

Doc. Number: 300.1.1

**Cyprus Agency of Quality Assurance and Accreditation in
Higher Education**

Republic of Cyprus

**External Evaluation Report
Program of Study**

Institution: Ctl Eurocollege

Program of Study: Legal Assistant 2 Years Diploma

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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	UNIVERSITY / INSTITUTION
Ilias Bantekas	Professor	Brunel University of London
Olympia Bekou	Professor	University of Nottingham
Saskia Hufnagel	Senior Lecturer	Queen Mary University of London
Andreas Varnavas	Student	University of Cyprus

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.

- . 4.1 Name of the Institution
- . 4.2 Institution or branch of the Institution pertinent to this application
- . 4.3 Name of the program of study
- . 4.4 Final higher education qualification awarded
- . 4.5 Program type (academic / vocational)
- . 4.6 Duration of studies
- . 4.7 Program's purpose and objectives
- . 4.8 Intended learning outcomes
- . 4.9 Program's language of instruction
- . 4.10 Detailed curriculum, including the structure of the program, courses per semester and the content of each course analytically (in Greek or in English depending on the program's language of instruction)
- . 4.11 Student admission requirements
- . 4.12 Academic / teaching personnel and their qualifications
- . 4.13 Program's courses and the academic / teaching personnel teaching each course for every year of studies
- . 4.14 Research activities of the teaching personnel involved in the program and synergies between research and teaching
- . 4.15 Address or addresses of the program's premises where the program is offered
- . 4.16 Number and description of classrooms, laboratories, library, equipment and of any relevant infrastructure in general
- . 4.17 Regulations and procedures for quality assurance for the program of study
- . 4.18 Student welfare mechanisms, for monitoring the sufficiency of student support
- 4.19 Feasibility study, which must include, amongst others:

- The proposed number of students - Graduates' employability prospects
- . 4.20 Tuition and the management of the program's financial resources
- . 4.21 Administrative structure of the institution's programs of study, including the program in the proper position (i.e. by indicating the School and the Department under which the program will operate, by noting whether the program is inter-institutional, inter-departmental, etc)
- . 4.22 Name and contact information of the Program's Coordinator

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 Committee is of the opinion that the application could have been better structured and thought through, for example by compiling all information into a single document. However, the application contained all the relevant information on the basis of which the Committee could form a sound opinion. The Committee was further assisted in its work by the participation of the vast majority of teaching and administrative staff, as well as current students on other courses. The discussions were fruitful and constructive.

FINDINGS:

1. EFFECTIVENESS OF TEACHING WORK – AVAILABLE RESOURCES

- Organization of Teaching Work

The Committee feels that the proposed program of study is well supported by existing full time and part time personnel with the exception of the legal modules, which under our proposal would require additional staff.

Everyone seems to understand what the teaching allocation and teaching needs are.

- Teaching

The Committee was of the opinion that the teaching methods were appropriate for the proposed course. Equipment and support are in place for all teaching needs and student support.

- Teaching personnel

The Committee was of the opinion that the teaching personnel are of an appropriate standard for the purposes of this diploma and possess all the academic attributes to deliver a high quality legal assistant diploma.

2. PROGRAM OF STUDY AND HIGHER EDUCATION QUALIFICATIONS

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

The Committee reviewed the purpose and objectives as well as the learning outcomes of the proposed Programme of Study as outlined in the Application and discussed them during the on-site visit. The Committee feels that these are not appropriate.

The objective of this Programme to train English speaking legal assistants for the Cyprus law firm market is misguided. Although English should remain a strong component of the Programme, the Programme should only be open to fluent Greek speakers. Fluency in Greek is important if the trained legal assistant is to file forms and more generally is integrated in a Cyprus law firm. For instance, this is because all forms filed with public authorities in Cyprus have to be submitted in Greek. It would be very difficult for a legal assistant unfamiliar with the Greek legal terminology to fill in forms appropriately, even if they were fluent in Greek. Instruction in Greek legal terminology should therefore also be a requirement of the Programme.

The Committee considers it necessary to restructure the proposed programme of study with regard to the law modules. The Programme as it stands does not cater for the needs of a legal assistant education, but is more pitched at law student level. The

Committee therefore recommends a major restructuring of the proposed programme to reflect the job description of a legal assistant. The competences and skills needed in Cyprus law firms are not matched by the skills reflected in this proposal. This process requires significant work on the part of those involved in the program and prospective students would gain very little from this course without the proposed restructuring.

- Structure and Content of the Program of studies

The Committee strongly feels that the content of the law modules and some of the proposed skills courses, such as English Shorthand, are not appropriate. Other courses were not specifically designed for a legal setting, such as Public Relations and Cultural Geography. The choice of electives was therefore not always suitable for the proposed program of study.

It would be beneficial for students to experience teaching of a stronger practical component to really be able to alleviate lawyers of their administrative responsibilities. The legal teaching staff would need to design new material to support the students in learning more practical skills.

The programme of study does not compare to other courses offered elsewhere in Cyprus as it is higher pitched at office manager/paralegal level and it does not compare to ILEX (UK) as it has a much stronger law component. It is comparable to other UK and US diplomas, but does not incorporate the strong practical aspects taught in other similar programmes.

The courses are pitched at a high level of legal training, which is not required for the profession of legal assistant. The content and course objectives should be substantially revised to reflect the actual responsibilities of a legal assistant. Such as

- office management and software
- filing
- case management
- registrar responsibilities
- General Data Protection Regulation training
- a general understanding of the Cypriot legal system
- basic understanding of specific areas of law and the legal system where the assistant operates, including specific legal procedures, such as wills, conveyancing, power of attorney, divorce, etc. and the required forms to be filled in and deadlines to be met.

There should be instruction on terminology both in Greek and in English.

We strongly recommend that there should be a one-year-long module on basic legal principles and a one-year-long module on form filling and procedures.

The content and teaching materials are not appropriate, while assessment and equipment are well adjusted.

The materials are pitched at the wrong level of study. They would be appropriate to law students, but not legal assistants. Where more basic legal literature does not exist for

Cypriot law, they should be written in handbook form and included into the syllabus in advance of offering the course by the teaching staff.

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

The Committee felt that the quality is adequate for the proposed Programme.

The only remark that needs to be made here is that there is a failure of the college to understand the importance of a Greek language requirement and instruction in Greek legal terminology in the Programme. The Programme, if it is to cater for the Cypriot legal market, cannot be undertaken in English alone and it is unrealistic to expect that an international student would in any way benefit from such a Programme.

- **Management of the Program of Study**

The teaching personnel involved with the programme are more than able to manage the programme of study.

The management could only be positively assessed during the site visit.

- **International Dimension of the Program of Study**
n/a

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

The quality, management and connection with the local labour market and society can only be deemed to be appropriate if it is only open to students with competence in Greek. The committee cannot comment on the international dimension of the programme.

3. RESEARCH WORK AND SYNERGIES WITH TEACHING

- **Research Teaching Synergies**

This criterion is not applicable for the proposed programme of study as the education of a legal assistant does not have to be conducted by research active university personnel.

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

- **Administrative Mechanisms**
- **Infrastructures / Support**
- **Financial Resources**

The committee is confident that the institution's processes with regard to administration, student welfare and support of teaching work are robust and appropriate for the proposed programme.

The Committee has no reason to question the availability of financial resources.

5. DISTANCE LEARNING PROGRAMS

n/a

6. DOCTORAL PROGRAMS OF STUDY

n/a

CONCLUSIONS AND SUGGESTIONS OF THE EXTERNAL EVALUATION COMMITTEE¹

- 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.

On the basis of the documentation provided in advance of and during the visit, as well as the discussions with staff and students during the on-site visit, the Committee holds the view that the proposed Legal Assistant Diploma is not well designed, lacks clear and coherent aims and learning outcomes on the basis of the content of the proposed modules. However, it is delivered by qualified, committed and enthusiastic academic colleagues.

We are satisfied that the new programme could well be integrated in the College's strategic development plans, and could improve, with major restructuring of the proposed modules.

We note here a number of areas where the program requires significant amendments:

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.

1. The Committee feels that the purpose and content of the programme are not appropriate for the proposed professional qualification of a legal assistant in the Cyprus legal market.
2. Although English should remain a strong component of the Programme, the Programme should only be open to fluent Greek speakers.
3. The Committee therefore recommends a major restructuring of the proposed programme to reflect the job description of a legal assistant.
4. The Committee recommends that the content of the law modules and some of the proposed skills courses, such as English Shorthand, be amended.
5. The Committee recommends a stronger practical component to match the job description of legal assistant in the Cyprus law market.
6. Responsibilities that should be catered for in the proposed training include
 - a) office management and software
 - b) filing
 - c) case management
 - d) registrar responsibilities
 - e) General Data Protection Regulation training
 - f) a general understanding of the Cypriot legal system
 - g) basic understanding of specific areas of law and the legal system where the assistant operates, including specific legal procedures, such as wills, conveyancing, power of attorney, divorce, etc. and the required forms to be filled in and deadlines to be met.
7. There should be instruction on terminology both in Greek and in English.
8. There should be a one-year-long module on basic legal principles and a one-year-long module on form filling and procedures.
9. The material for the courses focusing on legal education should be revised and if appropriate produced from scratch in handbook form by the teaching staff.

Quality Standards and Indicators
External Evaluation of a Program of Study

Institution: ...Cti Eurocollege
 Program of Study: Legal Assistant Diploma
 Duration of the Program of Study: ...2 Years.....
 Evaluation Date:.....11/05/2018.....

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. Applicable to a minimum degree
2. Applicable to a non satisfactory degree
3. Applicable to a satisfactory degree
4. Applicable to a very satisfactory degree
5. It applies and it constitutes a good practice

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	UNIVERSITY / INSTITUTION
Ilias Bantekas	Prof	Brunel University of London
Olympia Bekou	Prof	Nottingham University
Saskia Hufnagel	Dr	Queen Mary University of London
Andreas Varnavas	Mr	University of Cyprus

Date and Time of the On-Site Visit: ...11/05/2018, one day....

Duration of the On-Site Visit:7 hours.....

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:				X	
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
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>1.1.1 The programme should only be open to Greek speakers as it is exclusively aimed at the Cyprus legal market.</p> <p>All other requirements were satisfactorily fulfilled.</p> <p>Note, additionally:</p> <p>α) the expected number of Cypriot and International Students in the program of study. Mainly Cypriot and Greek students (international students only when fluent in Greek).</p> <p>β) the countries of origin of the majority of students. Mainly Cyprus and Greece.</p> <p>γ) the maximum planned number of students per class-section. 15</p>								
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				
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>1.2.7 The materials are pitched at the wrong level of study. They would be appropriate to law students, but not legal assistants. Where more basic materials do not exist for the law courses, they should be drafted in advance of offering the course by the teaching staff.</p> <p>All other requirements were satisfactorily fulfilled.</p>						
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.					n/a
1.3.3		The specializations of Visiting Professors adequately support the program of study.					x
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.					n/a
1.3.5		In every program of study the Special Teaching Personnel does not exceed 30% of the Teaching Research Personnel.					n/a
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.					n/a
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
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>1.3.1 Although the part-time/full-time ratio of staff generally appears to be appropriate, there is only one part time lawyer on the teaching team who cannot be expected to teach all the legal components by herself. An increase of legally trained personnel is recommended.</p> <p>1.3.7 s.a. ratio of legally trained personnel too low.</p>							

All other requirements were satisfactorily fulfilled.

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				
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.					n/a
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.

2.1.1 The courses are pitched at a high level of legal training, which is not required for the profession of legal assistant. The content and course objectives should be substantially revised to reflect the actual responsibilities of a legal assistant. Such as

- office management and software
- filing
- case management
- registrar responsibilities
- General Data Protection Regulation training
- a general understanding of the Cypriot legal system
- basic understanding of specific areas of law and the legal system where the assistant operates, including specific legal procedures, such as wills, conveyancing, power of attorney,

divorce, etc. and the required forms to be filled in and deadlines to be met.

There should be instruction on terminology both in Greek and in English.

We strongly recommend that there should be a one-year-long module on basic legal principles and a one-year-long module on form filling and procedures.

2.1.2 s.a.

2.1.4 The content and teaching materials are not appropriate, while assessment and equipment are well adjusted.

2.1.5 They are inappropriate for the objectives of the course.

2.1.6 The learning process needs to be redesigned to reflect the actual responsibilities of a legal assistant.

2.1.7 see all above.

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			X		

	achievements / developments in science, arts, research and technology.					
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.

2.2.1 While the curricula clearly define the learning outcomes, the problem is that the learning outcomes are not appropriate for the programme.

2.2.3 They would only if it were the right content.

2.2.4 s.a.

2.2.6 s.a.

2.2.7 s.a.

2.2.8 The staff striving to make content relevant and timely, however, the programme as it stands is not suitable for the objective of training legal assistants.

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.

n/a

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					X
	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
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.

The quality assurance is sufficient as evidenced by the quality of staff and the existence of

handbooks and manuals ensuring the strict following of procedures.

With the quality assurance process currently in place we are confident that the future quality of the revised programme can be guaranteed.

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:					X
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.

The committee felt that the programme was well managed by competent and committed

academic and administrative staff.

In the case of practical training, note:

- The number of credit units for courses and the number of credits for practical training
The course credits were appropriate, but there were no credits for practical training
- In which semester does practical training takes place?
This was not specified, despite this being a practical degree
- Note if practical training is taking place in a country other than the homecountry of the institution which awards the higher education qualification
Erasmus exchange programmes were possible in other Programmes, but were not specified for the proposed Programme.

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.					n/a
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.

2.5.4 It does not compare to the Legal Secretary courses offered elsewhere in Cyprus as it is higher pitched at office manager/paralegal level and it does not compare to ILEX (UK) as it has a much stronger law component. It is comparable to other UK and US diplomas, but does not incorporate the strong practical aspects taught in other similar programmes.

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.

2.6.1 and 2.6.3 It would be beneficial for students to experience teaching with a stronger practical component to really be able to alleviate lawyers of their administrative responsibilities.

2.6.1 The feasibility study was inadequate as it did not present the underlying data and was based on insufficient empirical data (only 15 law firms in Limassol).

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.					x
3.1.2	New research results are embodied in the content of the program of study.					x
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.					n/a
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.					n/a
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.					x
3.1.7	The policy for, indirect or direct, internal funding of the academic personnel's research activity is satisfactory.					x
3.1.8	The participation of students, academic, teaching and administrative personnel of the program in research activities and projects is satisfactory.					x

3.1.9	Student training in the research process is sufficient.					n/a
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>While no research experience and activities are required for the delivery of this programme, the committee felt that the staff had opportunities and sufficient funding for academic development and there was a plan in place to increase research outputs by the college.</p>						
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
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>Administrative mechanisms were adequate and raised no concerns with a view to student support and welfare.</p>						
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					x

	quantitatively and qualitatively adequate.					
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
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>4.2.5 The legal teaching staff would need to design new material to support the students in learning more practical skills as the current material provided online and in the library is not sufficient for a practically oriented Programme. All other requirements were satisfactorily fulfilled.</p>						
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
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>The Committee notes the openness with which the College discussed the availability of resources. There were no concerns in that respect.</p>						

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.					n/a
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.					n/a
5.3	Through established procedures, appropriate training, guidance and support, are provided to teaching personnel, to enable it to efficiently support the educational process.					n/a
5.4	Student performance monitoring mechanisms are satisfactory.					n/a
5.5	Adequate mentoring by the teaching personnel, is provided to students, through established procedures.					n/a
5.6	The unimpeded long distance communication between the teaching personnel and the students, is ensured to a satisfactory degree.					n/a
5.7	Assessment consistency, its equivalent application to all students, and the compliance with predefined procedures, are ensured.					n/a
5.8	Teaching materials (books, manuals, scientific journals, databases) comply with the requirements provided by the long distance education methodology and are updated regularly.					n/a
5.9	The program of study has the appropriate and adequate infrastructure for the support of learning.					n/a
5.10	The supporting infrastructures are easily accessible.					n/a
5.11	Students are informed and trained with regards to the available educational infrastructure.					n/a
5.12	The procedures for systematic control and improvement of the supportive services are regular and effective.					n/a
5.13	Infrastructure for distance education is comparable to university infrastructure in the European Union and					n/a

	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.					n/a
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.					n/a
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%.					n/a

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.	n/a
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.	n/a
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.	n/a

The following criterion applies additionally for doctoral programs of study.

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

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.

The committee is grateful to Ctl Eurocollege and DI.PA.E. as a whole for their gracious hospitality, the thoroughness of the documentation they put before us, and their openness in discussing every aspect of their application.

On the basis of the documentation provided in advance of and during the visit, as well as the discussions with staff and students during the on-site visit, the Committee holds the view that the proposed Legal Assistant Diploma is not well designed, lacks clear and coherent aims and learning outcomes on the basis of the content of the proposed modules. However, it is delivered by qualified, committed and enthusiastic academic colleagues.

We are also satisfied that the new programme could well be integrated in the College's strategic development plans.

We note here a number of areas where the program requires significant amendments:

10. The Committee feels that the purpose and content of the programme are not appropriate for the proposed professional qualification of a legal assistant in the Cyprus legal market.
11. Although English should remain a strong component of the Programme, the Programme should only be open to fluent Greek speakers.
12. The Committee therefore recommends a major restructuring of the proposed programme to reflect the job description of a legal assistant.
13. The Committee recommends that the content of the law modules and some of the proposed skills courses, such as English Shorthand, be amended.
14. The Committee recommends a stronger practical component to match the job description of legal assistant in the Cyprus law market.
15. Responsibilities that should be catered for in the proposed training include
 - h) office management and software
 - i) filing
 - j) case management
 - k) registrar responsibilities
 - l) General Data Protection Regulation training
 - m) a general understanding of the Cypriot legal system
 - n) basic understanding of specific areas of law and the legal system where the assistant operates, including specific legal procedures, such as wills, conveyancing, power of attorney, divorce, etc. and the required forms to be filled in and deadlines to be met.
16. There should be instruction on terminology both in Greek and in English.
17. There should be a one-year-long module on basic legal principles and a one-year-long module on form filling and procedures.

18. The material for the courses focusing on legal education should be revised and if appropriate produced from scratch in handbook form by the teaching staff.

These points are extremely important to the functioning of a successful Legal Assistant Diploma Programme and implementation of these changes will lead to the Committee's approval of the Programme. But we would like to point out that these changes require a significant amount of work and an overhaul of the proposed Programme.

In sum, we found the proposal to be inadequate at this stage, but we believe that with substantial re-working and more practical orientation, this Programme has the potential of becoming very useful. The Committee remains at the disposal of DI.PA.E. for any further clarifications and comments, and it grateful for the Agency's support in this process.

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

Name:	Signature:
Prof Ilias Bantekas	
Prof Olympia Bekou	
Dr Saskia Hufnagel	
Mr Andreas Varnavas	

Date:13/05/2018.....