Cyprus Agency of Quality Assurance and Accreditation in Higher Education

Republic of Cyprus

External Evaluation Report

Program of Study

Institution: ……C.D.A COLLEGE………………………..…………….........

District: …………LIMASSOL……………………………

Name of the Program of Study in Greek: ……ΑΙΣΘΗΤΙΚΗ (2 Έτη, Δίπλωμα)……

Name of the Program of Study in English: BEAUTY THERAPY (2 years, Diploma)

Department: ……BEAUTY DEPARTMENT…………………………………………

Language/s of instruction: GREEK…………………………….

Faculty: ………n/a……………………………………

Program Status (check √ where applicable):

- ➢ New Program of Study: ……No…
- ➢ Currently operation Program of Study: ………
    - • ~~Registered but not evaluated~~ ………
    - • Evaluated and accredited by SEKAP …√…(2013)…
    - • ~~Evaluated by the Cy.Q.A.A. and did not get accreditation~~ ………

Program Category (check √ where applicable):
- ➢ Conventional …√…

- ➢ ~~Distance Learning ………~~

- ➢ ~~Inter-university (Name of collaborating university/ies)~~ ………

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INSTRUCTIONS:

The present document has been prepared within the framework of the authority and competencies of the Cyprus Agency of Quality Assurance and Accreditation in Higher Education, according to the provisions of the "Quality Assurance and Accreditation of Higher Education and the Establishment and Operation of an Agency on Related Matters Laws of 2015 to 2016" [N. 136 (I)/2015].

The document is duly completed by the External Evaluation Committee for each program of study. The ANNEX (Doc. Number 300.1) constitutes an integral part of the external evaluation report for the external evaluation accreditation of a program of study.

EXTERNAL EVALUATION COMMITTEE:

NAME	TITLE AND RANK	UNIVERSITY / INSTITUTION
Kalliopi Dodou	Chair / Associate Professor	University of Sunderland / Health Sciences and Wellbeing
Evangelia Protopapa	Member / Professor	University of West Attica / Aesthetics and Cosmetology
Zeeshan Ahmad	Member / Professor	De Montfort University /
Fani Nicolaïdou	Member	Cyprus Association of Beauticians
Nektaria Chrysanthou	Member	University of Cyprus, Chemistry department

ΔΙΠΑΕ CYQAA

ΦΟΡΕΑΣ ΔΙΑΣΦΑΛΙΣΗΣ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ ΤΗΣ ΑΝΩΤΕΡΗΣ ΕΚΠΑΙΔΕΥΣΗΣ
THE CYPRUS AGENCY OF QUALITY ASSURANCE AND ACCREDITATION IN HIGHER EDUCATION

INTRODUCTION:

I. The External Evaluation procedure

- Short description of the documents that have been studied, of the on site visit meetings, and of the on site visit to the infrastructures.

The required document (200.1) was provided in the English language to the External Evaluation Committee (ECC) by the CYQAA, well in advance of the scheduled visit. The document contained sufficient detail of the College's regulations and procedures, and detailed module descriptors for all modules in Years 1 and 2 of studies. Considering that this Diploma is instructed in the Greek language, it was clarified that the College had to translate the 200.1 from Greek to English for the External Evaluation process.

During the on-site visit, the EEC was welcomed by the Chairman of the College, the Director of the CDA, the Chairman of Internal Quality Assurance Committee, the Director of the Aesthetics departments, the Head of this Diploma, and other senior/key members of staff from the College. A folder with additional documents (Formal Policies for the Development and Management of Programs of Study; Online Platforms; Erasmus agreements; Board of Governors etc) was provided to the EEC. The Chairman of the CDA explained that although there are currently no students attending the Diploma, he would still like to have it accredited by the Cy.Q.A.A. as some students may choose it over the B.A. (Hons) in Aesthetics as a cost-effective study option. He also clarified that Diploma graduates can proceed to the 3rd year of the B.A if they wish, but after completing an interim of 6 months to bring them to the same level as the B.A. students (*ie* they will have overall 4.5 years of studies)

The Head of the Diploma gave a presentation of the programme and answered questions by the EEC. The committee then had the opportunity to discuss with the teaching staff and students of the B.A. (Hons) in Aesthetics.

After lunch, the ECC was shown around the beauty therapy labs, chemistry/physics/formulation labs, makeup workshop areas, lecture rooms, the IT rooms and the library. At the end, the EEC had a brief meeting also with the administration staff.

II. The Internal Evaluation procedure

- Comments concerning the quality and the completeness of the application submitted by the institution of higher education (Doc. Number 200.1), as well as concerning the overall acceptance of and participation in the quality assurance procedures, by the institution in general and by the program of study under evaluation in particular.

The 200.1 was written in English and in sufficient detail. However, there were several translation errors on the document (from Greek to English) and a few inaccuracies on the original document (written in Greek) which were pointed out by the ECC. The CDA made some of the corrections promptly and these were approved by the ECC by the end of the visit. For clarity, the required corrections will be listed to this report.

The Chairman of the Internal Quality Assurance Committee (IQAC), the Director of the Aesthetics Departments, the Head of Program and all other relevant staff showed willingness to answer questions, and take on board suggestions and recommendations from the EEC.

FINDINGS:

1. EFFECTIVENESS OF TEACHING WORK – AVAILABLE RESOURCES

- **Organization of Teaching Work**

The Diploma is well organised and the modules are distributed logically across teaching periods, weeks and allocated ECTS (European Credit Transfer System).
The overall assessment strategy and assessment methods per year are presented clearly and are accurate and logical.
Minor errors on the module descriptors (mainly due to translation from Greek to English) were discussed and agreed at the meeting.

- **Teaching**

Considering there are currently no students on the Diploma, the EEC didn't have the opportunity to observe a teaching session.
The EEC met with four students of the B.A. (Hons) in Aesthetics to discuss on the overall quality of teaching and their student experience. The students gave positive comments about their studies and delivery by the teaching staff and seemed proud to be studying at the CDA.

The EEC was provided a booklet with detailed lists of reading material and reading sources per module and for the overall Diploma, total 541 books. This was a comprehensive and up-to-date list of references.
The EEC would like to suggest that science modules such as Chemistry, Physics, Cosmetology are accompanied by few simple practical classes where the students can collect data. Eg. pH titrations, formulation of emulsions, preparation of creams (semisolid emulsions) etc, considering that the CDA has suitable science labs.

Students acquire the necessary skills in Microsoft Word, Excel, PowerPoint via lectures and seminars in the IT rooms and also have access to all taught material per module via Moodle. Plagiarism is monitored via online Turnitin submissions.

During the visit of the labs there was evidence of GLP (Good Laboratory Practice) such as provision of labcoats and lab glasses.

- **Teaching personnel**

There are 14 members in the teaching team for the Diploma, including the Head of the Diploma.

The Head of the Diploma is well educated and experienced in the field of Aesthetics and Cosmetology.

The CVs of the indicative teaching staff for the Diploma show appropriate qualifications ranging from BSc to PhD and some staff having prior or/and current research activity. The teaching staff are a credit to the Diploma.

The EEC would like to suggest that the Department adopts a consistent CV template for all teaching staff.

The EEC met with the indicative teaching staff for the Diploma to discuss their teaching experience. Comments were positive:

- Opportunities for career progression *eg* Erasmus exchange (for 1 week or semester), coverage for participation at seminars and conferences by the CDA.
- Staff with a BSc qualification are encouraged to do an MSc.
- Ability for full-time or part-time (1 day / week) employment.
- Very good rapport with the students.

The representative of the Cyprus Association of Beauticians (part of the EEC) was pleased that the staff delivering the Aesthetics elements of the Diploma were all registered with the Association.

2. PROGRAM OF STUDY AND HIGHER EDUCATION QUALIFICATIONS

- **Purpose and Objectives and learning outcomes of the Program of Study**

The Program's Purpose and objectives had a few inaccuracies that were discussed at the meeting. For example:

- "*the development and transmission of knowledge..*" → considering this is a Diploma, there is no requirement or expectation for the development of knowledge as this refers to research at more advanced levels of studies. The EEC advised a new phraseology: "the acquisition of knowledge.." and this was accepted by the programs' management team.

The intended learning outcomes were appropriate.

During the meeting of the EEC with the B.A. (Hons) in Aesthetics students, students expressed an opinion that the B.A is more popular than the Diploma and the latter is an option when there are financial limitations to cover the B.A fees of studies.

- **Structure and Content of the Program of studies**

The distribution of modules per semester is balanced and the overall progression of modules is thematically coherent *eg*:

- Dermatology I (Semester A) → Dermatology II (Semester B)

- Chemistry (Semester A) → Cosmetology I (Semester B)
- Anatomy/Physiology (Semester A) → Depilation I (Semester B) → Depilation II (Semester C)

etc

The content of the modules (as presented in the module descriptors) is scientifically robust.

The Diploma includes lab classes for the aesthetics/beauty procedures. The layout of the lab rooms was appropriate; separate labs spaces were allocated for face treatments, makeup and body aesthetic procedures, according to expected standard operating procedures. The equipment was from a reputable supplier and were kept tidy. There was evidence of GLP (Good Laboratory Practice) such as lab glasses and lab coats in the science lab.

- **Quality Assurance of the Program of studies**

The CDA has an Internal Quality Assurance Committee (IQAC) of 7 members which is decided by the Board of Governors. The EEC was provided with copies of all 30 quality assurance forms, such as:

- <u>Classroom Observation Form</u> for the evaluation of teaching staff (peer-review) and Evaluation form for staff by students.
  - o The ECC is pleased that this provides a comprehensive grading structure and the opportunities for staff improvement based on the collected observations, *eg* for appraisal purposes.
- <u>Academic Progress Form</u> for students.
  - o The ECC is pleased that this provides a broad range of indicators including monitoring the use of library.

There are policies against plagiarism; plagiarism in submitted student coursework is monitored using Turnitin.

- **Management of the Program of Study**

The Diploma belongs to the Beauty Department of the CDA, alongside the Higher Diploma, BA and MA. The Beauty Department has a Director overseeing all 4 programmes. The Diploma is managed by the specific Head of the Program. There are specific teaching staff leading each module of the Diploma.
During the visit, the EEC had the opportunity to meet and discuss with the Director, Head and module leaders. The EEC panel is pleased with the expertise of the management team.

Student progression procedures are clear and seem transparent.
There is also a Diploma supplement that enables the international recognition of the Diploma.

- **International Dimension of the Program of Study**

Currently, the Beauty Therapy Diploma has no home and/or international students.

- **Connection with the labor market and the society**

Graduates from this Diploma are expected to be employable in beauty institutes as assistants.

3. RESEARCH WORK AND SYNERGIES WITH TEACHING

- **Research Teaching Synergies**

N/A

4. ADMINISTRATION SERVICES, STUDENT WELFARE AND SUPPORT OF TEACHING WORK

- **Administrative Mechanisms**

The EEC met with the administrative staff and it was obvious that their individual roles are clearly defined and implemented.
There is a good rapport between administrative staff, teaching staff and students.

During the meeting, students expressed their satisfaction with the Student Welfare Services.
Admin staff showed familiarity with course transfer processes and related requirements.

- **Infrastructures / Support**

The library was well organised and had a very good selection of books and online resources for the Beauty Department. The EEC discussed with the librarian who explained that library resources are kept up to date.
The EEC was provided a booklet with the Library Regulations and a List of Databases and Electronic Journals for all programs at the CDA.

- **Financial Resources Admin**

The Chairman of the College confirmed that he has been investing in the development and continuing improvement of the Beauty Department by purchasing new equipment, refurbishing the facilities *eg* makeup room and IT rooms, library resources and investment in staff development.

5. DISTANCE LEARNING PROGRAMS

N/A

6. DOCTORAL PROGRAMS OF STUDY

N/A
This is a Diploma.

CONCLUSIONS AND SUGGESTIONS OF THE EXTERNAL EVALUATION COMMITTEE[1]

- The present situation of the program, good practices, weaknesses that have been detected during the external evaluation procedure by the external evaluation committee, suggestions for improvement.

Good practices

- Coherent syllabus, with thematic progression among semesters.
- The syllabus content is up-to-date.
- Excellent library resources.
- Robust monitoring of the internal quality control procedures.
- Well-equipped and modern buildings.
- Well-thought layout of the teaching areas to allow interactive teaching.
- Student-friendly & supportive environment.

Weaknesses

- Inconsistent CV template; a consistent CV template must be adopted.
- There are no students.

Suggestions for improvement

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[1] It is highlighted, at this point, that the External Evaluation Committee is expected to justify its findings and its suggestions on the basis of the Document num.: 300.1. The External Evaluation Committee is not expected to submit a suggestion for the approval or the rejection of the program of study under evaluation. This decision falls under the competencies of the Council of the Agency of Quality Assurance and Accreditation of higher education.

- The EEC would like to commend on the CDA's efforts to reach and sustain high standards for the Diploma in Beauty Therapy.
- The EEC hope that the Diploma continues all good practices, to keep improving and adapting to the market demands.

Doc. Number: 300.1

Quality Standards and Indicators

External Evaluation of a Program of Study

Institution: ………CDA COLLEGE…………………

Program of Study: ……BEAUTY THERAPY……………………

Duration of the Program of Study: …………2 years……….

Evaluation Date:………Monday 14th January 2019………

The present document has been prepared within the framework of the authority and competencies of the Cyprus Agency of Quality Assurance and Accreditation in Higher Education, according to the provisions of the "Quality Assurance and Accreditation of Higher Education and the Establishment and Operation of an Agency on Related Matters Laws of 2015 to 2016".

The document describes the quality standards and indicators, which will be applied for the external evaluation of programs of study of institutions of higher education, by the External Evaluation Committee.

DIRECTIONS: Note what is applicable **for each quality standard/indicator**.

1. Poor
2. To an unsatisfactory degree
3. To a satisfactory degree
4. Best practice
5. Excellent

It is pointed out that, in the case of standards and indicators that cannot be applied due to the status of the institution and/or of the program of study, N/A (= Not Applicable) should be noted and a detailed explanation should be provided on the institution's corresponding policy regarding the specific quality standard or indicator.

Members of the External Evaluation Committee

NAME	TITLE AND RANK	UNIVERSITY / INSTITUTION
Kalliopi Dodou	Chair / Associate Professor	University of Sunderland / Health Sciences and Wellbeing
Evangelia Protopapa	Member / Professor	University of West Attica / Aesthetics and Cosmetology
Zeeshan Ahmad	Member / Professor	De Montfort University / School of Pharmacy
Fani Nicolaïdou	Member	Cyprus Association of Beauticians
Nektaria Chrysanthou	Member	University of Cyprus, Chemistry department

Date and Time of the On-Site Visit: Monday 14th January 2019

Duration of the On-Site Visit: ……full day……

1. EFFECTIVENESS OF TEACHING WORK – AVAILABLE RESOURCES							
1.1	**Organization of teaching work**		**1**	**2**	**3**	**4**	**5**
1.1.1	The student admission requirements to the program of study, are based on specific regulations which are adhered to in a consistent manner.						X
1.1.2	The number of students in each class allows for constructive teaching and communication, and it compares positively to the current international standards and/or practices.						X
1.1.3	The organization of the educational process safeguards the quality implementation of the program's purpose and objectives and the achievement of the learning outcomes. Particularly, the following are taken into consideration:						
	1.1.3.1	The implementation of a specific academic calendar and its timely publication.					X
	1.1.3.2	The disclosure of the program's curricula to the students, and their implementation by the teaching personnel					X
	1.1.3.3	The course web-pages, updated with the relevant supplementary material					X
	1.1.3.4	The procedures for the fulfillment of undergraduate ~~and postgraduate~~ assignments / practical training					X
	1.1.3.5	The procedures for the conduct and the format of the examinations and for student assessment					X
	1.1.3.6	The effective provision of information to the students and the enhancement of their participation in the procedures for the improvement of the educational process.					X

1.1.4	Adequate and modern learning resources, are available to the students, including the following:					
	1.1.4.1	facilities				X
	1.1.4.2	library				X
	1.1.4.3	infrastructure				X
	1.1.4.4	student welfare				X
	1.1.4.5	academic mentoring				X
1.1.5	A policy for regular and effective communication, between the teaching personnel and the students, is applied.					X
1.1.6	The teaching personnel, for each course, provide timely and effective feedback to the students.					X
1.1.7	Statutory mechanisms, for the support of students and the communication with the teaching personnel, are effective.					X
1.1.8	Control mechanisms for student performance are effective.					X
1.1.9	Support mechanisms for students with problematic academic performance are effective.					X
1.1.10	Academic mentoring processes are transparent and effective for undergraduate and postgraduate programs and are taken into consideration for the calculation of academic work load.					X
1.1.11	The program of study applies an effective policy for the prevention and detection of plagiarism.					X
1.1.12	The program of study provides satisfactory mechanisms for complaint management and for dispute resolution.					X

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

Note, additionally:

α) the expected number of Cypriot and International Students in the program of study.

β) the countries of origin of the majority of students.

γ) the maximum planned number of students per class-section.

1.2	Teaching	1	2	3	4	5
1.2.1	The methodology utilized in each course is suitable for achieving the course's purpose and objectives and those of the individual modules.					X
1.2.2	The methodology of each course is suitable for adults.					X
1.2.3	Continuous-formative assessment and feedback are provided to the students regularly.					X
1.2.4	The assessment system and criteria regarding student course performance, are clear, adequate, and known to the students.					X
1.2.5	Educational activities which encourage students' active participation in the learning process, are implemented.					X
1.2.6	Teaching incorporates the use of modern educational technologies that are consistent with international standards, including a platform for the electronic support of learning.					X
1.2.7	Teaching materials (books, manuals, journals, databases, and teaching notes) meet the requirements set by the methodology of the program's individual courses, and are updated regularly.					X

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

1.3	Teaching Personnel	1	2	3	4	5
1.3.1	The number of full-time academic personnel, occupied exclusively at the institution, and their fields of expertise, adequately support the program of study.					X
1.3.2	The members of teaching personnel for each course have the relevant formal and fundamental qualifications for teaching the course, as described by the legislation, including the following:					X
	1.3.2.1 Subject specialization, preferably with a doctorate, in the discipline.					X
	1.3.2.2 Publications within the discipline.					
1.3.3	The specializations of Visiting Professors adequately support the program of study.					X

		1	2	3	4	5
1.3.4	Special Teaching Personnel and Special Scientists have the necessary qualifications, adequate work experience and specialization to teach a limited number of courses in the program of study.					X
1.3.5	In every program of study the Special Teaching Personnel does not exceed 30% of the Teaching Research Personnel.					X
1.3.6	The teaching personnel of each private institution of tertiary education, to a percentage of at least 70%, has recognized academic qualification, by one level higher than that of the program of study in which he/she teaches.					X
1.3.7	In the program of study, the ratio of the number of courses taught by full-time personnel, occupied exclusively at the institution, to the number of courses taught by part-time personnel, ensures the quality of the program of study.					X
1.3.8	The ratio of the number of students to the total number of teaching personnel is adequate for the support and safeguarding of the program's quality.					X
1.3.9	The academic personnel's teaching load does not limit the conduct of research, writing, and contribution to the society.					X
1.3.10	Future redundancies / retirements, expected recruitment and promotions of academic personnel safeguard the unimpeded implementation of the program of study within a five-year span.					X
1.3.11	The program's Coordinator has the qualifications and experience to efficiently coordinate the program of study.					X

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

2. PROGRAM OF STUDY AND HIGHER EDUCATION QUALIFICATIONS						
2.1	**Purpose and Objectives and learning outcomes of the Program of Study**	1	2	3	4	5
2.1.1	The purpose and objectives of the program of study are formulated in terms of expected learning outcomes and are consistent with the mission and the strategy of the institution.					X

		1	2	3	4	5
2.1.2	The purpose and objectives of the program and the learning outcomes are utilized as a guide for the design of the program of study.					X
2.1.3	The higher education qualification and the program of study, conform to the provisions of their corresponding Professional and Vocational Bodies for the purpose of registration to these bodies.					X
2.1.4	The program's content, the methods of assessment, the teaching materials and the equipment, lead to the achievement of the program's purpose and objectives and ensure the expected learning outcomes.					X
2.1.5	The expected learning outcomes of the program are known to the students and to the members of the academic and teaching personnel.					X
2.1.6	The learning process is properly designed to achieve the expected learning outcomes.					X
2.1.7	The higher education qualification awarded to the students, corresponds to the purpose and objectives and the learning outcomes of the program.					X

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

2.2	**Structure and Content of the Program of Study**	**1**	**2**	**3**	**4**	**5**
2.2.1	The course curricula clearly define the expected learning outcomes, the content, the teaching and learning approaches and the method of assessing student performance.					X
2.2.2	The European Credit Transfer System (ECTS) is applied and there is true correspondence between credits and workload per course and per semester for the student either he / she studies in a specific program or he/she is registered and studies simultaneously in additional programs of studies according to the European practice in higher education institutions.					X
2.2.3	The program of study is structured in a consistent manner and in sequence, so that concepts operating as preconditions precede the teaching of other, more complex and cognitively more demanding, concepts.					X

2.2.4	The higher education qualification awarded, the learning outcomes and the content of the program are consistent.					X
2.2.5	The program, in addition to the courses focusing on the specific discipline, includes an adequate number of general education courses.					X
2.2.6	The content of courses and modules, and the corresponding educational activities are suitable for achieving the desired learning outcomes with regards to the knowledge, skills, and abilities which should be acquired by students.					X
2.2.7	The number and the content of the program's courses are sufficient for the achievement of learning outcomes.					X
2.2.8	The content of the program's courses reflects the latest achievements / developments in science, arts, research and technology.					X
2.2.9	Flexible options / adaptable to the personal needs or to the needs of students with special needs, are provided.					X

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

Note the expected number of students who will be studying simultaneously at another academic institution, based on your experience so far, regarding students who study simultaneously in the programs of your institution.

2.3	Quality Assurance of the Program of Study	1	2	3	4	5
2.3.1	The arrangements regarding the program's quality assurance define clear competencies and procedures.					X
2.3.2	Participation in the processes of the system of quality assurance of the program, is ensured for					
	2.3.2.1	the members of the academic personnel					X
	2.3.2.2	the members of the administrative personnel					X
	2.3.2.3	the students.					X
2.3.3	The guide and / or the regulations for quality assurance, provide detailed information and data for the support and management of the program of study.					X

			1	2	3	4	5
2.3.4	The quality assurance process constitutes an academic process and it is not restricted by non-academic factors.						x

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

2.4	**Management of the Program of Study**		1	2	3	4	5
2.4.1	Effective management of the program of study with regard to its design, its approval, its monitoring and its review, is in place.						x
2.4.2	It is ensured that learning outcomes may be achieved within the specified timeframe.						x
2.4.3	It is ensured that the program's management and development process is an academic process which operates without any non-academic interventions.						x
2.4.4	The academic hierarchy of the institution, (Rector, Vice-Rectors, Deans, Chairs and Programs' Coordinators, academic personnel) have the sole responsibility for academic excellence and the development of the programs of study.						x
2.4.5	Information relating to the program of study are posted publicly and include:						
	2.4.5.1	The provisions regarding unit credits					x
	2.4.5.2	The expected learning outcomes					x
	2.4.5.3	The methodology					x
	2.4.5.4	Course descriptions					x
	2.4.5.5	The program's structure					x
	2.4.5.6	The admission requirements					x
	2.4.5.7	The format and the procedures for student assessment					x
2.4.6	The award of the higher education qualification is accompanied by the Diploma Supplement which is in line with the European and international standards.						x
2.4.7	The effectiveness of the program's evaluation mechanism, by the students, is ensured.						x

2.4.8	The recognition and transfer of credit units from previous studies is regulated by procedures and regulations which ensure that the majority of credit units is awarded by the institution which awards the higher education qualification.					X

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

In the case of practical training, note:
- The number of credit units for courses and the number of credits for practical training
- In which semester does practical training takes place?
- Note if practical training is taking place in a country other than the homecountry of the institution which awards the higher education qualification

2.5	**International Dimension of the Program of Study**	1	2	3	4	5
2.5.1	The program's collaborations with other institutions are compared positively with corresponding collaborations of other departments / programs of study in Europe and internationally.					X
2.5.2	The program attracts Visiting professors of recognized academic standing.					X
2.5.3	Students participate in exchange programs.					X
2.5.4	The academic profile of the program of study is compatible with corresponding programs of study in Cyprus and internationally.					X

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

Also, comment on the degree the program compares positively with corresponding programs operating in Cyprus and abroad in higher education institutions of the same rank.

2.6	**Connection with the labor market and the society**	1	2	3	4	5
2.6.1	The procedures applied, so that the program conforms to the scientific and professional activities of the graduates, are adequate and effective.					X

| 2.6.2 | According to the feasibility study, indicators for the employability of graduates are satisfactory. | | | | | X |
| 2.6.3 | Benefits, for the society, deriving from the program are significant. | | | | | X |

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

3. RESEARCH WORK AND SYNERGIES WITH TEACHING						
3.1	**Research - Teaching Synergies**	1	2	3	4	5
3.1.1	It is ensured that teaching and learning have been adequately enlightened by research.					
3.1.2	New research results are embodied in the content of the program of study.					
3.1.3	Adequate and sufficient facilities and equipment are provided to support the research component of the program of study, which are available and accessible to the personnel and the students.				X	
3.1.4	The results of the academic personnel's research activity are published in international journals with the peer-reviewing system, in international conferences, conference minutes, publications etc.					
3.1.5	External, non-governmental, funding for the academic personnel's research activities, is compared positively to the funding of other institutions in Cyprus and abroad.					
3.1.6	Internal funding, of the academic personnel's research activities, is compared positively to the funding of other institutions in Cyprus and abroad.					
3.1.7	The policy for, indirect or direct, internal funding of the academic personnel's research activity is satisfactory.					

3.1.8	The participation of students, academic, teaching and administrative personnel of the program in research activities and projects is satisfactory.					
3.1.9	Student training in the research process is sufficient.					

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

4. ADMINISTRATION SERVICES, STUDENT WELFARE AND SUPPORT OF TEACHING WORK

4.1	**Administrative Mechanisms**	1	2	3	4	5
4.1.1	There is a Student Welfare Service that supports students with regards to academic and personal problems and difficulties.					x
4.1.2	Statutory administrative mechanisms for monitoring and supporting students are sufficient.					x
4.1.3	The efficiency of these mechanisms is assessed on the basis of specific criteria.					x

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

4.2	**Infrastructure / Support**	1	2	3	4	5
4.2.1	There are suitable books and reputable journals supporting the program.					x
4.2.2	There is a supportive internal communication platform.					x
4.2.3	The facilities are adequate in number and size.					x
4.2.4	The equipment used in teaching and learning (laboratory and electronic equipment, consumables etc) are quantitatively and qualitatively adequate.					x
4.2.5	Teaching materials (books, manuals, scientific journals, databases) are adequate and accessible to students.					x
4.2.6	Teaching materials (books, manuals, scientific journals, databases) are updated regularly with the most recent publications.					x

| 4.2.7 | The teaching personnel are provided with training opportunities in teaching method, in adult education, and in new technologies on the basis of a structured learning framework. | | | | | x |

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

4.3	Financial Resources	1	2	3	4	5
4.3.1	The management and allocation of the financial resources of the program of study, allow for the development of the program and of the academic / teaching personnel.					x
4.3.2	The allocation of financial resources as regards to academic matters, is the responsibility of the relevant academic departments.					x
4.3.3	The remuneration of academic and other personnel is analogous to the remuneration of academic and other personnel of the respective institutions in Cyprus.					x
4.3.4	Student tuition and fees are consistent to the tuition and fees of other respective institutions.					x

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

The following criterion applies additionally for distance learning programs of study.

5.	DISTANCE LEARNING PROGRAMS	1	2	3	4	5
5.1	Feedback processes for teaching personnel with regards to the evaluation of their teaching work, by the students, are satisfactory.					
5.2	The process and the conditions for the recruitment of academic / teaching personnel, ensure that candidates have the necessary skills and experience for long distance education.					

5.3	Through established procedures, appropriate training, guidance and support, are provided to teaching personnel, to enable it to efficiently support the educational process.					
5.4	Student performance monitoring mechanisms are satisfactory.					
5.5	Adequate mentoring by the teaching personnel, is provided to students, through established procedures.					
5.6	The unimpeded long distance communication between the teaching personnel and the students, is ensured to a satisfactory degree.					
5.7	Assessment consistency, its equivalent application to all students, and the compliance with predefined procedures, are ensured.					
5.8	Teaching materials (books, manuals, scientific journals, databases) comply with the requirements provided by the long distance education methodology and are updated regularly.					
5.9	The program of study has the appropriate and adequate infrastructure for the support of learning.					
5.10	The supporting infrastructures are easily accessible.					
5.11	Students are informed and trained with regards to the available educational infrastructure.					
5.12	The procedures for systematic control and improvement of the supportive services are regular and effective.					
5.13	Infrastructure for distance education is comparable to university infrastructure in the European Union and internationally.					
5.14	Electronic library services are provided according to international practice in order to support the needs of the students and of the teaching personnel.					
5.15	The students and the teaching personnel have access to the necessary electronic sources of information, relevant to the program, the level, and the method of teaching.					
5.16	The percentage of teaching personnel who holds a doctorate, in a program of study which is offered long distance, is not less than 75%.					

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

If the following apply, note "√"in the appropriate space next to each statement. In case the following statements do not apply, note what is applicable:

The maximum number of students per class-section, should not exceed 30 students.	
The conduct of written examinations with the physical presence of the students, under the supervision of the institution or under the supervision of reliable agencies which operate in the countries of the students, is compulsory.	
The number of long distance classes taught by the academic personnel does not exceed the number of courses taught by the teaching personnel in conventional programs of study.	

The following criterion applies additionally for doctoral programs of study.

6.	DOCTORAL PROGRAMS OF STUDY	1	2	3	4	5
6.1	The provision of quality doctoral studies is ensured through Doctoral Studies Regulations.					
6.2	The structure and the content of a doctoral program of study are satisfactory and they ensure the quality provision of doctoral studies.					
6.3	The number of academic personnel, which is going to support the doctoral program of study, is adequate.					
6.4	The doctoral studies' supervisors have the necessary academic qualifications and experience for the supervision of the specific dissertations.					
6.5	The degree of accessibility of all interested parties to the Doctoral Studies Regulations is satisfactory.					
6.6	The number of doctoral students, under the supervision of a member of the academic personnel, is apt for the					

	continuous and effective feedback provided to the students and it complies with the European and international standards.					
6.7	The research interests of academic advisors and supervisors are satisfactory and they adequately cover the thematic areas of research conducted by the doctoral students of the program.					

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

Note the number of doctoral students under the supervision of each member of the academic personnel of the program and the academic rank of the supervisor.

FINAL REMARKS – SUGGESTIONS

Please note your final remarks and suggestions for the program of study and/or regarding particular aspects of the program.

This is a 2 year Diploma program on Beauty Therapy. The EEC believes that this Diploma is of exemplar content and design, and that it fulfills all educational objectives of a Diploma level.

There are a few areas for improvement that have been highlighted in this report and that would benefit the further improvement of this Diploma.

Names and Signatures of the Chair and the Members of the External Evaluation Committee:

Name:	Signature:
Dr Kalliopi Dodou	
Prof Evangelia Protopapa	
Prof Zeeshan Ahmad	
Ms Fani Nicolaïdou	
Miss Nektaria Chrysanthou	

Date: …Saturday 19th January 2019…….

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