

# BACCALAUREUS TECHNOLOGIAE: NURSING SCIENCE

Qualification code: BTNS13 - NQF Level 7

Campus where offered: Pretoria Campus (day classes)

Last year of new intake: 2019

Teach-out (phase-out) date: 31 December 2024

Students registered for this qualification should complete their studies according to the teach-out date prescribed for the qualification, subject to the stipulations of Regulation 3.1.11 and 3.1.13 in the Students' Rules and Regulations.

Information on phased-out programmes can be obtained from the TUT website, [www.tut.ac.za](http://www.tut.ac.za).

Key to asterisks:

\* Information does not correspond to information in Report 151.

(Deviations approved by the Senate in May 2011.)

## CURRICULUM

Consult the 2019 Faculty Prospectus for the full contents of the qualification.

**SUBJECTS PRINTED IN BOLD ARE NOT FOR REGISTRATION PURPOSES.**

### FIRST YEAR

CODE	SUBJECT	CREDIT	PREREQUISITE SUBJECT(S)
ABN100T	Applied Biological and Natural Science I	(0,200)*	
ASU100T	Applied Social Science I	(0,200)*	
NDN100T	Nursing Dynamics I	(0,100)*	
<b>NUR100T</b>	<b>Nursing I</b>		
NUR10PA	Nursing: Theory: Fundamental Nursing I	(0,125)*	
NUR10PB	Nursing: Theory: Community Nursing I	(0,125)*	
NUR10QA	Nursing: Practical: Fundamental Nursing I	(0,125)*	
NUR10QB	Nursing: Practical: Community Nursing I	(0,125)*	
TOTAL CREDITS FOR THE FIRST YEAR:		<b>1,000</b>	

### SECOND YEAR

CODE	SUBJECT	CREDIT	PREREQUISITE SUBJECT(S)
ABN200T	Applied Biological and Natural Science II	(0,150)*	Applied Biological and Natural Science I
ASU200T	Applied Social Science II	(0,150)*	Applied Social Science I
<b>MIN200T</b>	<b>Midwifery Nursing II</b>		
MIN20PT	Midwifery Nursing: Theory II	(0,100)	Applied Biological and Natural Science I Applied Social Science I Nursing I
MIN20QT	Midwifery Nursing: Practical II	(0,100)	Applied Biological and Natural Science I Applied Social Science I Nursing I
NDN200T	Nursing Dynamics II	(0,100)*	Nursing Dynamics I
<b>NUR200T</b>	<b>Nursing II</b>		
NUR20PA	Nursing: Theory: General Nursing II	(0,075)*	Applied Biological and Natural Science I Applied Social Science I Nursing Dynamics I Nursing: Theory: Fundamental Nursing I



NUR20PB	Nursing: Theory: Community Nursing II	(0,075)*	Applied Biological and Natural Science I Applied Social Science I Nursing Dynamics I Nursing: Practical: Community Nursing I Nursing: Theory: Community Nursing I
NUR20QA	Nursing: Practical: General Nursing II	(0,075)*	Applied Biological and Natural Science I Applied Social Science I Nursing: Practical: Fundamental Nursing I
NUR20QB	Nursing: Practical: Community Nursing II	(0,075)*	Applied Biological and Natural Science I Applied Social Science I Nursing Dynamics I Nursing: Practical: Community Nursing I Nursing: Theory: Community Nursing I
PMC110T	Pharmacology I	(0,100)*	
TOTAL CREDITS FOR THE SECOND YEAR:		<b>1,000</b>	

### THIRD YEAR

CODE	SUBJECT	CREDIT	PREREQUISITE SUBJECT(S)
<b>MIN300T</b> MIN30PT	<b>Midwifery Nursing III</b> Midwifery Nursing: Theory III	(0,250)	Applied Biological and Natural Science II Applied Social Science II Nursing II Nursing Dynamics II Pharmacology I
MIN30QT	Midwifery Nursing: Practical III	(0,250)	Applied Biological and Natural Science II Applied Social Science II Nursing II Nursing Dynamics II Pharmacology I
NDN300T <b>NUR300T</b>	Nursing Dynamics III <b>Nursing III</b>	(0,100)*	Nursing Dynamics II
NUR30PA	Nursing: Theory: Medical and Surgical Nursing III	(0,100)*	Midwifery Nursing II Nursing II Pharmacology I
NUR30PB	Nursing: Theory: Psychiatric Nursing III	(0,100)*	Pharmacology I
NUR30QA	Nursing: Practical: Medical and Surgical Nursing III	(0,100)*	Nursing: Practical: General Nursing II
NUR30QB	Nursing: Practical: Psychiatric Nursing III	(0,100)*	
TOTAL CREDITS FOR THE THIRD YEAR:		<b>1,000</b>	

### FOURTH YEAR

CODE	SUBJECT	CREDIT	PREREQUISITE SUBJECT(S)
EXP4NUR	Work-Integrated Learning (3 months)	(0,000)	
NDN400T	Nursing Dynamics IV	(0,200)*	Nursing Dynamics III



NRH110T	Nursing Research I	(0,200)*	
<b>NUR400T</b>	<b>Nursing IV</b>		
NUR40PA	Nursing: Theory: Medical and Surgical Nursing IV	(0,150)*	Midwifery Nursing III Nursing III
NUR40PB	Nursing: Theory: Psychiatric Nursing IV	(0,150)*	Nursing: Theory: Psychiatric Nursing III
NUR40QA	Nursing: Practical: Medical and Surgical Nursing IV	(0,150)*	Nursing Practical: Medical and Surgical Nursing III
NUR40QB	Nursing: Practical: Psychiatric Nursing IV	(0,150)*	Nursing Practical: Psychiatric Nursing III
TOTAL CREDITS FOR THE FOURTH YEAR:		<b>1,000</b>	
TOTAL CREDITS FOR THE QUALIFICATION:		<b>4,000</b>	

## SUBJECT INFORMATION (OVERVIEW OF SYLLABUS)

The syllabus content is subject to change to accommodate industry changes. Please note that a more detailed syllabus is available at the Department or in the study guide that is applicable to a particular subject. On 25 October 2019, the syllabus content was defined as follows:

### A

#### **APPLIED BIOLOGICAL AND NATURAL SCIENCE I (ABN100T) CONTINUOUS ASSESSMENT**

Applied anatomy and physiology related to: overviews of anatomy and physiology. Organisation of the human body. Different systems and tissues of the human body are addressed such as the integumentary system, skeletal system, muscular system, integumentary system, nervous system somatic senses and special senses. Introduction to cytology, histology and microbiology. (Total tuition time: ± 120 hours for ABN100T)

#### **APPLIED BIOLOGICAL AND NATURAL SCIENCE II (ABN200T) CONTINUOUS ASSESSMENT**

*(Subject custodian: Department of Biomedical Sciences)*

Applied anatomy and physiology related to organisation of the human body, endocrine system, blood, cardiovascular system, respiratory system, lymphatic system and immunity, digestive system, urinary system, reproductive system and genetics (Total tuition time: ± 120 hours)

#### **APPLIED SOCIAL SCIENCE I (ASU100T) 1 X 3-HOUR PAPER**

*(Subject custodian: Adelaide Tambo School of Nursing Science)*

Sociological perspectives, culture, social groups, social interaction, structures and organisations, socialisation and the family, and the social determinants of health. (Total tuition time: ± 64 hours)

#### **APPLIED SOCIAL SCIENCE II (ASU200T) 1 X 3-HOUR PAPER**

*(Subject custodian: Adelaide Tambo School of Nursing Science)*

Introduction to psychology and developmental psychology, psychoanalytic approaches to development and personality development, cognition and cognitive development, moral reasoning and development, Humans as social beings, stress trauma and development. (Total tuition time: ± 48 hours)

### M

#### **MIDWIFERY NURSING: PRACTICAL II (MIN20QT) CONTINUOUS ASSESSMENT**

*(Subject custodian: Adelaide Tambo School of Nursing Science)*

Ante-, intra- and post-natal procedures and skills. (Total tuition time: ± 88 hours and ± 280 hours of Work-Integrated Learning)

#### **MIDWIFERY NURSING: PRACTICAL III (MIN30QT) CONTINUOUS ASSESSMENT**

*(Subject custodian: Adelaide Tambo School of Nursing Science)*

Midwifery procedures and skills. Authentic holistic nursing assessment of a woman during pregnancy, labour and puerperium. (Total tuition time: ± 88 hours and ± 720 hours of work-integrated learning)



**MIDWIFERY NURSING: THEORY II (MIN20PT)****1 X 3-HOUR PAPER****(Subject custodian: Adelaide Tambo School of Nursing Science)**

Normal childbirth. The anatomy of the female pelvis and reproductive organs, preparation for pregnancy, parent and antenatal education and classes. Antenatal care, management of the 1st, 2nd and 3rd stages of labour. The physiology and care of the woman and the normal newborn. (Total tuition time: ± 70 hours)

**MIDWIFERY NURSING: THEORY III (MIN30PT)****2 X 3-HOUR PAPER****(Subject custodian: Adelaide Tambo School of Nursing Science)**

Abnormal childbirth: Identification and diagnosis of complications and emergencies occurring during pre-, intra, postpartum periods as well as on the neonate. Management and care of the complications, chronic conditions, obstetrical emergencies and on abnormalities of the newborn. Care of the healthy and ill low birth weight neonate and management of minor congenital abnormalities of the newborn. (Total tuition time: ± 88 hours)

**N****NURSING DYNAMICS I (NDN100T)****1 X 3-HOUR PAPER****(Subject custodian: Adelaide Tambo School of Nursing Science)**

Nurses have a common goal, which is to assist patients to get rid of illness and disease. To reach this goal, they have to act together in a professional way. Nursing Dynamics teaches the student how to act professionally. The subject entails the historical perspective of nursing internationally and locally, the concept of nursing, nursing theories and models, nursing as a profession, professional regulation and nursing research. Scientific writing skills as it forms the basis of all written communication and documentation. Citing and reference list compilation. Introduction of the concept of research, literature search and plagiarism. (Total tuition time: ± 35 hours)

**NURSING DYNAMICS II (NDN200T)****1 X 3-HOUR PAPER****(Subject custodian: Adelaide Tambo School of Nursing Science)**

Nursing Dynamics refers to the content of the subject that is prescribed by the South African Nursing Council for any basic or post-basic course. Nurses in South Africa have been faced by an increasing number of ethical dilemmas and numerous problems in the provision of health care. Ethical issues such as the exploding AIDS crisis in Africa, the right to abortion, the plight of homeless and displaced persons, the escalation in child abuse, the status of live-in partners and the elderly are ethical dilemmas that are discussed in this subject. Nursing ethics, patient advocacy, caring in nursing and labour relations are the other segment of the module. Scientific assignment writing skills. Communicating literature review in line with Tshwane University of Technology guidelines. Research concepts; ethics, research approaches and paradigms, formulating research problems, and the four main steps/phases of research process. Literature reviews, writing of an assignment using IMRaD and scientific writing principles while preventing plagiarism. (Total tuition time: ± 35 hours)

**NURSING DYNAMICS III (NDN300T)****1 X 3-HOUR PAPER****(Subject custodian: Adelaide Tambo School of Nursing Science)**

The history of midwifery, the midwife and midwifery ethics, maternal deaths reports and levels of maternity care. Cultural sensitive midwifery, social context of childbirth and motherhood. Legislation, pharmacology and evidenced-based practice in Midwifery. Skills on developing a research proposal. Critiquing and reviewing of research reports. Apply research tools effectively and correctly in the research process. Logically and critically develop, analyse and draw conclusions from the findings of the research. Communicate the findings of the research in an acceptable manner while enhancing the transfer of technology. (Total tuition time: ± 35 hours)

**NURSING DYNAMICS IV (NDN400T)****1 X 3-HOUR PAPER****(Subject custodian: Adelaide Tambo School of Nursing Science)**

Quality improvement principles. Nursing delivery systems. Emergency preparedness response. Policies, guidelines, procedures and protocols on disaster management. Different Levels of management structures for disaster nursing. Database on disaster life-saving skills. Prevention of life-threatening complications and disabilities. Rehabilitation programmes. Collaboration and consultation. Role development. Multidisciplinary teams. Network. Code of practice (nurse). Leadership skills. Interpersonal and group skills. Labour legislation. Employment legislation. Negotiation skills. Human resource management. Management of physical resources. Cost analysis and management. (Total tuition time: ± 35 hours)

**NURSING RESEARCH I (NRH110T)****CONTINUOUS ASSESSMENT****(Subject custodian: Adelaide Tambo School of Nursing Science)**

The focus is the use of decision-making model to develop a research proposal, conducting of quantitative and qualitative research, implementing the dissemination of research results and writing an IMRaD based article. (Tuition time: ± 45 hours)



**NURSING: PRACTICAL: COMMUNITY NURSING I (NUR10QB) CONTINUOUS ASSESSMENT**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

The emphasis of community nursing in the first year is to prevent and promote illness within the community. Furthermore, practice is aimed at the integration of theory and practice. Therefore, the student is prepared to develop a written lesson plan, provide health education to a variety of audiences with the use of various teaching aids. Students are expected to design a poster to be used during health education. Community assessments are done and findings are presented in groups. Rehabilitation centers and environmental visits will be conducted after which a student will write a reflective report. Students will perform nursing care in the community focusing on healthy lifestyle, cancer screening, palliative care and well mother and baby care. (Total tuition time: ± 45 hours and Work-Integrated Learning)

**NURSING: PRACTICAL: COMMUNITY NURSING II (NUR20QB) CONTINUOUS ASSESSMENT**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

The student will master expected competencies in community nursing with specific focus on conducting a health assessment, using the EDL to prescribe school health and assessment of the school environment, family study and presentation in groups, EPI, IMCI, cold chain management, breast and cervical cancer screening, health education with the use of posters, HIV campaign and community development skills. (Total tuition time: ± 45 hours and Work-Integrated Learning)

**NURSING: PRACTICAL: FUNDAMENTAL NURSING I (NUR10QA) CONTINUOUS ASSESSMENT**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

The emphasis of the subject is on the provision of scientifically based health care to the individual. It is an integral component of the learning programme in order to meet the requirements of the South African Nursing Council for registration as a nurse and midwife. The aim is to integrate theory and practice to develop a nurse practitioner who is able to apply decision-making and clinical judgment and who can apply the fundamentals of nursing by providing consciously interactive, reflective and holistic nursing care. (Total tuition time: ± 55 hours and Work-Integrated Learning)

**NURSING: PRACTICAL: GENERAL NURSING II (NUR20QA) CONTINUOUS ASSESSMENT**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

The emphasis in the second year is to promote health and prevent illness of the individual in family, group and community at any point along the health/illness continuum in all stages of the life cycle. Urinary elimination, basic principles of wound care, fluid, electrolyte and acid-base balance, diagnostic testing and pharmacology will be discussed in different sessions where the relevant procedures will be demonstrated and practised. (Total tuition time: ± 55 hours and Work-Integrated Learning)

**NURSING: PRACTICAL: MEDICAL AND SURGICAL NURSING III (NUR30QA) CONTINUOUS ASSESSMENT**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

In order to be a competent medical and surgical nursing practitioner, the student nurse has to practise and master certain competencies. The following competencies will be simulated and need to be practised in simulation and where possible in the clinical field: removal of stitches and drains; recording a 12 lead ECG, pulse oximetry, monitoring a central venous pressure, closed and open suctioning, physiotherapy demonstration by physiotherapist, unsynchronised and synchronised defibrillation, Basic Life Support (BLS), chest x-ray interpretation, ECG interpretation, blood gas interpretation, visit to dialysis unit, removal of chest drain, assisting with intubation, assisting with extubation, neurological observations and epidural catheter. These competencies will enable the nurse to practise the skills related to medical and surgical conditions. (Total tuition time: ± 68 hours and ± 72 hours Work-Integrated Learning)

**NURSING: PRACTICAL: MEDICAL AND SURGICAL NURSING IV (NUR40QA) CONTINUOUS ASSESSMENT**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

This subject aims to prepare the student nurse to provide safe quality nursing care. This care includes identifying and prioritising nursing care problems by means of designing a comprehensive nursing care plan based on a complete assessment of an acutely ill patient in the clinical field. The following core competencies are applicable and needed to be practised in the clinical field: basic life support, a-septic wound care, haemodynamic monitoring, basic interpretation of an ECG rhythm strip, blood gas analysis, basic interpretation of blood investigations, administering of medication (including knowledge of the pharmacodynamics, side effects and indication for this specific patient), accurate record keeping, the application of the relevant legal requirements in the clinical field regarding the care of the acutely ill patient, and designing a comprehensive care plan for the acutely ill patient. These competencies will enable the student nurse to care for the acutely ill patient under supervision of the professional nurse. (Total tuition time: ± 900 hours, Work-Integrated Learning)



**NURSING: PRACTICAL: PSYCHIATRIC NURSING III (NUR30QB) CONTINUOUS ASSESSMENT**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

Applying the nursing process to an individual with an intellectual disability: assessment, nursing diagnosis, client outcomes, implementation of a stimulation programme, evaluation, Therapeutic milieu assessment and recommendations for improvement, therapeutic ward programme, establishing and maintaining a therapeutic nurse client relationship, facilitative communication skills. (Total tuition time: ± 48 hours skills and ± 280 hours Work-Integrated Learning)

**NURSING: PRACTICAL: PSYCHIATRIC NURSING IV (NUR40QB) CONTINUOUS ASSESSMENT**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

Crisis intervention, individual supportive sessions, therapeutic groups, mental health education, electroconvulsive treatment – nursing responsibilities, psychopharmacological nursing responsibilities, mental health care of a client with a mood disorder, anxiety disorder, schizophrenia, substance-related disorder, admission, discharge, transfer, leave of absence of mental healthcare users. Application of the nursing process to clients with mental illness. (Total tuition time: ± 480 hours and Work-Integrated Learning)

**NURSING: THEORY: COMMUNITY NURSING I (NUR10PB) 1 X 3-HOUR PAPER**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

Introduces the student to the foundation of community health, public health and primary health-care taking into consideration perspective on national and international health-care delivery. Students are taught to identify and address determinants of health through health promotion and health education. Taking into consideration the scope of environmental health and principles of community nursing, community assessments are conducted. Introduction to other topics within the scope of community nursing in the first year of study includes: Child health, Youth and Adolescent health, Women's health, Men's health and older person's health. (Total tuition time: ± 75 hours)

**NURSING: THEORY: COMMUNITY NURSING II (NUR20PB) 1 X 3-HOUR PAPER**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

Primary health care principles, health assessment: diagnosing minor ailments and treating, family assessment, burden of diseases in South Africa, communicable diseases. HIV/AIDS disease process and ART. Syndromic approach of sexually transmitted diseases management, burden of diseases. Acute non-communicable diseases. Chronic non-communicable diseases. Occupational health nursing. Child health, IMCI newborn component, case management, school health, child health programmes. GOBIFFF: expanded programme of immunisation. Indigenous knowledge and traditional medicines. Community resources, disasters in communities. Perspectives on international health care delivery. (Total tuition time: not available)

**NURSING: THEORY: FUNDAMENTAL NURSING I (NUR10PA) 1 X 3-HOUR PAPER**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

This subject addresses different concepts of contemporary nursing. It includes, but is not limited to, growth and development, wellness, disease, the nursing process, which is the framework of professional nursing today, and the basic needs of human beings. The content is divided into learning units that focus on concepts of growth and development, health, wellness and illness, need for internal homeostasis, hygiene, elimination, nutritional and safety needs, need for activity and relaxation, rest, sleep and comfort, skin integrity and the nursing process. Critical thinking and creative implementation of nursing care are encouraged and stimulated. (Total tuition time: ± 78 hours)

**NURSING: THEORY: GENERAL NURSING II (NUR20PA) 1 X 3-HOUR PAPER**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

Medical and surgical nursing consists of 14 learning units. In the first six learning units, the student will be introduced to the alterations in patterns of health. This knowledge forms the basis of medical and surgical nursing and is applicable to all specific conditions. The first six learning units are: Nursing care of patients: experiencing pain, having surgery, with infections, with altered immunity, with cancer, needing palliative care. The module is completed with nursing care of patients with integumentary disorders, nutritional disorders, upper gastrointestinal disorders, bowel disorders, men with reproductive system disorders, women with reproductive system and breast disorders, assessing the eye and ear, and patients with eye and ear disorders. (Total tuition time: ± 107 hours)



**NURSING: THEORY: MEDICAL AND SURGICAL NURSING III (NUR30PA) 1 X 3-HOUR PAPER**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

The purpose is to provide optimal nursing care for the medical surgical patient. It requires a sound understanding of the relevant anatomy, pathophysiology and haemodynamic function of the following systems: endocrine disorders and diabetes mellitus, renal and urogenital conditions, cardiovascular diseases, altered fluid, electrolyte of acid-base balance, pulmonary diseases and vascular and lymphatic disorders. The nurse must be able to do a full assessment and interpretation of the relevant diagnostic tests to conclude and prioritise nursing diagnoses in order to design and implement the relevant nursing care plans regarding the above conditions. (Total tuition time: ± 60 hours)

**NURSING: THEORY: MEDICAL AND SURGICAL NURSING IV (NUR40PA) 1 X 3-HOUR PAPER**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

The purpose is to provide optimal nursing care for the medical surgical patient. It requires a sound understanding of the relevant anatomy, pathophysiology and haemodynamic function of the following conditions: 1. Selected blood investigations, trauma and shock; 2. Responses to altered peripheral tissue perfusion, nursing care of patients with haematological disorders, gall bladder, liver and pancreas disorders, cerebrovascular and spinal cord disorders, intracranial disorders, neurological disorders, musculoskeletal trauma, musculoskeletal disorders, and patients with burns. The nurse must be able to do a full assessment and interpretation of the relevant diagnostic tests to conclude and prioritise nursing diagnoses in order to design and implement the relevant nursing care plans regarding the above conditions. (Total tuition time: ± 66 hours)

**NURSING: THEORY: PSYCHIATRIC NURSING III (NUR30PB) 1 X 3-HOUR PAPER**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

Intellectual disability: prevention, care, treatment and rehabilitation of individual and families. Foundations of mental health nursing: foundational concepts, aetiology of mental illness, theories underlying mental health nursing, legal framework, diagnostic categories. Treatment modalities in mental health care: therapeutic milieu, psychopharmacology, electroconvulsive treatment, therapeutic approaches and overview. Mental health nursing skills and methods: the therapeutic nurse client relationship, mental health nursing attitudes and competencies, facilitative communication skills, mental health promotion and prevention. (Total tuition time: ± 80 hours)

**NURSING: THEORY: PSYCHIATRIC NURSING IV (NUR40PB) 1 X 3-HOUR PAPER**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

Application of the nursing process to acute, long-term and community-based mental health nursing. Mental health assessments: mental status examination, mini-mental status examination, psychiatric history taking, other investigations, DSM V multi-axial evaluation. Mental health nursing interventions: crisis intervention, individual support, therapeutic groups, mental health education, psycho-pharmacology – nursing responsibilities, integrated mental health care, treatment and rehabilitation of: mental healthcare users with mood disorders, anxiety disorders, cognitive disorders, schizophrenia, personality disorders, substance-related disorders, vulnerable populations, psychiatric emergencies (aggression and suicide). Ethical dilemmas in mental health nursing. (Total tuition time: ± 80 hours)

**P**

**PHARMACOLOGY I (PMC110T) CONTINUOUS ASSESSMENT**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

Clinical drug therapy. (Total tuition time: ± 38 hours)

**W**

**WORK-INTEGRATED LEARNING (EXP4NUR) WORK-INTEGRATED LEARNING**  
**(Subject custodian: Adelaide Tambo School of Nursing Science)**

Syllabus content not available. Please contact the Head of the Department.