13 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 "BSc (Hons) International Hospitality Management", offered by the Alexander College (Paphos), 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 the CYQAA preliminary review dated 5 November 2024, and specifically to the observations and request for information for the *BSc (Hons) International Hospitality Management*, Paphos campus please consider the following points:

- In response to point 1, please see the correct link of the CCCU General Regulations for the Conferment of Awards https://www.canterbury.ac.uk/quality-and-standards-office/docs/regulations/General-Regulations-SEP19.pdf

- **2. In response to point 2 of the preliminary report, please be informed that -taking into consideration the time and period of completion and communication to us of this preliminary review-, we have implemented measures which further improve the ratio of PhD and full-time teaching staff as evidenced in the attached (new) Table A. As of September 2024, Fall Semester, Assist. Prof. (A/A 8 as per new Table A) is hired on a F/T basis (teaching-research track).**
  Further, we provide the following information. Senior Lecturer A/A 1. (F/T), the course leader, is of significant academic and professional experience (MBA, MSc in the discipline with long managerial experience in one of the biggest international brand strategist firms plus director of the (HRDA accredited) Alexander Training Centre. Assoc. P. (A/A 4) and Lecturer (A/A 2) have substantial teaching-research experience in the discipline. All part-time lecturers, carry a significant track record in the Cyprus Hospitality, a feature which

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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).

supports students for future careers in the sector. Specifically, some of them are leaders in the local industry (see Lecturer A/A 5, A/A 3).

We would also like to highlight 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, take 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.

We remain at your disposal for any further inquiries.
With appreciation,

Andy Loppas
Director

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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)