

## REPORT IN COMPLIANCE WITH THE RECOMMENDATIONS

Ref. No:	7.14.031.005	Evaluation/Accreditation of
		Choose an item.
Department		
Programme of study: Name (Duration, ECTS, Title)	IN GREEK: Διοίκηση Ξενοδοχειακών, 4 χρόνια, 240 ECTS, (Bachelor of Arts)	
	IN ENGLISH: Hospitality Management, 4 years, 240 ECTS, (Bachelor of Arts)	
Institution:	College of Tourism and Hotel Management	

NUM.	RECOMMENDATIONS	ACTIONS TAKEN BY THE INTITUTION	COMPLIANT / PARTIALLY COMPLIANT / NON-COMPLIANT
1.	1. Revise course structure and modules to include research-based formative and summative assessments throughout the programme but more specifically in the third and final year of study.	<p>1. The college has revised three modules of the third year and five modules of the fourth year to include research- based formative and summative assessments. These are the following modules.</p> <p>a) From the third year</p> <ol style="list-style-type: none"> <li>HOT 302 Food and beverage controls.</li> <li>HOT301 Convention Management and Service</li> <li>HUM203 Human Resources Management.</li> </ol> <p>b) From the fourth year.</p> <ol style="list-style-type: none"> <li>TOU411 Tourism and Leisure Management,</li> <li>HOT405 Current Issues in Hospitality Management,</li> <li>HUM 413 Small Business Management,</li> <li>TOU221 Tourism Planning and Development,</li> <li>HUM315 Intercultural Communication</li> </ol> <p>SEE ATTACHMENT NO. 1</p>	COMPLIANT
2.	2. Update, enrich and expand the content of the courses to meet the standards of a BA degree.	<p>2.The content of the courses have been expanded and enriched at the preparation of the program. The comment of the external evaluation committee included in their report at page 10 states the following. &lt; The study program is current and consistent with developments in the industry and its content and objectives align with each other. Networking with local travel and leisure companies is in place to provide students with internship opportunities. &gt; Furthermore, most of the courses of the two, last years have been revised and details are given on answer number 1.</p>	COMPLIANT
3.	3. Provide details regarding the criteria for admission of students to the program, according to the EQF ensuring that fit-for-purpose admission procedures are in place.	<p>3. We have added the following criteria in the admissions. Applying for a Bachelor's programme. In order to apply for a Bachelor's programme the student must have the following qualifications:</p> <ul style="list-style-type: none"> <li>A General Certificate of Secondary Education (GCSE) in four subjects with A-C marks, as well as a General Certificate of Education (GCE) with two subjects at the advanced subsidiary (A/S) level, for a total of 6 subjects at level 3 in the Qualifications and Credit Framework (QCF) / level 4 in the European Qualifications Framework (EQF).</li> <li>A GCSE in three subjects with A-C marks in addition to a GCE with three subjects at the advanced level (six subjects total at QCF level 3 / EQF level 4) equivalates to a secondary school education.</li> <li>An Access to Higher Education (HE) Diploma is also accepted as fulfilling the secondary school requirement. It is necessary to achieve QCF level 3 / EQF level 4. This diploma is also comparable to a secondary school education and will allow students to apply for a Bachelor's programme directly.</li> </ul>	COMPLIANT

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4.	4. Set B2 level in English language as a minimum admission requirement	<p>4. We have added the following for the level of English language.</p> <p>Very good knowledge of the English language with any of the following certificates.</p> <ol style="list-style-type: none"> <li>1. IGCSE with grade at least D, or</li> <li>2. IELTS with grade at least 5, or</li> <li>3. TOEFL IBT with grade at least 70, Password test, or</li> <li>4. ANGLIA EXAMINATION with grade at least INTERMEDIATE, or</li> <li>5. MICHIGAN LANGUAGE ASSESSMENT (PROFICIENCY OF MICHIGAN) ECCE (52) or,</li> <li>6. CAMBRIDGE GCE AS LEVEL ENGLISH LANGUAGE with grade at least C</li> <li>7. UNIVERSITY OF CAMBRIDGE EXAMS PET- PRELIMINARY ENGLISH TEST, or</li> <li>8. CEF LEVEL B</li> </ol> <p><b>SEE ATTACHMENT NO.3</b></p>	COMPLIANT																					
5.	5. Provide evidence of the processes pertaining transfer/progression of students wishing to pursue the 4 year BA degree, after completing the 3 year Higher Diploma in Hotel Administration and state the ECTS that are transferred.	<p>5. The admissions department accepts the request from the interested student. We use the attached evaluation form to evaluate the transcript and decide about the number of ECTS to be accepted.</p> <p>The 3 year Higher Diploma in Hotel Administration almost covers the first three years of the BA in Hospitality Management program. Out of the 180 ECTS until now we were accepting 168. Students had to cover 72 ECTS to reach the ECTS 240 to complete the program.</p> <p>The 72 ECTS are made up as follows.</p> <table border="0" style="width: 100%;"> <tr> <td>Semester E</td> <td>CYP111</td> <td>ECTS 6</td> </tr> <tr> <td>:</td> <td>F HUM406</td> <td>: 6</td> </tr> <tr> <td>:</td> <td>G ALL MODULES</td> <td>: 36</td> </tr> <tr> <td>:</td> <td>H ALL MODULES EXCEPT TOU221</td> <td>: 24</td> </tr> <tr> <td colspan="2"></td> <td>-----</td> </tr> <tr> <td colspan="2"></td> <td>72</td> </tr> <tr> <td colspan="2"></td> <td>=====</td> </tr> </table> <p><b>As from beginning of 2020 students have to cover the last two years of the BA in Hospitality Management.</b></p> <p>We did not register new students at the higher diploma at the last two years and we will stop registering new students who intent to proceed for the bachelor degree. Instead, we will be registering them directly to the Bachelor degree.</p> <p>There is a very small number (under 15) foreign students registered on the higher diploma at present.</p> <p><b>SEE ATTACHMENT NO.4</b></p>	Semester E	CYP111	ECTS 6	:	F HUM406	: 6	:	G ALL MODULES	: 36	:	H ALL MODULES EXCEPT TOU221	: 24			-----			72			=====	COMPLIANT
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6.	6. Establish processes to support staff's research activities. This may include establishing time release from teaching duties (i.e 3 hours per semester) so that faculty members can be more actively engaged in research. Time release will be granted provided that the applicant faculty member has submitted a clear plan and by examination of his/her previous research output.	<p>6. The administration supports professional development and growth as an on-going process. Sabbatical leaves and leaves of absence without pay will be granted when faculty meet the appropriate criteria. Faculty are encouraged to submit proposals for development to appropriate funding sources. Faculty members are encouraged to conduct research, as time and facilities permit, in order to maintain a proper knowledge of their respective disciplines. In this respect, the lecturer is entitled to three hours reduction of lecture hours to achieve its goal, provided he/she has submitted a clear plan to the Research and Development committee.</p> <p>The administration will organize and fund activities designed to upgrade the faculty's teaching abilities and knowledge of their subjects. It will also facilitate the maintenance of close links with the industry and provide opportunities to the faculty to enhance and update their knowledge of the working and developments of the tourism, transport and hospitality industries.</p>	COMPLIANT																					

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7.	Take measures to correct the problem pertaining the adequacy of space in relation to the number of students to ensure compliance with health and safety regulations. It is noted that, more drastic measures are needed to correct the problem than changing the courses' timetables.	<p>7. The college recognizes the limited space it has for kitchen. The way to cope with this is to split the class to smaller groups and this is what we are doing. Furthermore we have transferred the module of food preparation lab hot117 from the A' semester to C' semester where the number of students is smaller. Furthermore, since the expected number of new students is low we do not envisage having any problem in the future.</p> <p>We have received quotations to expand the kitchen something, which we will do when the covid-19 situation is over, if needed.</p>	COMPLIANT
8.	Repeat the sessions affected by the issue related to the limited adequacy of space, with smaller groups of students. It is noted that the Agency considers that the use of facilities by smaller groups of students to ensure compliance with health and safety regulations is as a temporary solution. Until the issue is resolved, the Agency expects that the frequency of the sessions will be recorded in the curricula and the respective timetables of the affected modules and the number of students attending each session will be documented in the class rosters available per request.	<p>8. The college has increased the number of hours from 3 to 9 to cope with the number of students. As from Fall 2020 we have moved HOT117 from A semester to C semester. The number of students is very small now and the kitchen can cope with the 3 to 9 hours per week.</p>	COMPLIANT

The present document adheres to the European Standards and Guidelines, in particular Standard 2.3 (Implementing Processes) and its guidelines, which provide that *“Agencies have a consistent follow-up process for considering the action taken by the institution”*.