



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

مجالس
المتفاعلين
CUSTOMER
COUNCILS

Council of Customers for Health Professional Evaluation – Graduates

(Student and graduate affairs staff)

On 30-05-2023

Start Service

Title: Council of Customers for Health Professional Evaluation – Graduates

Date: 30-05-2023

Customer Category: Individuals and Businesses

Service: Health Professional Evaluation – Graduates



Steps and Procedures

01

Scheduling a meeting with the health regulation sector based on the customer communication plan.

02

Selection of customers through universities, graduates and students' affairs staff.

03

Sending a formal invitation to participants, internal partners and concerned parties.

04

Meeting with customers, addressing their requirements, and recording their recommendations along with those of the leadership.

05

Gathering customer insights in the inventory record and monitoring the application follow-up.

Agenda

01



Introduction

02



Participants
meet-and-greet

03



Discussion session on
customer preferences
and experiences
regarding the service

04



Challenges and
recommendations

05



End of
session



Opinions, Recommendations and Suggestions

Students disagree on the issue of training to obtain a license after their professional training period, since the criteria and requirements are similar but training is repetitive, which takes up a lot of the graduates' time and effort. Training authorities should therefore coordinate to meet student needs and make the period easier for them.

Organize periodic workshops with universities and students to raise their awareness of licensing and training issues and to disseminate the new decisions of the universities.

Provide a point of contact between universities and the ministry by the License Department.

Glimpses from the Customer Council

