

Your Reference No: 07.14.214.002.001

FAO: Droso Lavithi, On Behalf of the President of
The Cyprus Agency of Quality Assurance and Accreditation
in Higher Education

18th October 2024

**Subject: Cross-border / franchise programs of study
at Alexander College (Cyprus) Paphos**

Dear Droso Lavithi,

Thank you for your letter dated 17th October 2024, requesting additional information related to the BSc (Hons) International Hospitality Management course offered by Alexander College at their Paphos campus, via franchise arrangements with Canterbury Christ Church University.

We are very pleased to provide the following information and hope that they address your questions included in the letter sufficiently.

Additional Information

1. How do you verify that the students admitted to the programme satisfy the admission criteria?

Admissions criteria for each course are confirmed and communicated to the partner at approval stage and included in the module course/specification document. The partner is required to collect and submit details of previous qualifications for each applicant to the University's Admissions team for audit checking and confirmation.

2. Do you have information regarding the profile of incoming students?

Profile data of incoming students is gathered on an application import spreadsheet and imported into CCCU SITs student record system by the University's Admissions team. All students who apply to study on courses delivered in franchise by our partner, once imported into CCCU student record system are invited to complete CCCU online registration, where they are asked to check and confirm their details as well as provide some additional information.

3. How do you ensure that students have a good command of the programme's teaching language?

Admissions criteria for each course is confirmed and communicated to the partner at the course approval stage. This includes the requirement for English language. It is clearly displayed on Alexander

College webpages that the language of Instruction is English and one of the entry requirements is to be proficient in English Language. Alexander College during recruitment onto the courses requests a certificate of English language either IELTS 6 or equivalent.

4. How is the teaching staff in the programme selected and what are their minimum required qualifications?

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 are 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.

5. What knowledge do you have of the exam papers administered?

These are franchised courses, so exam papers administered are the same exams set for our home students. If exam questions are required to be adjusted to meet local context, the changes must be discussed and agreed with the University's Academic Link Tutor in advance and changes can only be made with the Universities approval.

6. How do you check that the programmes are implemented based on quality criteria? What evidence do you request from Alexander College?

Alexander College is expected to deliver all franchised courses to the standards of our home courses and follow the University's academic regulations. All Alexander College teaching staff are supported by the University's Academic Link tutors throughout the academic year. They are provided with access to teaching materials and other resources for teaching. Regular meetings and training is organised to guide and monitor delivery. Unless travel is restricted, Academic Link Tutors would visit the partner, meet the programme team and student representatives annually. Boards of Study are also held three times a year to look at student performance, retention and listen to the student voice. CCCU Subject Chairs will moderate marked assessment and External Examiner also reviews marked assessment prior to each module board and feedback to the boards to confirm they are happy with marks awarded. The University also holds periodic partnership reviews to ensure the quality of delivery as well as equivalent learning experience prior to the renewal of partnership agreements.

7. Have you ever visited classes where your programmes are taught in Cyprus? What is the teaching methodology followed?

Unless travel is restricted, Academic Link Tutors would visit the partner, meet the programme team and student representatives annually. Academic Link tutors are in regular contact with course leaders and tutors at the Partner to provide support and guidance. The International Partnership Team work closely with the Partner and regularly operational meetings are scheduled that bring together CCCU Internal colleagues academic and administration with partner colleagues to ensure operational support and training is provided and partner colleagues are kept informed regarding regulation, policy and procedure updates.

Senior managers such as Director of International, Director of Partnerships for the Business School and Director or Head of International Partnerships also visit the partner on a regular basis to ensure academic activities and resources are planned as expected.

8. How do you check if the College has the infrastructure required to ensure that the physical learning, teaching environment and resources meet with the quality and standards required? Please confirm that everything involved in the collaborative programme has been considered and approved by your institution.

Due diligence is a standard part of the University's arrangements for partnerships and is undertaken prior to proceeding in a substantive way with the development of an arrangement for delivering learning opportunities with others.


The purpose of due diligence is to establish whether the proposed new partnership aligns with the University's strategy and presents no undue risk to the University's reputation and standing.

Part of the due diligence process is to review operational structures including record keeping structures in place to support learning delivery and assessment in a reliable manner.

Additionally, as part of the due diligence documentation and process for partnership approval, a venue check of campuses where courses are taught and delivered must be carried out. The Venue Checklist for Teaching Facilities form is designed to assess the suitability of such venues. The Venue Checklist focuses on the physical resources available, safety issues at the venue, and the standards of access and facilities for disabled students and will also consider if specialist facilities are required for the delivery of a course and how accessible these are to students.

Should you require any further information, please do not hesitate to contact me.

Yours sincerely

A rectangular box containing a handwritten signature in black ink that reads "M Childs".

Michelle Childs
Head of International Partnerships
Canterbury Christ Church University

Email: michelle.childs@canterbury.ac.uk