

Doc. 300.1.4

Date: 02/11/2021

Follow-up Report

(for a CYQAA accredited
Institution/Department/
Programme of study)

- Higher Education Institution: Mesoyios College
- Town: Limassol
- Type of Evaluation: Programmatic
- Accredited on CYQAA Council's Summit Number: 07.14.242.006
- Date of Accreditation: 20/05/2021

If applicable:

- School/Faculty: N/A
- Department: N/A
- Programme of Study Name (Duration, ECTS, Cycle)

Programme Higher Diploma

In Greek:

Διεύθυνση Ξενοδοχειακών Λειτουργιών (2 χρόνια, 120 ECTS, Δίπλωμα)

In English:

Hospitality Operations Management (2 years, 120 ECTS, Diploma)

- Programme's type: Conventional
- Language (s) of instruction: English

The present document has been prepared within the framework of the authority and competencies of the Cyprus Agency of Quality Assurance and Accreditation in Higher Education (CYQAA), according to the provisions of the “Quality Assurance and Accreditation of Higher Education and the Establishment and Operation of an Agency on Related Matters Laws of 2015 to 2019” [N. 136 (I)/2015 to N. 35(I)/2019] and the European Standards and Guidelines (ESG).

A. Internal Quality Assurance Committee

<i>Name</i>	<i>Position</i>	<i>Rank</i>
Theofilos Antoniou	Principal	Chairperson
Akis Ioannides	HR & QA Manager	Member
Fani Efthymiadou	Hospitality Programs Supervisor	Member
Michalis Socratous	Business Administration Supervisor	Member
Georgia Mouzoura	Lecturer	Member / Faculty Representative
Elena Karafotia	Registrar	Member
Imdadul Haque Rahi	Student	Member / Students Representative
Maria Kouvarou	External Member with Knowledge in Quality Issues	Member

B. Guidelines on content and structure of the Follow-up Report

- *CYQAA has a consistent follow-up process for considering the action taken by the institution toward the improvement and further development of the CYQAA externally evaluated and accredited institution / department / programme of study. The present Follow-up Report should recount, synoptically, institutional action taken toward the implementation of the remarks indicated in the CYQAA Final Report.*
- *The Follow-up report should provide evidence (via website links) and appendices at the end of the report on how the remarks of the Council of CYQAA have been adhered to.*
- *The remarks indicated in the CYQAA Final Report should be copied from the corresponding report and be followed by the institution's response.*
- *The institution may add any other institutional action taken towards the implementation of ESG aiming at the improvement of the institution / department / programme of study.*

1. Remarks on the CYQAA Final Report

The Agency requires the Institution, within six months and no later than December 2021, to further support the following and accordingly inform the Agency:

1. Recruit permanent academic staff with specialization in hospitality/tourism.
2. Organize more workshops and simulations for student's internship.
3. Increase the licenses of plagiarism detection software.
4. Admissions of students must be with a higher level of English language proficiency (5.5 IELTS or equivalent according to the Common European Framework of Reference for Languages (CEFR)) to meet the program of study taught in the English language.

2. Institution's Response

Following the remarks of the Council of CYQAA, we would like to inform you that the college proceeded with the following actions aiming the improvement and further development of the quality of the programs of study:

1. An effort is being made to attract and hire permanent academic staff specializing in the field of hospitality and tourism. Unfortunately, several factors force us to delay in implementing this effort such as:
 - a. The last 4 intakes, due to COVID-19 pandemic as well as the unfair decision of the Council of Ministers to reduce the admissions of foreign students to the 20% of the total capacity of the Private Institutions of Tertiary Education, led to a dramatic reduction of students and courses. This also led to a reduction in teaching hours and the need to hire additional permanent academic staff. At the moment, 18 teachers are employed who teach 2-3 courses each (6-9 hours per week).
 - b. Finally, due to the lack of qualified people with specialization in the field of hospitality and tourism in the Cyprus market, we already referred to the foreign market starting from Poland, through the universities and educational organizations we are collaborated with. We managed to attract 1 professor with specialization in the field of hospitality and tourism and 2 in the field of economics, finance and marketing (CVs attached – Annex 1).

With the increase of admissions and courses, it is in our priorities to proceed immediately with the attraction and hiring of new academic staff specializing in the field of hospitality and tourism.

2. With the beginning of the new semester (Fall 2021), we prepared an action plan with extracurricular workshops and practical sessions for the hospitality students (see Annex 2).
3. We have upgraded the licenses of our plagiarism detection software from Professional to Business and increased them from 1 to 6 (see Annex 3).
4. We changed the admissions requirements according to the announcement by the Ministry of Education, Culture, Sport and Youth on 29/06/2021 regarding the Decision of the Council of Ministers, dated 16 June 2021 (Proposal No.: 689/2021 – Decision No.: 91.386 and Proposal No.: 690/2021 – Decision No.: 91.387). The changes are uploaded in our website in the link <http://www.mesoyios.ac.cy/admission-requirements>.

C. Other institutional action taken towards the implementation of ESG aiming at the improvement of the institution / department / programme of study.

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D. Signatures of the Internal Quality Assurance Committee

<i>Name</i>	<i>Signature</i>
Theofilos Antoniou	
Akis Ioannides	
Fani Efthymiadou	
Michalis Socratous	
Georgia Mouzoura	
Elena Karafotia	
Imdadul Haque Rahi	
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