27 November 2024

Professor Mary Koutselini,

President of the Board of the Cyprus Agency of Quality Assurance and Accreditation in Higher Education

Alexander College response to the CYQAA Preliminary review of the "MSc Event and Tourism Management", offered by the Alexander College (Larnaca), via the franchise method, in collaboration with the Canterbury Christ Church University, UK

We would like to express our appreciation to the CYQAA for the cooperation of both parties towards the completion of this review of information in accordance to Articles 10, 11 of the relevant law.[1]

In response to our submitted request for reviewing the MSc Event and Tourism Management, Larnaca (dated 04 May 2024) we have received the CYQAA preliminary review (dated 13 November 2024) and have studied the CYQAA observations and request for further information for the MSc Event and Tourism Management, Larnaca campus.

Kindly, consider the following points to your observations:

Section a. Academic staff (points 1-3: PhD, FT/PT, Teaching periods per week, weekly timetable). This is a new programme which is envisaged to be offered for delivery in year 2025-2026. While we understand that as per CYQAA the ideal ratio includes 70% PhD and 70% full-time (FT) instructors, as you can witness in the application, all members of the teaching staff are experienced, qualified and specialized in the respective fields of teaching and the tourism industry. Additionally, while 57% of the proposed staff is qualified with a PhD, the course leader of the programme (Senior Lecturer A/A 1, FT) carries practical experience in the industry of more than a decade, teaching experience of almost two decades and three relevant to the field postgraduate awards. Instructors A/A 4 and A/A 7 (PT), hold postgraduate awards in the discipline and are active practitioners in the industry, these being important components of developing key transferable

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[1] Especially article 11 (2) which provides the following "Before the commencement of the offer of the programme of study ending in the award of a higher education qualification, in accordance with the provisions of subsection (1), the higher education institution informs in depth and in detail the Agency
..." The Quality Assurance and Accreditation in Higher Education and the Establishment and Operation of an Agency on Related Matters Laws, 2015 and 2016 (Consolidation in English).

skills to the learners/students. Therefore, we believe that despite the ratio between FT/PT being at 43%, the current composition of the team consists, as demonstrated in their CVs, of overall, highly qualified, experienced and practice-oriented professionals, these being the reasons of their approval by the CCCU University as demonstrated in Annex VI. We retain our right to consider further options and possible improvements as the programme progresses. We would also like to remind that all of the teaching staff must be and is approved by the CCCU University (please see "Approval of Delivery Letter").[2] Training of the Alexander College teaching staff is mandatory and continuous.[3] Moreover, the academic staff at the Alexander College and CCCU, takes part in a monthly meeting to discuss and support any academic issues. Alexander College chairs three Board of Studies (BoS) meetings per academic year. BoSs comprise of the Alexander College academic staff, CCCU ALT, Director of Partnership, IPAD International Partnerships Manager/IPO. The CCIP[4] is informed by module feedback, student/staff liaison meetings and the External Examiner Report. Therefore, the teaching staff is actively engaged (and trained) in the successful running of the Programme.

With respect to the next point (bullet point 3) of section a, your request concerns the teaching hours per week for each member of the teaching staff. Kindly see new TABLE A: TEACHING STAFF - ALEXANDER COLLEGE – LARNACA presenting exactly what you are requesting.

Lastly, as this programme is not currently delivered, the weekly timetable is not yet available.

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[2] "The academic and professional qualifications of Alexander College staff who will be teaching on the Canterbury Christ Church University Programmes have been approved by the University". Moreover, CCCU defines the minimum required qualifications of the teaching staff as per the following: "We expect teaching staff at the partner to possess the relevant teaching experience in relation to Higher Education together with Practitioner experience. All tutors teaching on our courses must submit their CVs to the University and subject to approval from the relevant Head of School. Continuous support and guidance on teaching learning and assessments are provided by the University's appointed Academic Link Tutor(s) to ensure appropriate delivery".

[3] Currently, Alexander College lecturers teaching on CCCU programs are requested to attend the following training sessions:
- Effective Assessment and Feedback
- An Introduction to Equity and Inclusion
- Safeguarding Essentials
- Information Security Awareness
- Understanding Digital Accessibility
- GDPR – General Data Protection Regulations - Renew every year
- Bribery Act
- Freedom of Speech
- Recognising and designing out academic misconduct
- Extenuating Circumstances, Temporary Learning Agreement (TLA)
- MAB Report - SITS Agree Marks Training for Course Leaders
- PAB Report - SITs Approve Awards and Outcomes for Course Leaders
- Course Handbook – How to Localise the Course Handbook
- Module Handbooks, Lecture Slides and Blackboard Admin
- Board of Study, and Course Performance Plan
- Blackboard Ultra: An Introduction
- Collaborate: Getting Started
- CCCU Partner SharePoint Training for Course Leads

[4] Course Continuous Improvement Plan (CCIP)

Please find attached the CV of CCCU teaching staff A/A 2

Please be informed that Dr L.Th. the CV of whom is in ANNEX XI, is the Programme Leader (not currently teaching on the Programme).

b. Academic Facilities. Please see attached Annex IX Facilities for Alexander College Larnaca

The ERGANI data will be available to CYQAA prior the commencement of the Programme. The updated webpage of the Programme can be seen in the introductory mail.

We remain at your disposal.

Kind regards,

Andy Loppas
Director