ΔΙΠΑΕ CYQAA

ΦΟΡΕΑΣ ΔΙΑΣΦΑΛΙΣΗΣ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ ΤΗΣ ΑΝΩΤΕΡΗΣ ΕΚΠΑΙΔΕΥΣΗΣ
CYPRUS AGENCY OF QUALITY ASSURANCE AND ACCREDITATION IN HIGHER EDUCATION

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Doc. 300.1.2

Date: 25/04/2024

Higher Education Institution's Response

- **Higher Education Institution:**
  ACC Akademia College

- **Town: Deryneia, Ammochostos**

- **Programme of study**
  Name (Duration, ECTS, Cycle)

  In Greek:

  Ξενοδοχειακή Διοίκηση (2 έτη/120 ECTS, Δίπλωμα)

  In English:

  Hotel Administration (2 Years/120 ECTS, Diploma)

- **Language(s) of instruction: English**

- **Programme's status:** Currently Operating

- **Concentrations (if any):**

  In Greek: Concentrations
  In English: Concentrations

A. Guidelines on content and structure of the report

- *The Higher Education Institution (HEI) based on the External Evaluation Committee's (EEC's) evaluation report (Doc.300.1.1 or 300.1.1/1 or 300.1.1/2 or 300.1.1/3 or 300.1.1/4) must justify whether actions have been taken in improving the quality of the programme of study in each assessment area. The answers' documentation should be brief and accurate and supported by the relevant documentation. Referral to annexes should be made only when necessary.*

- *In particular, under each assessment area and by using the 2nd column of each table, the HEI must respond on the following:*

    - *the areas of improvement and recommendations of the EEC*
    - *the conclusions and final remarks noted by the EEC*

- *The institution should respond to the EEC comments, in the designated area next each comment. The comments of the EEC should be copied from the EEC report **without any interference** in the content.*

- *In case of annexes, those should be attached and sent on separate document(s). Each document should be in *.pdf format and named as annex1, annex2, etc.*

1. Study programme and study programme's design and development
(ESG 1.1, 1.2, 1.7, 1.8, 1.9)

Areas of improvement and recommendations **by EEC**	Actions Taken by the Institution	For Official Use ONLY
The public information should be monitored to include a summary of the courses and assignments	Each module has been modified and improved with a total of 4-5 learning outcomes. Concise module summaries (including assessment details) have been prepared and uploaded on our website. For more information, please visit the following link and click on the module titles: https://www.akc.ac.cy/study-us/undergraduate-studies/programmes-of-study	Choose level of compliance:

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2. Student – centred learning, teaching and assessment
(ESG 1.3)

Areas of improvement and recommendations **by EEC**	Actions Taken by the Institution	For Official Use ONLY
Revise the rubrics to reflect the level of study	The rubrics have been revised to align with the level of study for each semester. For the 1st Year critical insight was removed and retained for the 2nd Year to reflect a more advanced level of learning. For 1st Year presentations, grading for references/citations was added to the rubric. Please refer to Annex 1 for details.	Choose level of compliance:
Revise content and learning outcomes of courses	Based on discussions with the EEC on the day of accreditation and recommendations in their report, we have transformed the Supervision module into Human Resource Management in Hospitality, with a comprehensive revision of its content. Additionally, the Personal and Professional Development module has undergone significant updates. As part of this adjustment, Organisational Behaviour in the Hospitality Industry has been removed from the curriculum. Based on the above, we have introduced a new module, Digital Skills in Hospitality, in response to evolving industry demands as our students only have one information technology module, which is in their first semester. Between those two years of study a lot of changes can take place and having a specific digital skills module in the final semester, our graduates will have the essential knowledge and abilities when entering the work force. This is aligned with the current European and national initiative of connecting graduate skills with the labour market. https://skilltracking.highereducation.ac.cy/ Please refer to the Annex 2 for further details on the syllabuses above. Annex 3 contains Table 1 List of Compulsory & Elective Modules and Table 2 for Module Distribution.	Choose level of compliance:

	The curriculum development process has undergone refinement to enhance clarity and focus, resulting in the reduction of learning outcomes for all of our modules (4-5). In alignment with the esteemed standards set forth by Imperial College London and guided by Bloom's Taxonomy, we have streamlined our learning objectives to prioritise essential knowledge, skills, and competencies, thus enriching the learning experience for our students. Our module outlines reflect the updated learning outcomes. Please visit the following link: https://www.akc.ac.cy/study-us/undergraduate-studies/programmes-of-study	
Include marking of sources and referencing used in power point presentations	The inclusion of source marking and referencing in PowerPoint presentations has been integrated into the grading criteria as mentioned in our response above and in Annex 1 grading rubrics.	Choose level of compliance:

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3. Teaching staff
(ESG 1.5)

Areas of improvement and recommendations **by EEC**	Actions Taken by the Institution	For Official Use ONLY
The EEC advises that teaching staff are incentivised to attend developmental workshop offered in house.	The College has proactively implemented the following measures: All teaching staff in attendance of in-house workshops/training programs will be additionally compensated for their time. Our in-house workshops, training programs, etc. will have flexible scheduling, i.e. the teaching staff will have the option of attending the same workshop/training program at different dates and/or times to increase participation and accessibility. Upon completion of these workshops and training programs certificates are given and this not only recognizes the effort and dedication of the teachers but also adds tangible value to their continuous professional development. These certificates serve as evidence of continued learning and skill acquisition, which can be beneficial for career advancement and credential renewal. During the summer internship program, teachers who take on the role of mentors will receive additional compensation for the time they dedicate to meeting with their students. This initiative acknowledges the extra effort and commitment required for mentoring responsibilities outside of regular teaching duties.	Choose level of compliance:

	By providing financial compensation for mentorship hours, the college recognizes the valuable role teachers play in guiding and supporting students through their internship experiences. This compensation not only incentivizes teachers to participate in the mentorship program but also reflects the college's commitment to investing in the professional development and success of both students and faculty.	
The EEC advises the College should undertake every possible effort to remove any reference to not accepting students from outside Cyprus and the European Union, along with increased attention to Affirmative Action policies in staff and student recruitment and development.	We acknowledge the importance of fostering inclusivity within our institution and recognise the need for extra effort in international student recruitment. The establishment of our International Office is dedicated to support international students admissions processes, assist with visa procedures, and provide ongoing support to international students throughout their academic journey. The College is currently planning virtual open days targeting international markets, providing prospective students with virtual tours of our premises, presentations on our programs, and opportunities to interact with faculty and current students. These virtual events aim to offer a comprehensive insight into our offerings and student life, bridging geographical barriers for prospective international students. The College is in the process of developing partnerships with several Vocational Education and Training (VET) schools in hospitality from around the world. These partnerships facilitate seamless transitions and support the educational journey of international students seeking to pursue careers in the hospitality industry.	Choose level of compliance:

	Please visit our website for more information: https://www.akc.ac.cy/study-us/undergraduate-studies/admissions	

4. Student admission, progression, recognition and certification
(ESG 1.4)

Areas of improvement and recommendations **by EEC**	Actions Taken by the Institution	For Official Use ONLY
No recommendations	Click or tap here to enter text.	Choose level of compliance:

5. Learning resources and student support
(ESG 1.6)

Areas of improvement and recommendations **by EEC**	Actions Taken by the Institution	For Official Use ONLY
No recommendations	Click or tap here to enter text.	Choose level of compliance:

6. Additional for doctoral programmes
(ALL ESG)

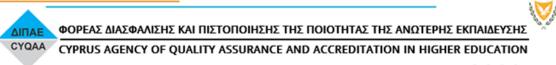| Areas of improvement and recommendations **by EEC**	Actions Taken by the Institution	For Official Use ONLY
Not applicable	Click or tap here to enter text.	Choose level of compliance:

7. Eligibility (Joint programme)
(ALL ESG)

Areas of improvement and recommendations **by EEC**	Actions Taken by the Institution	For Official Use ONLY
Not applicable	Click or tap here to enter text.	Choose level of compliance:

B. Conclusions and final remarks

Conclusions and final remarks **by EEC**	Actions Taken by the Institution	For Official Use ONLY
The EEC would like to commend the college for the academic quality assurance system in place, as well as the design of the curriculum. There is continuous support to students, the local community and staff to ensure the delivery of high quality student experience. The enthusiasm of teaching staff is commendable.	The college appreciates the recognition from the EEC regarding our academic quality assurance system and curriculum design and thank them for their valuable guidance during the accreditation process. We are dedicated to maintaining high standards and ensuring continuous support to students, staff, and the local community. The commendation on the enthusiasm of our teaching staff is deeply appreciated. In the light of transparency and inclusion, we have communicated your commendation as well as your suggestions to all our teaching and administration staff.	Choose level of compliance:
The EEC would like the college to consider the recommendations for improvement made in the previous sections of this report. The programme learning outcomes could be revised to reflect the level of the programme. The same applies to the course learning outcomes as the number is found to be considerably large in comparison to programmes and courses offered at other institutions. These could be kept to 4-5 in total per course.	We acknowledge the recommendations provided by the EEC and are committed to addressing them. Our actions are provided in the above responses. We have revised the programme and course learning outcomes to better align with industry standards and have streamlined the number of outcomes per module. For example, the programme learning outcomes for our Hotel Administration programme have been refined to focus on key competencies essential for success in the industry. Additionally, the module learning outcomes have been reduced to four or five, ensuring clarity and focus on essential learning objectives.	Choose level of compliance:
Internships are well organised and monitored and this activity could be added to the coordinators workload and compensation.	We view the Summer Internship as an integral part, not just for academic achievement, but also for the students' career development and advancement. We have implemented the suggestion to integrate internships into coordinators' workload and	Choose level of compliance:

	compensation as confirmed in our response in Section 3 Teaching Staff.	

C.

D. Higher Education Institution academic representatives

Name	Position	Signature
Mr. Costas Charalambous	Director	
Dr. Stella Zorpas	Programme Coordinator & Chair of Internal Quality Committee	
Mrs. Susan Taylor	Director of Administration & Finance & Member of Internal Quality Committee	
Mr. Louis Mouzourides	Hospitality Lecturer & Member of Internal Quality Committee	

Date: 25/04/2024