



Vive tum somnium!

Cyprus Agency of Quality Assurance and Accreditation in Higher Education

Nicosia

23.6.2017

Hospitality and Tourism Animation

(2 years, plus an optional foundation year, Diploma / 120 ECTS)

Dear honorable Chairwoman and members of the Agency,

We are in receipt as from 21.6.2017 of the Report of the External Evaluation Committee (EEC) in relation to the above mentioned program and we submit here below our comments for your kind consideration:

Faithfully yours,

Dr Ioannis Violaris

Academic Director – Chairman of the Internal; Quality Assurance Committee

Dear honorable Chairwoman and members of the Agency,



Vive tum somnium!

Our comments on the Report of the External Evaluation Committee in relation to the program

Hospitality and Tourism Animation

(2 years, plus an optional foundation year, Diploma / 120 ECTS)

We are in receipt of the above mentioned Report of the EEC and we would like to comment as follows:

1. We are glad to note the EEC's concluding remarks in which they mention that:

Overall, the College's team was well prepared for the evaluation process and made a positive impression to the panel for their professional approach.

In the previous sections of the report the panel has shown confidence that the development and operation of the program are at a more than acceptable level for a diploma level. Through the report the panel has made some detailed suggestion which we feel will further enhance the programs' viability.

The EEC is praising the innovative nature of the program and its necessity for the tourism and hospitality industry.

2. The EEC is additionally mentioning that:

The panel consider that this program has been well developed and has confidence that the program will deliver a good student experience.

In particular, we would like to comment the College in the following areas:

- The development of an innovative new program in an area of study that is not well provided for,
- The development of links with animation operating companies to provide training and placement opportunities,
- The comprehensive and detailed supporting documentation provided and the professional organization of the evaluation event.

We thank the EEC for the aforementioned very positive and encouraging remarks.

3. As far as the EEC's **recommendations**:



Vive tum somnium!

Recommendations:

- The College should review the intake numbers and ensure that class sizes and available resources continue to be sufficient as intake numbers grow. This is especially important in the practical areas of animation.
- The College should ensure that the methods of teaching delivery and the weighting of assessment are suitable for the subject being taught.
- The College continues to ensure that course texts and library resources are up to date and sufficient for the numbers enrolled.
- The College should consider whether part-time appointments are appropriate for senior management positions as student numbers expand.

We would like to comment as follows:

- The **students' numbers**, that is expected to be registered in the program, has been based on the indications and feedback we have received from our contact with organizations (hotels, cruises and events' organizing firms) that are expected to employ such graduates.
In any case, following our policy, which is based on our target to offer quality education, as well as adopting the Agency's instructions and suggestions, we are not planning to create large classes.
As from the nature of the program, as the EEC also mentions, the classes are expected to be small. For instance the laboratory related ones won't have more than 30 students.
Our aim is to attract about 100 students per year; therefore the maximum number in the two years will not be more than 200 students, which is a manageable number consistent to our facilities and human resources.
As the program will be developing we will be adding all necessary resources (human and other)
- In the revised program application package we have adopted the EEC's suggestions and modified the **lecturing and assessment weights** for the animation related courses and adopting the ECTS principles we have assigned the credits accordingly. If, following the delivery of the program we realize the need for re-allocation of credits we will readily apply it, as this is a continuous process.



Vive tum somnium!

- As we have mentioned in our application and to the members of the EEC the **enrichment of the library** is an ongoing process and one of our major concerns. In the course of just one academic year the number of books has doubled and is now in the proximity of 7,500 titles.
- All our **senior managerial positions** are assigned to full time employed personnel.
We would like to clarify at this point that the program falls under the Hospitality and Tourism Management Department and is Headed and Coordinated by Mr. George Markatos (PhD cand) who is fully employed.

As far as other **specific recommendations of the EEC**, we would like to comment as follows:

The panel would question the relevance of the required module 'Geography of Tourism' and the elective module 'Tourism Planning and Development'.

At present, the summer internship does not count for credit, yet it is a compulsory part of the program. This appears to be anomalous and to students qualifying for the award without undertaking the practical experience that is deemed fundamental to the program.

We are in agreement with the EEC's suggestion and we have removed the elective 'Tourism planning and development' and replaced the 'Geography of Tourism' required course with the course CTOU-300 "Special Interest Tourism", that was an elective.

We have also assigned 10 ECTS credits for the **internship activity**, as per the EEC's suggestion.

Additionally **animation related courses** have been brought forward in earlier semesters as per the EEC's suggestion.

These changes have been integrated in the program's application package attached.

We look forward in receiving soon your, hopefully positive, decision

Yours faithfully,

Dr Ioannis Violaris

Academic Director – Chairman of the Internal; Quality Assurance Committee



Vive tum somnium!



19, S
Tel.:
Email