital operations (P): Apply to identify hospital operations.
- K3 – Explain quality/safety (P): Apply quality/safety.
- S2 – Solve operational problems (P): Apply to solve operational issues.
- S3 – Apply digital systems (M): Develops the application of digital systems.

HSA 375 - Healthcare Financial Management

- K2 – Identify hospital operations (P): Apply to identify hospital operations.
- S1 – Analyze healthcare data (P): Apply analysis to healthcare data.
- S2 – Solve operational problems (P): Apply to solve operational issues.
- S3 – Apply digital systems (M): Develops and applies digital systems and solutions.
- V3 – Show responsibility (P): Apply show responsibility.

HSA 378 - Healthcare Ethics

- K3 – Explain quality/safety (M): Develops explanations of quality/safety.
- S2 – Solve operational problems (P): Apply to solve operational issues.
- V1 – Demonstrate ethical behavior (M): Develops and demonstrates ethical behavior.
- V2 – Apply laws and policies (P): Apply laws and policies.

ECOM 400 - Epidemiology

- K1 – Understand healthcare system structure (P): Apply understanding of healthcare system structure.
- S1 – Analyze healthcare data (P): Apply analysis to healthcare data.
- S4 – Communicate with stakeholders (P): Apply communication with stakeholders.
- V3 – Show responsibility (M): Develops the ability to show responsibility.

HSA 475 - Health Economics

- K1 – Understand healthcare system structure (P): Apply understanding of healthcare system structure.
- S1 – Analyze healthcare data (M): Develops and analyzes healthcare data.
- S2 – Solve operational problems (P): Apply to solve operational issues.
- V3 – Show responsibility (P): Apply show responsibility.

HSA 466 - Healthcare Quality and Patient Safety

- K2 – Identify hospital operations (M): Develops the ability to identify hospital operations.
- K3 – Explain quality/safety (M): Develops explanations of quality/safety.
- S1 – Analyze healthcare data (M): Develops and analyzes healthcare data.
- S2 – Solve operational problems (M): Develops solutions to operational issues.
- S4 – Communicate with stakeholders (M): Develops communication with stakeholders.
- V2 – Apply laws and policies (P): Apply laws and policies.

HSA 477 - Healthcare Policies

- K1 – Understand healthcare system structure (M): Develops an understanding of healthcare system structure.
- K2 – Identify hospital operations (M): Develops the ability to identify hospital operations.
- K3 – Explain policies & Regulations (M): Develops and evaluates policies and regulations.
- S2 – Solve operational problems (M): Develops solutions to operational issues.
- S4 – Communicate with stakeholders (M): Develops communication with stakeholders.
- V2 – Apply laws and policies (M): Develops and applies laws and policies.

HSA 479 - Practical Training (Internship)

- S1 – Analyze healthcare data (M): Develops and analyzes healthcare data.
- S2 – Solve operational problems (M): Develops solutions to operational issues.
- S4 – Communicate with stakeholders (M): Develops communication with stakeholders.
- V1 – Demonstrate ethical behavior (M): Develops and demonstrates ethical behavior.
- V3 – Show responsibility (M): Develops the ability to show responsibility.





3.4. Teaching & Learning Methods

Teaching & Learning Methods: Competency Integration in Health Management Education

Level	Teaching and Learning Method	Definition
Lower	Readings	Students complete assigned readings in textbook , articles, websites, etc.
	Lecture no media	Professor does most of the talking, without any media support.
	Lectures with media	Professor does most of the talking, with some sort of media support (e.g. PowerPoint, overheads, video, whiteboards, etc.). Students participate via discussion that is primarily characterized by students asking clarifying questions, etc.
	Guest Speakers	Individual/panel of experts from the field present to student.
	Online discussions	Students actively engage in an online discussion, either synchronous or asynchronous, with the professor and with each other. Students can stimulate or respond to discussion.
	Class Discussions	Students actively engage in open discussion with the professor and with each other. Students can stimulate or respond to discussion.
	Web-based modules	Interactive learning via CD/DVD/Internet that is more than searching for information or reading websites.
Higher	In-class Presentations	Students formally deliver information to the rest of the class in a well-prepared format that required analysis and preparation.
	Cases	Students actively engage in analyzing a case study to determine causes, implications, strategies etc. Case analysis is either shared with the class through open and interactive discussion or debate, or students prepare a written case analysis for review and feedback.
	Team activities	Three or more students collaborate as a group to complete one deliverable.
	Simulation exercises	Interactive learning in which students' actions significantly affect how the learning unfolds and the subsequent outcomes of the learning. Simulations may or may not be computer based (e.g. tabletop simulations).
	External Field Experiences	Students are placed in non-academic applied or real-world work settings and allowed to learn from the work experience, including externships and internships. Learning outcomes are shared in the academic environment and evaluated.
	Strategic/Consulting Projects	Students actively engage in completing an actual consulting project for a health organization. Alternatively, students complete an assignment that simulates a realistic project in a health organization.
	Reflective learning	Students complete structured process (e.g. journaling, one-minute response, assessment instruments, weekly reports) to review, understand, analyze, and evaluate their own learning and/or performance. The evaluation should be based on pre-selected criteria. In addition, the assessment could include a comparison of their performance assessment with their peers and/or experts in the field.

- Each course includes classroom lectures, case studies, project assignments, and applied assessments.
- Courses follow a standardized syllabus format approved by the department and aligned with national QA standards.
- Faculty members submit course reports and student performance analyses every semester to support the Quality Improvement (QI) cycle.

Teaching Strategies:

- Lectures and presentations
- Active learning (case studies, discussions, group projects)
- Technology-assisted instruction





- Research-based assignments
- Field visits and guest lectures

3.5. PLO Assessment Methods

Code	PLO	Course(s)	Tool – Direct	Tool – Indirect
K1	Describe the structure and components of healthcare systems in Saudi Arabia.	HSA 477 - Healthcare Policies - Practical Training (Internship)	Exams, Quizzes, Discussions	Employer feedback, Internship reflections
K2	Identify major functions of hospital operations and service delivery.	HSA 466 - Healthcare Quality and Patient Safety, HSA 477 - Healthcare Policies - Practical Training (Internship)	Case study reports, Exams	Employer feedback, Internship reflections
K3	Explain the principles of healthcare quality, safety, and regulatory compliance.	HSA 378 - Healthcare Ethics, HSA 466 - Healthcare Quality and Patient Safety, HSA 477 - Healthcare Policies - Practical Training (Internship)	Project evaluations, Exams	Employer feedback, Internship reflections
S1	Analyze health-related data using statistical and research methods.	HSA 475 - Health Economics, HSA 466 - Healthcare Quality and Patient Safety, HSA 479 - Practical Training (Internship)	Papers, projects	Employer feedback, Internship reflections
S2	Solve operational challenges in healthcare using structured thinking and applied tools.	HSA 466 - Healthcare Quality and Patient Safety, HSA 477 - Healthcare Policies, HSA 479 - Practical Training (Internship)	Scenario-based assignments, Strategic plans	Employer feedback, Internship reflections
S3	Apply digital systems and informatics to improve healthcare services.	HSA 374 - Health Informatics, HSA 375 - Healthcare Financial Management - Practical Training (Internship)	Project evaluations	Employer feedback, Internship reflections
S4	Communicate effectively with colleagues, supervisors, and external stakeholders.	HSA 466 - Healthcare Quality and Patient Safety, HSA 477 - Healthcare Policies, HSA 479 - Practical Training (Internship)	Oral presentations, Communication tasks	Employer feedback, Internship reflections
V1	Demonstrate ethical and professional behavior in academic and practical settings.	HSA 378 - Healthcare Ethics, HSA 479 - Practical Training (Internship)	Ethics case analysis, Projects, papers	Employer feedback, Internship reflections
V2	Apply national healthcare laws and policies to support safe and effective practices.	HSA 477 - Healthcare Policies - Practical Training (Internship)	Policy briefs, Papers	Employer feedback, Internship reflections
V3	Show initiative and responsibility during training, projects, and community engagement.	ECOM 400 - Epidemiology, HSA 479 - Practical Training (Internship)	Projects, papers	Employer feedback, Internship reflections

Assessment Tools:

- Written exams, quizzes, and assignments
- Presentations and teamwork evaluations
- Internship performance and preceptor evaluations
- Capstone project reports





Figure III.C.1.1 Assessment Methods

Level	Assessment Method	Definition
Lower	Pre/Post knowledge or skill testing	Any formal comparative assessment of the student's knowledge or skills both before and after a learning intervention.
	Knowledge Based Exams	Any formal exam that evaluates student knowledge attainment.
	Papers/reports	Student generated written work that is part of the learning process or is the final documentation of learning, including research reports, mid-term and or final papers.
Higher	Observation Checklists	Faculty or student-generated observational assessment of skills or behaviors; could be completed by self, peers, faculty, or other experts etc.
	Synthesis & Analysis Based Exams	Any formal exam that evaluates student synthesis, analysis and/or evaluation ability.
	Case review and feedback	Utilization of a predetermined set of variables/criteria to evaluate case analysis work, and to provide effective suggestions/recommendations for improvement.
	Project review and feedback	Utilization of a predetermined set of variables/criteria to evaluate case analysis work, and to provide effective suggestions/recommendations for improvement.
	Team effectiveness assessment	Criterion-based observational feedback of student behavior (and possibly work products) in team projects.
	Journals	Collection of reflective writings, either structured or free form, about a topic.
	Experiential Report/Portfolios	Collection of evidence, prepared by the student and evaluated by the faculty member, to demonstrate mastery, comprehension, application, and synthesis against a standardized assessment rubric.
	Reflective Modeling	Standardized techniques to facilitate awareness and evaluation of one's behavior and to generate plans for improvement, including self, peer, faculty, preceptor or other expert assessment.
	Class participation	Active monitoring, assessment, and feedback focused on the frequency, consistency, and quality of the student's participation during face to face and online discussions.
	Strategic or Consulting Projects	Students actively engage in completing an actual consulting project for a health organization. Alternatively, students complete an assignment that simulates a realistic project in a health organization.

Adapted from NCHL (2006): Competency Integration in Health Management Education: A Resource Series for Program Directors and Faculty. Used with permission





3.6. BA-HSA Training and Internship (HSA 479)

BA-HSA Field Training and Internship

- Course Code: HSA 479
- Credits: 9
- **Timing:** Final semester
- **Location:** Public or private healthcare institutions approved by the department
- **Supervision:** Jointly managed by a faculty supervisor and institutional preceptor
- **Assessment:** Internship report, employer evaluation, presentation, and final rubric-based grading

Students are expected to demonstrate all program learning outcomes during their internship, with emphasis on ethics, professionalism, systems knowledge, and communication.

3.7. BA-HSA Graduation Requirements

To graduate, students must:

- Achieve a cumulative GPA of **at least 2.75 out of 5.00**.
- Clear all financial and academic obligations with the university.
- Completion of all 125 credit hours
- Minimum cumulative GPA as defined by KAU regulations
- Successful completion of the internship (HSA 479)
- Clearance of all academic and administrative requirements

Graduate Career Paths

Graduates of the BA-HSA program are qualified to pursue roles in a wide variety of settings, including:

Sector	Examples of Positions
Public Health Institutions	Health program coordinator, strategic planner, quality officer
Hospitals and Health Systems	Department head, quality and safety manager, operations analyst
Ministry of Health (MOH)	Policy analyst, workforce planning specialist, health system researcher
Private Sector	Insurance manager, healthcare consultant, provider network analyst
International Organizations	Program officer, monitoring and evaluation specialist, global health coordinator
Academia and Research	Research assistant, teaching fellow, doctoral student in health policy or administration





4. Admission and Enrollment

4.1. Admission Requirements and Criteria

Admission to the Bachelor of Arts in Health Services and Hospital Administration (BA-HSA) program at King Abdulaziz University is governed by the regulations of the Faculty of Economics and Administration and the University's Deanship of Admission and Registration.

General Eligibility

Applicants must meet the following minimum requirements:

- High School Qualification: A Saudi high school diploma (scientific track) or an equivalent recognized certificate.
- Preparatory Year: Successful completion of the University Preparatory Year requirements as determined by the Faculty of Economics and Administration.
- Minimum Grade Point Average (GPA): Applicants must achieve the GPA required by the University and College Council for admission into the program.
- Language Proficiency: Since many courses are taught in English, students are expected to demonstrate sufficient proficiency in academic English. Placement tests or bridging courses may apply where required.

Selection Process

Admission to the BA-HSA program is competitive and based on:

- Academic performance in high school and the preparatory year.
- Results of any standardized assessments required by the University.
- Admission also depends on seat availability and departmental approval.

Admission Decision

Final admission decisions are issued through the University's electronic admission portal and confirmed by the Deanship of Admission and Registration. Successful candidates are formally enrolled in the BA-HSA program and required to attend departmental orientation activities.

4.2. Application Process

The application process follows King Abdulaziz University's official admission cycle.

1. Online Application: Applicants submit their application through the University's admission portal during the announced admission period.
2. Submission of Required Documents: Candidates must upload all required documents, including a high school certificate, a preparatory year transcript, a national ID, and other documents specified by the University.
3. Screening and Review: Applications are reviewed by the University and the Faculty of Economics and Administration to ensure eligibility.
4. Notification of Results: Accepted applicants are notified through the admission portal and official university communication channels.
5. Enrollment Confirmation: Students confirm their acceptance electronically and receive instructions on registration and orientation.





4.3. Enrollment Confirmation and Orientation

Enrollment Confirmation

Successful applicants must confirm their admission by the University's specified deadline. Students who fail to confirm by the deadline may forfeit their place.

Orientation for New Students

All newly admitted BA-HSA students are required to attend an orientation program organized by the Department of Health Services and Hospital Administration. The orientation provides:

- Introduction to the BA-HSA program, its mission, and curriculum
- Guidance on academic advising and study planning
- Overview of university regulations, resources, and student support services
- Introduction to field training and internship requirements in the senior year
- Opportunity to meet faculty members, academic advisors, and peers

This orientation marks the beginning of the student's academic journey and ensures that all students are well-prepared to transition successfully into university life and the BA-HSA program.





5. Academic Policies

The BA-HSA program follows the academic regulations of King Abdulaziz University and the Faculty of Economics and Administration. These policies are designed to ensure fairness, consistency, and high academic standards for all students.

5.1. *Academic Regulations and Student Responsibilities*

- Students are required to comply with all academic policies of KAU, including those outlined in the University Study and Examination Regulations.
- Each student is responsible for staying informed about program requirements, course prerequisites, and graduation criteria.
- Students must uphold the values of academic integrity, honesty, and professionalism in all academic activities.
- Regular consultation with academic advisors is strongly recommended to ensure the selection of appropriate courses and progress toward graduation.

5.2. *Attendance and Participation*

Attendance is compulsory in all courses as per the University policy.

- A student who misses more than 25% of scheduled classes in a course may be barred from sitting for the final examination.
- Active participation in lectures, group work, and class discussions is expected to support student learning outcomes.
- Absences due to illness or emergencies must be supported by official documentation and reported to the course instructor and department.

5.3. *Assessment and Grading System*

Student performance is evaluated through a combination of assignments, quizzes, projects, midterm examinations, and final examinations.

The grading system follows KAU standards:

Percentage Grade	Grade	Grade Symbol	Grade Weight (out of 5)
95 - 100	Excellent Plus	A+	5.00
90 to less than 95	Excellent	A	4.75
85 to less than 90	Very Good Plus	B+	4.50
80 to less than 85	Very Good	B	4.00
75 to less than 80	Good Plus	C+	3.50
70 to less than 75	Good	C	3.00
65 to less than 70	Acceptable Plus	D+	2.50
60 to less than 65	Acceptable	D	2.00
Below 60	Fail	F	1.00

- Final course grades reflect both continuous assessment and final examination performance.
- Students may appeal grades through the official University appeals process within the time frame set by KAU.





5.4. Academic Integrity and Misconduct

- Academic integrity is a core principle of the BA-HSA program. Students are expected to complete all assignments and examinations honestly and independently.
- Academic misconduct includes, but is not limited to, plagiarism, cheating on examinations, falsification of data, and unauthorized collaboration.
- Violations of academic integrity will be reported to the University disciplinary committee and may result in penalties ranging from loss of marks to suspension or dismissal.

5.5. Progression and Graduation Requirements

- Students must maintain a minimum cumulative GPA of 2.75 (out of 5.0) to remain in good standing.
- Students placed on probation must improve their GPA in the following semester to avoid dismissal.

To graduate, students must:

- Complete 125 credit hours, including the internship requirement.
- Fulfill all university, college, and departmental course requirements.
- Achieve the minimum cumulative GPA required by the University.

5.6. Student Appeals and Grievances

- Students have the right to appeal academic decisions, including grading, attendance, and disciplinary actions.
- Appeals must be submitted in writing to the Department within the timeframe specified by University policy.
- Grievances are handled confidentially and fairly, in accordance with KAU regulations.

5.7. Withdrawal, Deferment, and Re-enrollment Policies

- Course Withdrawal: Students may withdraw from a course within the approved University deadlines without academic penalty. Failure to formally withdraw may result in a failing grade.
- Semester Withdrawal: Students may apply to withdraw from an entire semester for valid reasons (such as illness or personal circumstances) with approval from the Faculty Council and Deanship.
- Deferment of Admission: Newly admitted students may defer their admission for one semester only, upon request and approval.
- Re-enrollment: Students who withdraw or are suspended may apply for re-enrollment, subject to University policies. Applications are reviewed on a case-by-case basis and subject to available seats and academic performance.





6. Graduation Requirements

6.1. BA-HSA Graduation Requirements

To graduate, students must:

- Complete at least 125 credit hours as outlined in the approved curriculum plan..
- Fulfill all university, college, and departmental requirements, including institutional and elective courses.
- Complete the internship (HSA 479 Practical Training) with satisfactory performance and evaluation.
- Maintain a minimum cumulative GPA of 2.75 out of 5.0 at the time of graduation.
- Settle all academic, administrative, and financial obligations to the University before applying for graduation.
- Submit all required forms and documentation within the deadlines specified by the Deanship of Admission and Registration.

6.2. Graduate Career Paths

Graduates of the BA-HSA program are qualified to pursue roles in a wide variety of settings, including:

- Hospitals and Healthcare Facilities: Administrative officers, quality coordinators, or department supervisors.
- Ministry of Health and Government Agencies: Health policy, planning, and program management roles.
- Health Insurance Companies: Claims management, customer relations, or policy administration.
- Private Healthcare Organizations: Administrative, operational, and management positions.
- Community Health Organizations and NGOs: Program coordinators or healthcare project managers.
- Further Studies: Graduates are also well-prepared to pursue postgraduate education in health administration, public health, or related fields.

6.3. Student Support Services

For detailed information on student support services, students should refer to the HSHA Department Manual. Key highlights include academic advising, counseling and personal support, library and learning resources, and university-wide student activities that enhance educational and personal development.

6.4. CAREER DEVELOPMENT AND ALUMNI ENGAGEMENT

For detailed information on career development and alumni engagement, students should refer to the HSHA Department Manual. Key highlights include career guidance workshops, internship and job placement support, employer networking opportunities, and alumni association activities that strengthen professional connections.





Bachelor of Health Services and Hospital Administration (BA-HSA)

Student Handbook