



Ref. Number: 07.14.118.015.001

**FINAL REPORT OF THE CYPRUS AGENCY OF QUALITY ASSURANCE AND  
ACCREDITATION IN HIGHER EDUCATION**

**EVALUATION - ACCREDITATION  
OF THE PROGRAMME OF STUDY**

**IN GREEK:**

**Διοικητικός Λειτουργός Γραφείου (2 ακαδημαϊκά έτη, 120 ECTS, Δίπλωμα)**

**IN ENGLISH:**

**Office Management Administrator (2 academic years, 120 ECTS, Diploma)**

**OF THE HIGHER EDUCATION INSTITUTION  
KES College**

This Final Report was prepared on the basis of Article (20)(2)(f)(i) of the “Quality Assurance and Accreditation in Higher Education and the Establishment and Operation of an Agency on Related Matters Laws” of 2015 to 2021 [L. 136 (I)/2015 - L. 132(I)/2021].

**THE PROCEDURE:**

On the 23<sup>rd</sup> of February 2023, the legal representative of the Higher Education Institution KES College, submitted an application (Doc. 200.1), based on Article (17) of the “Quality Assurance and Accreditation in Higher Education and the Establishment and Operation of an Agency on Related Matters Laws” of 2015 to 2021, for the evaluation-accreditation of the programme of study:

**IN GREEK:**

**Διοικητικός Λειτουργός Γραφείου (2 ακαδημαϊκά έτη, 120 ECTS, Δίπλωμα)**

**IN ENGLISH:**

**Office Management Administrator (2 academic years, 120 ECTS, Diploma)**

This application is registered with the reference number: 07.14.118.015.001

In the framework of competences conferred on it by the relevant legislation, the Council of the Agency has constituted an External Evaluation Committee (EEC), which after initially examining the institution's application for programme evaluation and accreditation, performed an on-site visit at the institution on the 5<sup>th</sup> of July 2023.

The EEC met with the head of the institution, the head of the relevant department, the programme's coordinator, members of the academic staff, members of the administrative staff, students and/or their representatives and the Internal Quality Assurance Committee.

Additionally, the EEC examined the institution's facilities (library, computer labs, labs, teaching classes, research infrastructures, etc.), various documents presented and/or requested by the EEC, the School's/Faculty's structure and the programme's position in it, the CVs of the teaching staff and their relationship to the institution as teachers in regard to any other duties and teaching.

The EEC has documented its findings and recommendations and drew up the External Evaluation Report in the Doc. 300.1.1.

### **CYQAA Council's Decision**

The Council of the Cyprus Agency of Quality Assurance and Accreditation of Higher Education, during its 98<sup>th</sup> Summit on the 23<sup>rd</sup> of October 2023, according to the Article (20)(2)(f)(i) of the "Quality Assurance and Accreditation in Higher Education and the Establishment and Operation of an Agency on Related Matters Laws" of 2015 to 2021 [L. 136 (I)/2015 - L. 132(I)/2021], and on the basis of the suggestions of the External Evaluation Committee, and the comments of the institution on the External Evaluation Committee report, **decided that the programme is accredited to be delivered in English and Greek with the following recommendations to be implemented by the end of the Spring Semester 2023-2024.**

**The Agency requires from the Institution to:**

- **Develop and submit a policy regarding international collaborations giving the opportunity to students to do training abroad.**
- **Create a clear policy on student welfare and counselling support and include the relevant procedures in the student handbook.**
- **Proceed with the addition of basic legal aspects related to office administration to various courses of the programme.**

The current accreditation begins in the **Spring semester** of the academic year **2023-2024** and ceases to be in effect at the end of the **Fall semester** of the academic year **2028-2029**.

On the basis of (4)(c) of the relevant Law, it is noted that "the above accreditation is valid for the period provided by the provisions of the Law and is repeated every five (5) years and that the procedure starts at the request of the institution, which must, and shall be submitted at least sixteen (16) months before the expiry of the previous accreditation".

Additionally, on the basis of Article (17)(3)(g) during the period of validity of the Accreditation, the Agency acting of its own motion, may examine whether the criteria continue to be met and if they are not met, then the Agency shall revoke the Accreditation, and immediately inform the institution concerned.

(Professor Mary Ioannidou-Koutselini)  
President of the Board of the  
Cyprus Agency of Quality Assurance and  
Accreditation in Higher Education

Date: 14 November 2023