

Date: 7.5.2025

Higher Education Institution's Response

- **Higher Education Institution:**
University of Cyprus

- **Town:** Nicosia

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

In Greek:

Μάστερ στο Ευρωπαϊκό Εμπορικό Δίκαιο

In English:

Magister Legum -LL.M- Master of Laws in European
Business Law

- **Language(s) of instruction:** Greek
- **Programme's status:** Currently Operating
- **Concentrations (if any):**

In Greek: Concentrations

In English: Concentrations

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, 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 2021 [L.136(I)/2015 – L.132(I)/2021].

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)

The EEC noted the following strengths:

- The HEI provides a strong policy for quality assurance for the LLM programme.
- The HEI provides a strong policy for design, approval, on-going monitoring and review of the LLM programme
- The LLM programme provides clear, accurate, up-to date and readily accessible information
- Important information of the effective management of the LLM programme is collected
- The LLM programme remains very strongly anchored to the need of the society and the labour market in Cyprus

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	For Official Use ONLY
<p>The EEC is of the view that the ECTS weighing of the courses does not reflect the actual workload per course. 6-9 ECTS per course would appear more reasonable and in line with common practice in Europe. Such change would leave room for the introduction of new modules allowing for the development of practical skills (through law clinics) or deep dive into new subjects (through masterclasses).</p>	<p>The requirements for each course are already high, to address the necessary workload. Practical skills and masterclasses are already part of the workload of the students. In any case and to dissolve any remaining doubts, as of the next academic year (starting September 2025) there will be an additional assessment method per course, so that the assessment methods are at least three. Please see Annex IV for a detailed breakdown of the workload. We would also like to note that the number of ECTS for each course has been approved by the previous committees, while all other approved LL.M programmes already offer courses with 15 ECTS per course. Therefore, we think that no differentiation should be made with regard to this LLM programme.</p>	<p>Choose level of compliance:</p>
<p>The EEC finds it imperative that the Department introduces KPI monitoring in all programmes.</p>	<p>The following KPIs will be introduced from the next academic year (September 2025):</p>	<p>Choose level of compliance:</p>

<p>This would be an additional safeguard against unconscious bias in grading but would also introduce an accountability mechanism for teaching staff.</p>	<ol style="list-style-type: none"> 1. Application Numbers: Total number of applicants each year (also indicating how they learnt about the LLM). 2. Enrolment Numbers (and faculty-to-student ratio): Total number of students enrolled in the master's programme each year. 3. Retention Rate: Percentage of students who continue in the program from one semester to the next. 4. Course Completion Rate: Percentage of enrolled students who successfully complete the required courses. 5. Graduation Rate: Percentage of students who complete the programme within the expected timeframe. 6. Diversity of Student Cohort: Representation of gender and nationality (Cypriot or Greek) within each cohort. 7. Student academic background: Percentage of students from UCY, private universities of Cyprus, Greek universities, UK universities, other. 8. Student academic performance: average grade per course per semester. 9. Event organisation and participation: Number of events organised by the Department each academic year in the field of European Business Law and number of LLM students and alumni attending. 10. Student Satisfaction: satisfaction score from students' exit surveys regarding their educational experience. A dedicated meeting of the Department will be reviewing student satisfaction each year and introduce changes if needed. 	
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<p>The EEC finds that ILOs are well-designed but it further needs to be ensured that the ILOs of each course match the ILOs of the programme as well as to how each course's ILOs contribute to achieving the objectives of the programme. Following the Bloom's taxonomy would allow some level of standardization here, offering clarity to the students but also the academic staff regarding their individual contribution to the objectives of the programme.</p>	<p>We proceeded to reformulation of the ILOs of both the LLM programme and the courses offered, according to the Bloom taxonomy. Please find a table of correspondence of the ILOs of the programme with the ILOs of each course in Annex V.</p>	<p>Choose level of compliance:</p>
<p>The EEC would recommend further deployment of the Blackboard tools for coursework. Other than centralizing evaluations and having a point of reference for the department and the students, this would alleviate teaching staff's workload.</p>	<p>The written assignments of the students will be submitted through Blackboard starting from the following academic year (September 2025).</p>	<p>Choose level of compliance:</p>
<p>The EEC would recommend the introduction of rubrics in the coursework to increase transparency and minimize subjectivity on grading. As such work is not anonymized (which we would recommend but also know that it may be challenging on Blackboard), the introduction of some guidance to students early on would be warranted.</p>	<p>As to rubrics, the department has clear assessment criteria and guidelines included in the Handbooks of existing LLM programmes (in Greek), including a sample feedback form on the basis of relevant criteria, such as structure, bibliography, synthesis of arguments etc. Please refer to Annex I: Assessment Criteria and Rubric to review these as translated in English. The teaching staff of the Programme are in favour of implementing anonymised marking of assessments. The team has already asked for guidance from central University services on practical means to implement this practice for marking of assessments, including through Blackboard</p>	<p>Choose level of compliance:</p>
<p>The EEC considers that clear procedures could be adopted to evaluate complaints or feedback</p>	<p>The University of Cyprus has a central 'Student Complaints Management Policy' in place,</p>	<p>Choose level of compliance:</p>

made by LLM students by involving a student committee to discuss the issue with the HEI.	<p>which was approved by the Senate on 16 April 2021. For the policy, please see Annex II: Student Complaints.</p> <p>Moreover, especially for issues regarding harassment, bullying, unequal treatment or violation of UCY codes of conduct there is a newly enacted Procedure for Managing Complaints/ Grievances (Annex III).</p>	
The EEC finds that the HEI could gather data in a systematic way regarding the performance of students.	<p>Data collection on the following domains is collected or will be collected as of the next academic year (September 2025):</p> <ol style="list-style-type: none"> 1. Number of students enrolled in each course. 2. Percentage of enrolled students who successfully complete each course. 3. Statistics of the evaluation of students per grade (number and percentage of students evaluated with a specific grade). 	Choose level of compliance:
The EEC notes that the Department could gather information regarding graduate employment. Information is currently not collected/published.	Under the UCY rules, collection and information on graduate employment is officially a task of the Alumni Office of the University. Moreover, such data is collected also by the Ministry of Education. We intend to receive the data collected and combine it with our own unofficial data, to evaluate the LLM programme and to proceed to further actions where necessary.	Choose level of compliance:

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

The following strengths have been noted by the EEC.

- The integration of a system of academic advisors for students is a best practice.
- Examination papers are aligned to the requirements of legal practice (similar in type to bar examinations).
- Essay assignments in addition to final examinations are an effective tool to enhance student competence and get a useful marker to assess understanding of teaching material and critical thinking.
- The use of blackboard for sharing of material and information.

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	For Official Use ONLY
Class attendance is unevenly monitored and enforced, potentially undermining the benefits of collaborative learning among peers in the same classroom. Stricter adherence to the official policy of mandatory attendance with a limited number of justified absences is recommended.	Under current university rules, each member of the teaching staff has to adhere to the official policy of the university regarding mandatory attendance and retain appropriate documentation of the course attendance for each lecture. The coordinator of the LL.M programme, in cooperation with the Department's Committee for Postgraduate Studies, will undertake to ensure increased adherence to such requirements. Nevertheless, we would like note that the vast majority of the LL.M students work as full-time lawyers, while occasionally having to leave for business trips. This requires a degree of flexibility in the policy of mandatory attendance, to avoid unfair outcomes.	Choose level of compliance:
The complaints procedure in case students are dissatisfied with instruction, grades or other matters related to teaching is insufficiently clearly elaborated in the Student Complaints Management Policy. The policy should specify the process for resolution beyond allocating	There is an newly enacted Procedure for Managing Complaints/Grievances (Annex III), according to which any member of the UCY may address a 'competent authority' of the UCY and submit a complaint in cases where they feel they have fallen victim to harassment, bullying, or	Choose level of compliance:

responsibility for taking a decision in the hands of the Head of Department, or, upon objection by the student, to the Vice-Rector for Academic Affairs.	<p>unequal treatment, or in cases where the conduct or actions of a member of the University community goes against the UCY Codes of Conduct. The complainant can choose among the following 'competent authorities':</p> <ul style="list-style-type: none"> • Rectorate • Deans of Faculties • Chairpersons of Departments • Director of Administration and Finance • Library Director • Heads of Services • Ombudsperson (when appointed) • Head of the Office of Diversity, Equality and Inclusivity • Internal Auditor 	
A formal feedback system to ensure the consideration of student evaluations of the programme and specific courses ought to be put in place.	Student evaluations will be considered by the members of the Department's Committee for Postgraduate Studies, in cooperation with the Department's Head, and provide recommendations to each member of the teaching staff, where necessary.	Choose level of compliance:
While the EEC understands the additional administrative burden that may result from anonymisation of written student assessments, it strongly recommends making this the standard wherever feasible.	The members of the teaching staff are in favour of implementing anonymised marking of assessments and have already asked for guidance from central University services on practical means to implement this practice for marking of assessments, including through Blackboard.	Choose level of compliance:
More practical skills could be developed during the LLM programme. In view of the very good relationship with public authorities and companies, adding masterclasses, moot courts and/or clinics would further enhance the student experience. These would bring more balance to the ECTS issue	Each member of the teaching staff will undertake to integrate masterclasses and/or law clinics in cooperation with legal practitioners in their course, starting from the upcoming academic year (September 2025).	Choose level of compliance:

the EEC raised as well (depending on the difficulty such practical components could receive between 3 and 6 ECTS).		
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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
N/A	Click or tap here to enter text.	Choose level of compliance:
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4. Student admission, progression, recognition and certification (ESG 1.4)

The following strengths have been noted by the EEC:

- Good practice is the academic advisor for each of the students which can support the student's progress in their studies
- Clear rules on the admission of students
- Relatively steady cohort of students at the LLM level
- Small student-staff ratio
- Certification practices in line with European practice
- The high-quality of education among graduates is valued by the legal market

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	For Official Use ONLY
The EEC recommends the introduction of tools to collect, monitor and act on information on student progression. More specifically, being able to act on student feedback as well as collect student progression data at the aggregate level is important and seems to be largely missing.	Data collection on the following domains is collected or will be collected as of the next academic year (September 2025): 1. Number of students enrolled in each course. 2. Percentage of enrolled students who successfully complete each course. 3. Statistics of the evaluation of students per grade (number and percentage of students evaluated with a specific grade). Moreover, student evaluations will be considered by the members of the Department's Committee for Postgraduate Studies, in cooperation with the Department's Head, and provide recommendations to each member of the teaching staff, where necessary.	Choose level of compliance:
It was unclear whether LLM students can take courses from other departments (putting aside the language courses) but the EEC would recommend this possibility.	At present, there is no such possibility because there is no correspondence between the ILOs of the LLM courses and the courses from other departments. However, we will further explore such possibility with a view of potential collaborations starting in the academic year 2026-2027.	Choose level of compliance:

Use masterclasses and law clinics at the LLM to allow students to acquire missing skills.	Each member of the teaching staff has already included masterclasses and/or law clinics in their courses.	Choose level of compliance:
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Click or tap here to enter text.	Click or tap here to enter text.	Choose level of compliance:

5. Learning resources and student support (ESG 1.6)

The EEC has noted the following strengths of the LL.M programme

- Student support: Students are assigned advisers and appreciate the staff's accessibility for academic support. The administrative team assists with practical matters, while university welfare services provide additional support, ensuring a well-rounded student experience.
- Students' representatives unanimously express their satisfaction about the cooperation with their professors and no negative aspects were reported. Professors provide the appropriate guidance in terms of studying material, access to them through email and/or personal communication, organization of training seminars and opportunities for hands-on experience (i.e as teaching assistance, participation in research programs), helping the students to expand their knowledge.
- Library: The University's prestigious Learning Resource Centre Library provides students with access to books, electronic resources, study areas, and training. It caters to various needs with group and silent spaces, 24/7 work areas, and an automated system. A bilingual app helps locate materials, benefiting working students in the programme.
- Skills development and employability: The Law Department has achieved high employment rates for its graduates, integrating specialist knowledge with current legal developments. Bachelor, Master European Business Law and PhD and Erasmus students and alumni confirm the practical relevance of their studies, highlighting the comparative perspective of the syllabus with a focus on case law and legal methodology.
- In addition, opportunities are offered to the students such as internships for BA and Master students, and teaching responsibilities (delivering lectures and correcting exams) to the PhD students. External stakeholders confirmed the high standards of UCY graduates and their high rates of admission to the Bar Association.
- Language: No linguistic barriers were reported as students claimed to be equally competent (both in reading and in academic writing) in Greek and English language.
- Regarding the Master fees, students mentioned that the amount of approximately 5,000 euros is affordable and also that some of them received scholarships. Therefore, the Master is considered as highly competitive in financial terms in comparison to others. Resources availability and supervision are adequate and aligned with this cost.

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	For Official Use ONLY
The EEC makes no specific recommendation for the improvement of the LL.M Programme with respect to the availability of adequate learning resources and student support.	N/A	Choose level of compliance:
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6. Additional for doctoral programmes
(*ALL ESG*)

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	For Official Use ONLY
N/A	Click or tap here to enter text.	Choose level of compliance:
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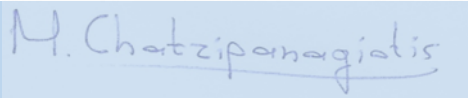
7. Eligibility (Joint programme)
(ALL ESG)

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	For Official Use ONLY
N/A	Click or tap here to enter text.	Choose level of compliance:
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B. Conclusions and final remarks

Conclusions and final remarks by EEC	Actions Taken by the Institution	For Official Use ONLY
N/A	Click or tap here to enter text.	Choose level of compliance:
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C. Higher Education Institution academic representatives

<i>Name</i>	<i>Position</i>	<i>Signature</i>
Michael Chatzipanagiotis	Assistant Professor	
Click to enter Name	Click to enter Position	
Click to enter Name	Click to enter Position	
Click to enter Name	Click to enter Position	
Click to enter Name	Click to enter Position	
Click to enter Name	Click to enter Position	

Date: 16.5.2025

ANNEX I

LAW DEPARTMENT GRADING SYSTEM AND EVALUATION METHOD

The Department follows the mandatory grading system of the University of Cyprus (see below), which is numerical and starts from 0 to 10, with increments of 0.5. The minimum passing grade is 5. The weighted average is calculated based on the average of the grades of all courses that the student has successfully completed. The final weighted average, and consequently the degree grade, is indicated on the degree in the following manner:

- Excellent with Distinction (9.5-10),
- Excellent (8.5-9.49),
- Very Good (6.5-8.49),
- Good (5.5-6.49) and
- Satisfactory (5-5.49).

GENERAL PRINCIPLES AND EVALUATION GUIDELINES

In relation to the grading criteria for each type of assessment, the Department of Law takes into account in particular the following:

- breadth of knowledge,
- direct engagement with the question,
- quality of arguments and analysis,
- organization and presentation.

For the first three, emphasis is placed on the use of applicable case law, primary and secondary legislation, and academic analyses. The syllabus of each course may include additional and other specific assessment principles.

It should be noted that for grading and classification in any of the above classes, each written assignment or examination does not need to meet all the criteria specified for each class. Academic members are guided by general principles regarding the main character of the work being assessed (examination or assignment). Consequently, these principles guide examiners and help students to know how to conduct academic assessment and to improve any weaknesses.

‘EXCELLENT WITH DISTINCTION’ (9.5-10) AND ‘EXCELLENT’ (8.5-9.49)

These marks are awarded to a fully reasoned response, based on extensive research and study, which goes beyond the material specified by the instructor as mandatory. The paper or

examination that is graded “excellent with distinction” or “excellent” includes several examples (jurisprudence, primary and secondary legislation, academic textbooks and articles) that support the argument and provides clear references to the relevant bibliography. The student must discuss various points of view in relation to the issues under consideration, critically evaluate them and distinguish between different ideas and arguments. At the same time, the student must develop his or her own original argumentation in relation to the issue under consideration. The written examination or paper must be well-written, well-researched, with minimal technical errors and consistency in style. The writing style must be direct and with strong indications of excellent knowledge of the language. Grading within the "excellent with distinction" and "excellent" classes is recognition of careful engagement with the issue under consideration and the presentation of a coherent argument.

GRADE 10

Excellent work/response in all respects which is completely independent, original and insightful, while the writing style meets the highest professional standards in the industry.

GRADE 9,5

Excellent knowledge, balance and a refined approach. This is work with high precision, analytical, and consistent style.

GRADE 9

Elements of critical and original thinking, as well as the ability to conduct independent research.

GRADE 8,5

It shows a clear grasp of important points and the ability to engage in analytical and focused discussion. At the same time, it should show evidence of unquestionable quality in the use of sources. Although generally impeccable, the work/examination in this class may contain occasional stylistic or technical errors.

‘VERY GOOD (6,5-8,49)

The answer focuses on the question, is complete in relation to key arguments, is well-substantiated and demonstrates understanding of the topic. It uses relevant material correctly, covering exhaustively and going beyond the mandatory reading sources based on the recommended syllabus material (jurisprudence, primary and secondary law, academic texts). At the same time, it demonstrates the student's understanding, as well as elements of independent thinking. The answer compares the different arguments on the topic and evaluates them critically, with occasional but not complete individualized arguments. The paper/examination is well-written, well-researched, tasteful, with minimal technical errors and consistency in style. It includes a clear structure and uses a wealth of sources to support the argument. The writing style is mainly direct and with significant indications of a thorough knowledge of the language.

GRADE 8

Well-written, with few technical errors. A direct response to the question, showing understanding of the various arguments and interpretations, and developing a coherent and well-structured discussion.

GRADE 7,5

This grade is given to an assignment or examination that is generally adequate but shows some weaknesses in terms of breadth of knowledge, depth of research, accuracy, clarity, or style. The answer may ignore some issues raised by the question or may show some weakness in writing or the breadth of study of the relevant material.

GRADE 7

A relevant response to the question that shows a reasonable level of general ability and understanding, but with weaknesses in some areas. The specific task/examination uses some relevant examples and understands to some extent different arguments and interpretations.

GRADE 6,5

Demonstrates knowledge of some issues related to the question, but with significant gaps, inaccuracies and no particular effort to evaluate the quality or significance of the information used. May include an inadequately developed argument with omission of one or more key points, over-reliance on a small number of materials/bibliography, weaknesses in syntax and inadequate referencing.

‘GOOD’ (5,5-6,49)

A relevant response to the question, showing a steady but limited engagement with the topic. The response shows an attempt to present an argument, but lacks a steady focus, the argument is developed to a very limited extent or tends to confirm essentially derivative ideas. The response is also more descriptive than analytical, but without the criticism that characterizes responses that receive higher scores. The structure is logical with some indications of confusion. Finally, it may contain errors of fact or interpretation, while the text lacks clarity, coherence and may be inelegant in some places.

GRADE 6

A relevant response to the question that shows a reasonable level of general ability and understanding, but with weaknesses in some areas. The specific task/examination uses some relevant examples and understands to some extent different arguments and interpretations.

GRADE 5,5

A weakly relevant response to the question that shows a reasonable level of general ability and understanding, but with weaknesses in some areas. The specific task/examination uses some relevant examples and understands to some extent different arguments and interpretations.

‘SATISFACTORY’ (5-5,49)

GRADE 5

A partial answer to the question, with little (or even a haphazard) attempt to develop a coherent answer to the question. This is an inadequately developed argument, based on very limited research. The evidence/sources used may be incorrect, unclear, or insufficient to constitute a serious answer, including errors of fact or interpretation. The answer has some structure but is confused or unclear.

‘FAILURE’ (0-4,49)

Evidence of partial knowledge but at a rudimentary level and/or demonstration of little or no real understanding of the question. The answer is mostly confused, poorly formulated and lacks a coherent argument. The answer is based on very limited material, without any critical understanding of its meaning. Finally, it contains significant grammatical and spelling errors.

GRADE 4,5 AND 4

Superficial response to the question posed. Demonstrates limited knowledge of the relevant material. Such a score may reflect a failure to answer the question posed, little or no argument. Contains some relevant information, is often incorrect regarding facts and their interpretation, and demonstrates poor organization. Is poorly written with many grammatical and spelling errors.

GRADE 3,5 AND 3

A completely superficial response to the question posed. It demonstrates very limited knowledge of the relevant material. Such a score may reflect a complete failure to answer the question posed, little or no argumentation. It contains very little relevant information, is almost completely incorrect regarding the facts and their interpretation, and demonstrates very poor organization. It is very poorly written with many grammatical and spelling errors.

GRADE 2,5 AND 2

No substantive answer to the question posed. Does not include relevant information. Demonstrates some attempt at analysis, but is the result of poor understanding and/or is incoherent and poorly structured.

GRADE 1,5 AND 1

No serious attempt to answer the question posed. No attempt at analysis. No structure. No understanding or knowledge of the topic. Only a partial answer.

GRADE 0

It refers to work that was either not submitted or is not worthy of a grade.

**COMMENTS/EVALUATION FOR WRITTEN ASSIGNMENT
DEPARTMENT OF LAW, UNIVERSITY OF CYPRUS**

STUDENT NAME:

COURSE:

GRADE:

Structure:

Knowledge and understanding of basic principles and concepts:

Application of knowledge to specific question(s):

Analysis and synthesis:

References and bibliography:

Grammar, spelling, and syntax:



STUDENT COMPLAINTS MANAGEMENT POLICY

PROPOSAL

QUALITY ASSURANCE OFFICE

OFFICE OF THE VICE-RECTOR FOR ACADEMIC AFFAIRS

CONTENTS

Student Complaints Management Policy	2
Scope	2
Scope of Application.....	2
Thematic Categories for Submitting a Complaint	3
Procedure for Submitting a Complaint.....	4
Stage 1: Direct resolution	4
Stage 2: Formal resolution	4
Stage 3: Objection and Final Review	4
COMPLAINT FORM*	5

Student Complaints Management Policy

Scope

The Complaints Management Policy is addressed to current students of the University of Cyprus, from all cycles of study, and aims to resolve disputes or problems such as:

- I. Disputes on attendance and study matters
- II. Inappropriate conduct by an academic or administrative staff member
- III. Inadequate guidance of students from an academic staff member
- IV. Inadequate guidance of students from an administrative staff member

Scope of Application

A complaint is submitted orally or in writing when an action or a decision by a staff member or by a member of a collective body of the University does not comply with:

1. The Student and Academic Affairs Rules
2. The Codes of Conduct and/or relevant Policies related to:
 - I. Teaching
 - II. Research
 - III. Acceptable Use of Information and Communication Technology Services and Systems
 - IV. Intellectual Property and Copyright
 - V. Personal Data Protection
 - VI. Research-oriented Postgraduate Studies
 - VII. Employee Conduct
 - VIII. Equality and Non-Discrimination
 - IX. Combating of Harassment and Sexual Harassment
3. Other policies/regulations/rules and/or circulars governing the operation of the University which fall within the scope of teaching and studying in general.

Provided that, students shall study the content of the above Rules, Regulations, and Codes, in order to be aware of their rights and obligations during their studies at the University of Cyprus.

Students are also expected to contact their **Academic Advisor** for guidance and support on matters that concern them, related to or affecting their studies. Academic Advisors are expected to respond promptly to relevant requests from students.

Thematic Categories for Submitting a Complaint

Student complaints can be classified into three thematic categories and may arise in relation to:

A. Academic matters, such as:

1. Course / Laboratory Teaching
2. Feedback / Communication with Academic Staff Members / Supervising Academic Staff Members
3. Exams

B. Study and student life support services, such as:

1. Academic Affairs and Student Welfare (registration, exam schedule, accommodation, financial or other support)
2. Departmental secretariat
3. Mental Health Centre
4. Facilities
5. International student mobility
6. Financial issues
7. Library issues
8. Work-related issues
9. Safety and health issues
10. Physical access to the University Campus
11. Online access issues

C. Harassment and Sexual Harassment issues

Important Note

Complaints relating to the cases below may be managed only through the resolution and/or objection procedures *set forth in the respective Policies, Codes of Conduct, or Studies Rules*:

- Automatic termination of attendance
- Accommodation in the student residence
- Course grading
- Harassment and Sexual Harassment (**Category C**)

Procedure for Submitting a Complaint

Stage 1: Direct resolution

In accordance with the guidance received from their Academic Advisor, students are encouraged to refer their complaint immediately to the appropriate person, so as to proceed to the necessary investigative or support actions.

Students shall submit their complaints within 30 days of the occurrence.

It is clarified that a complaint may be also submitted through student representatives.

Stage 2: Formal resolution

If upon completion of the direct resolution procedure the student objects to the proposed resolution, or if the situation remains problematic, then they may submit their complaint in writing, within 30 days, to:

- 1. The Chairperson of the relevant Department**, regarding matters falling under **category A**
- 2. The Heads** of the University Services or Entities, regarding matters falling under **category B**. A complaint falling under this category may be also submitted **through the Chairperson of the relevant Department**.

- The form shall be submitted to the Chairperson of the Department or the Head of the Service/Entity, as appropriate, who shall then record it.
- The student is informed of the progress of their request within 10 working days.
- The aforementioned Chairperson or Head shall take the necessary steps to examine/investigate the problem.
- Depending on the nature and urgency of the matter, the student shall be duly informed, within a reasonable period, of the outcome of the actions taken and the decisions made regarding the matter.

Stage 3: Objection and Final Review

If the student continues to object to the decision proposed for resolving the matter, they may refer it in writing to the appropriate office of the Vice-Rector for Academic Affairs for reconsideration.

Any decision made on reconsideration shall be final.

COMPLAINT FORM*

To the Chairperson of the Department / Head of the Organisational Entity

.....

Document reference number (to be completed by the recipient)

.....

NAME AND SURNAME:

Identity Number:

Title of Programme of Studies:

Year of Study:

Telephone/mobile number:

E-mail:

Subject-matter of the Complaint:

.....

Please briefly and clearly describe the problem you have faced or your complaint regarding the services provided to you (educational, administrative, etc.).

.....

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☐ I hereby expressly and unconditionally consent to the processing of my personal data for the purposes of managing my request.

☐ Additional documents related to the complaint are attached.

Signature of Applicant

Date

If during consideration the complaint is determined to be unfounded, it shall be dismissed and shall not be further examined.

*shall be submitted electronically, through controlled access, for confidentiality reasons.



Procedure for Managing Complaints/Grievances

CONTENTS

PROCEDURE for Managing Complaints/Grievances	2
INTRODUCTION	2
SCOPE	2
USEFUL TERMS AND CONCEPTS.....	2
Competent authorities of the University:	4
APPLICATION OF PROCEDURE FOR MANAGING COMPLAINTS/GRIEVANCES	4
MEASURES FOR PREVENTING INCIDENTS OF INAPPROPRIATE (UNETHICAL/ UNPROFESSIONAL) CONDUCT, BULLYING, HARASSMENT, AND UNEQUAL TREATMENT	4
<i>Information and Training</i>	5
Measures for combating incidents of improper conduct, bullying, harassment and unequal treatment	6
PROCEDURE FOR SUBMITTING A COMPLAINT ORALLY.....	6
PROCEDURE FOR SUBMITTING A COMPLAINT IN WRITING.....	7
Sources	8

PROCEDURE FOR MANAGING COMPLAINTS/GRIEVANCES

INTRODUCTION

The University of Cyprus (UCY) has recently approved specific policies and codes of conduct – already implemented - which ensure the promotion of equal opportunities, respect for and understanding of diversity, as well as the fight against harassment and sexual harassment, discrimination, inappropriate (unethical/unprofessional) conduct and unequal treatment. The adoption and implementation of these codes and policies form part of the development of a zero-tolerance culture towards these issues at UCY, reinforce the core values and standards that underpin the work of UCY, and provide a reference point for any decisions made and actions taken by members of the University community in the course of their professional/academic duties or study obligations. The implementation of the Equality and Anti-Discrimination Policy, the Policy and Code of Practice for Combating Harassment and Sexual Harassment, the Codes of Conduct (for Teaching, Postgraduate Studies, Visiting Academic Staff), and the Code of Conduct for Employees of the University are directly related to the principles of good administration, which are respect, consistency, transparency, and meritocracy. Any violation of these policies/codes shall be reported.

SCOPE

This document aims at presenting the procedure for submitting a complaint/grievance, by any member of the University community, in cases where they feel they have fallen victim to harassment, bullying, or unequal treatment, based on the concepts defined in the present procedure, or in cases where the conduct or actions of a member of the University community goes against the UCY Codes of Conduct. Provided that, a complaint/grievance shall be managed promptly, discreetly, and confidentially.

USEFUL TERMS AND CONCEPTS

According to article 21 of the Charter of Fundamental Rights of the European Union (2012/C 326/02), “any discrimination based on any ground such as sex/gender, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation shall be prohibited. Also, any discrimination on grounds of nationality shall be prohibited”.

“principle of equal treatment” means that there shall be no direct or indirect discrimination.

“direct discrimination” refers to less favourable treatment of a person due to racial or ethnic origin, religion, beliefs, age, sexual orientation, or disability compared to the treatment that another person receives, has received, or would receive in a similar position.

“indirect discrimination” refers to a *prima facie* neutral provision, criterion, or practice that may result in less favourable treatment due to gender, racial or ethnic origin, colour, religion, beliefs, age, sexual orientation, religious, political and philosophical beliefs, cultural characteristics, personal life, health, physical ability or disability in regard to other individuals, as well as due to an individual’s socioeconomic status.

“bullying” or “victimisation” refers to the repeated exposure of an individual, for long periods of time, to negative acts by one or more persons in the environment they live in. These acts are characterised by deliberate efforts to impose upon, annoy, belittle, disrespect, or even harm other persons.

“harassment” refers to unwanted conduct expressed in words or actions which is related to gender, racial or ethnic origin, religion, beliefs, age, sexual orientation, or disability, aiming at or resulting in the violation of a person’s dignity and creating an intimidating, offensive, degrading or hostile environment.

“unwanted conduct” refers to all behaviour that is unpleasant and offensive for an individual, irrespective of whether such behaviour is repeated or concerns a single incident. Regardless of how the perpetrator perceives their behaviour towards the recipient or what the perpetrator’s intention was, the recipient of such behaviour does not need to inform the perpetrator that their behaviour is unwanted.

Provided that, although such behaviour might be welcomed by other employees or it might have been previously considered welcomed within the work environment, this does not annul the term “unwanted conduct” as defined above.

“Competent Authority” refers to people who are responsible for managing complaints or grievances related to incidents of bullying, harassment, and unequal treatment and for taking measures in order to prevent and manage such incidents. It is the responsibility of the Competent Authorities to provide adequate training for preventing and managing incidents of bullying, harassment, and unequal treatment.

THE COMPETENT AUTHORITIES OF THE UNIVERSITY OF CYPRUS ARE:

- Rectorate
- Deans of Faculties
- Chairpersons of Departments
- Director of Administration and Finance
- Library Director
- Heads of Services
- Ombudsperson (when appointed)
- Head of the Office of Diversity, Equality and Inclusivity
- Internal Auditor

Members of the University community may submit their complaint/grievance orally or in writing with any of the above authorities they feel more comfortable with.

The Competent Authority holds responsibility for managing each incident discreetly, in complete confidentiality, and with respect for personal data, without revealing any information, unless the Complainant requests or allows this.

APPLICATION OF PROCEDURE FOR MANAGING COMPLAINTS/GRIEVANCES

MEASURES FOR PREVENTING INCIDENTS OF INAPPROPRIATE (UNETHICAL/ UNPROFESSIONAL) CONDUCT, BULLYING, HARASSMENT, AND UNEQUAL TREATMENT

Every member of the University community:

- Shall demonstrate commitment, responsibility, honesty, consistency, and professionalism both in the performance of their duties and in any other activities.
- Shall treat other community members with respect, honesty, and fairness.
- Shall not endure rude or offensive behaviour towards others.
- Shall seek comprehensive and objective information regarding the provisions of the relevant UCY policies, codes of conduct, and procedures, as well as the applicable national and European legislation.
- Shall participate in actions, seminars, information, and training programmes on combating harassment and sexual harassment, and unequal treatment.
- Shall correct their own behaviour when realising that it is annoying or offending a member of the University community.

- Shall submit a complaint/grievance when they receive unwanted conduct and/or urge other members of the University community to do so when it comes to their attention that the latter have fallen victim to harassment or bullying.
- Shall supervise, assess and/or evaluate other colleagues and/or students with objectivity, meritocracy, and without any bias, based on the criteria that have been set and disseminated beforehand to those concerned.
- Shall not, directly or indirectly, obstruct other members of the University community from exercising their academic freedoms, rights, and responsibilities.
- In case of assessment in which they themselves or their immediate family members are involved or from which they or the above individuals derive any kind of benefits, measures shall be taken to ensure impartiality.
- Shall comply with all applicable provisions under UCY legislation, and especially on student-related issues, in accordance with the Student and Academic Affairs Rules.
- Shall not use any unlawful means or manipulation, conceal information, misuse confidential information, mispresent information or follow any other unfair practice.
- Shall not exercise any form of violence (physical and/or psychological and/or verbal) or threaten anyone in the academic environment.
- Any exploitation or use of students in projects unrelated to their administrative, academic, or university obligations, especially for purposes of benefit on the part of academic staff members, is prohibited.
- Shall apply all safety rules recognised in the relevant scientific field, as well as those specifically defined in the provisions for the protection of humans, animals, and the natural environment.

The Competent Authority:

- Is aware of the relevant Codes and the procedure for submitting and managing a complaint/grievance.
- Participates in relevant seminars and training programmes.
- Encourages reporting of incidents of bullying, harassment, and unequal treatment.

Information and Training

The University ensures that copies of the existing policy (both in hard copy and electronic format) are available to all UCY staff and students.

The Office of Diversity, Equality and Inclusivity organises, at regular intervals, seminars and lectures open to the whole University Community. At the same time, it prepares information material (in the form of leaflets, announcements, and audio-visual means) to properly inform the University community on these issues.

MEASURES FOR COMBATING INCIDENTS OF IMPROPER CONDUCT, BULLYING, HARASSMENT, AND UNEQUAL TREATMENT

The procedure for submitting a complaint/grievance may be oral (informal) or written, depending on the Complainant's preference and the seriousness of the incident.

Provided that, the procedure:

- Is clear, has been explained, and is understood by the Complainant.
- Is conducted with confidentiality, objectivity, and respect for the Complainant.
- Provides the Complainant with sufficient guidance and support.
- During the procedure, the Complainant and/or the Complainee and/or any witnesses are not victimised.
- Yields results within a reasonable time from the date of submitting the complaint.
- During the procedure, the cooperation between them (the Complainant and the Complainee) shall be avoided, if necessary and feasible, and/or they shall not be kept on the same floor until the issue is resolved.

PROCEDURE FOR SUBMITTING A COMPLAINT ORALLY

- A.1. The Complainant submits their complaint orally with the Competent Authority they prefer.
- A.2. The Competent Authority shall record the recitals (history) of the incident.
- A.3. The Competent Authority shall advise/guide the Complainant and/or intervenes, if necessary, to resolve the dispute between the two parties through dialogue.
 - A.3.1. In case the issue is resolved, the incident is recorded and the procedure is completed.

- A.3.2. In case the issue is not resolved and further investigation is required, then the Competent Authority urges the Complainant to submit a grievance in writing.

PROCEDURE FOR SUBMITTING A COMPLAINT IN WRITING

- B.1. The Complainant submits their complaint in writing to the Competent Authority they prefer.
- B.2. The Competent Authority shall conduct a preliminary examination of the complaint within 5 working days.
- B.2.1. If the incident implies the possibility of committing a disciplinary offence, then the statutory procedures for investigating such possibility are followed and the issue is referred to the relevant Competent Disciplinary Committee for Disciplinary Action.
- B.2.2. If the incident concerns sexual harassment, then the procedure provided for in the Policy and Code of Practice for Combating Harassment and Sexual Harassment at the University of Cyprus shall be followed.
- B.3. The Competent Authority shall examine the possibility of resolving the issue directly and provide guidance to the parties involved.
- B.3.1 If this is achieved, then the incident is recorded and the procedure is completed.
- B.3.2 If the issue is not resolved, then the Complainee shall be informed and requested to submit their comments on the complaint in writing within 10 working days.
- B.4. In the event that the Complainee admits the charge, then an attempt shall be made to resolve the dispute between the two parties through dialogue in the presence of the Competent Authority (mediation).

The necessary recommendations shall be made and the Complainee shall be requested to apologise and/or take corrective action accordingly.

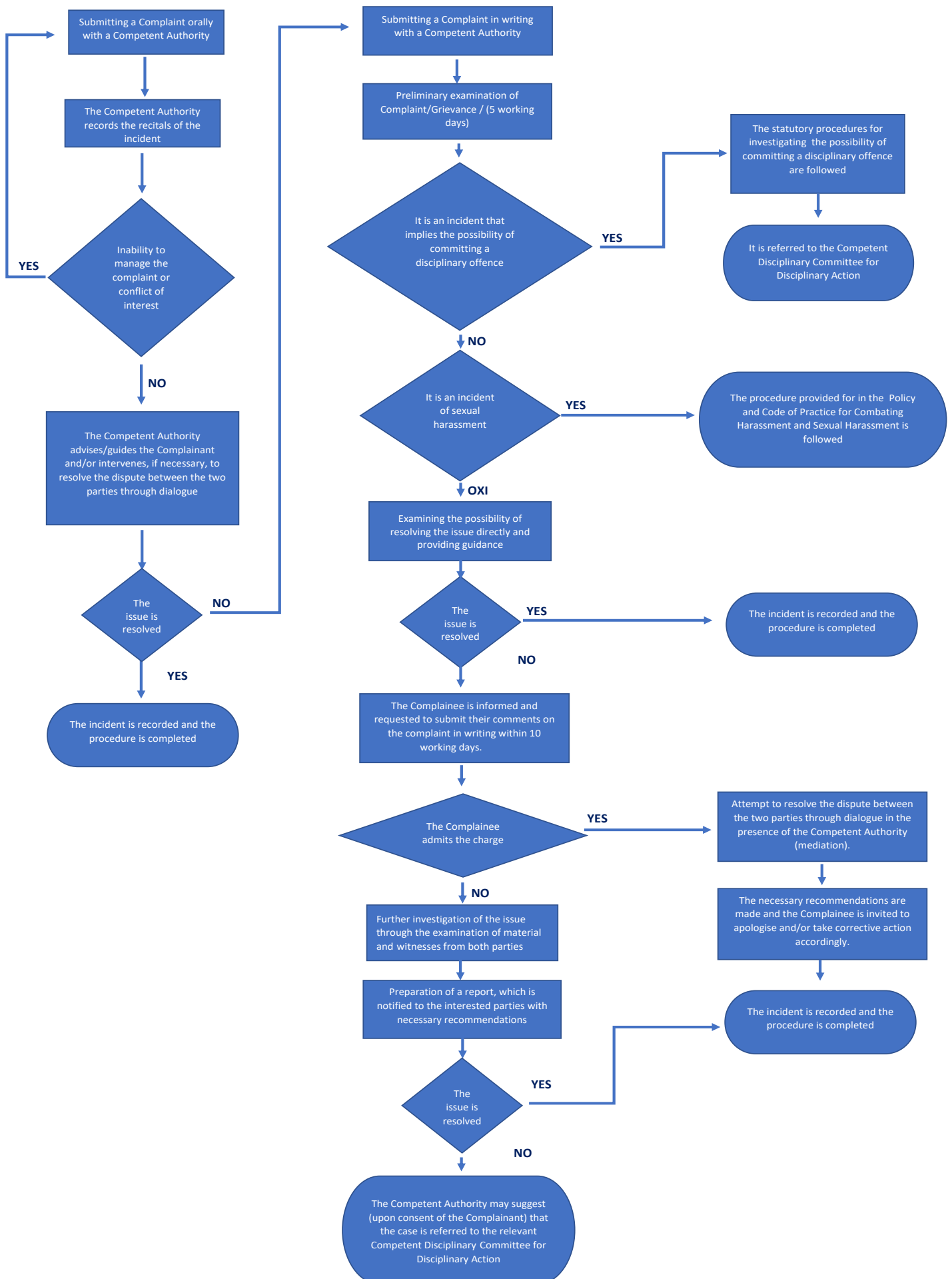
- B.5. In the event that the Complainee does not admit the charge, then further investigation of the issue shall be carried out through the examination of material and witnesses from both parties.
- B.6. A report shall be then prepared, which is to be notified to the interested parties with necessary recommendations.
- B.6.1. If the issue is resolved, then the incident is recorded and the procedure is completed.
- B.6.2. If the issue is not resolved, then the Competent Authority may suggest (upon consent of the Complainant) that the case be referred to the relevant Competent Disciplinary Committee for Disciplinary Action.

The procedure for submitting a complaint orally or in writing is illustrated in the attached diagram.

Sources

1. [Equality and Anti-Discrimination Policy at the University of Cyprus](#)
2. [Policy and Code of Practice for Combating Harassment and Sexual Harassment at the University of Cyprus.](#)
3. [Equal Pay between Men and Women for the Same Work or for Work to which Equal Value is Attributed Law of 2002 \(177\(I\)/2002\)](#)
4. [Charter of Fundamental Rights of the European Union \(2012/C 326/02\)](#)
5. [Code of Conduct for Employees](#)
6. [Code of Conduct for Teaching](#)
7. [Code of Conduct for Research-Oriented Postgraduate Studies.](#)
8. [Code of Conduct on the Establishment and Operation of Special Committees for the Promotions and Elections of Academic Staff](#)
9. [Code of Conduct on Visiting Academic Staff \(Professor, Associate Professor, Assistant Professor, Lecturer\)](#)

APPENDIX 1: FLOWCHART OF THE PROCEDURE FOR MANAGING COMPLAINTS/GRIEVANCES



ANNEX IV
ECTS Breakdown

Activity	Load breakdown	Total
Course attendance	13 lectures x 3 hrs	39 hrs
Course preparation	13 lectures x 10 hrs	130 hrs
Tutorial attendance	3 tutorials x 3 hrs	9 hrs
Tutorial preparation	3 tutorials x 5 hrs	15 hrs
Evaluation method 1 (assignment or equal, e.g. extensive case note or reaction paper)	research 15 hrs + studying 20 hrs + writing 15 hrs	50 hrs
Evaluation method 2 (assignment or equal, e.g. extensive case note or reaction paper)	research 15 hrs + studying 20 hrs + writing 15 hrs	50 hrs
Evaluation method 3 (assignment or equal, e.g. extensive case note or reaction paper)	research 20 hrs + studying 40 hrs + writing 30 hrs	90 hrs
<i>* 1 ECTS equals 25 hours</i>		383 hours

ANNEX V: Alignment of LLM ILOs with ILOs of each course

LLM ILOs	ILOs European Intellectual Property Law
Knowledge and Understanding	
Explain advanced concepts in European Business Law and their impact on Cypriot and other legal systems	Define the different forms of intellectual property protection and their scope
Describe key frameworks in international and EU law, European integration, and Cypriot legal contexts	Explain the theoretical justifications for intellectual property protection
	Describe key principles of IP protection at European, national, and international levels
Application and Analysis	
Apply specialized legal knowledge to complex European Business Law scenarios	Apply intellectual property principles to resolve practical legal problems
Analyse interactions between EU legal frameworks and national jurisdictions through comparative methods	Analyse the interaction between intellectual property rights and technological evolution
	Compare different protection mechanisms and their limitations
Evaluation and Creation	
Critically evaluate legal theories and case law relevant to European Business Law	Critically evaluate the balance between IP protection and public interest
Formulate original arguments that contribute to legal scholarship and practice in Cyprus and Europe	Formulate appropriate licensing and contractual strategies for IP assets
Conduct independent legal research using advanced methodologies	Design effective protection strategies for various types of intangible goods

LLM ILOs

ILOs International Trade Law and Dispute Resolution

Knowledge and Understanding

Explain advanced concepts in European Business Law and their impact on Cypriot and other legal systems

Define fundamental principles of international commercial law

Describe key frameworks in international and EU law, European integration, and Cypriot legal contexts

Explain the substantive legal frameworks governing international sales, transport of goods, financial transactions, and credit security

Describe key mechanisms for international commercial dispute resolution

Application and Analysis

Apply specialized legal knowledge to complex European Business Law scenarios

Apply principles of international commercial law to complex trade scenarios

Analyse international commercial disputes using appropriate legal frameworks

Analyse interactions between EU legal frameworks and national jurisdictions through comparative methods

Compare different approaches to resolving cross-border commercial conflicts

Evaluation and Creation

Critically evaluate legal theories and case law relevant to European Business Law

Critically evaluate legal policy considerations in international trade law

Formulate original arguments that contribute to legal scholarship and practice in Cyprus and Europe

Formulate effective strategies for resolving international commercial disputes

Conduct independent legal research using advanced methodologies

Design appropriate legal solutions for complex international trade problems

LLM ILOs

ILOs European Business Law

Knowledge and Understanding

Explain advanced concepts in European Business Law and their impact on Cypriot and other legal systems	Explain the principles and objectives of EU company law harmonization.
	Distinguish key EU legislative instruments in company law.
	Illustrate the significance of CJEU case law for freedom of establishment.
Describe key frameworks in international and EU law, European integration, and Cypriot legal contexts	Recognize fundamental concepts in European financial and capital market law.
	Recall the core legal bases (Articles 49-54 TFEU) of corporate freedom of establishment.
	Outline the relevance of free movement of capital in European company law.
	Describe the main features of supranational corporate forms like the European Company.
	Summarize the general impact of CJEU case law on European company law and describe its impact on Cypriot law.

Application and Analysis

Apply specialized legal knowledge to complex European Business Law scenarios	Apply European company law knowledge to solve theoretical and practical problems.
	Deconstruct the EU framework for mergers and acquisitions.
	Identify unharmonized areas and potential future directions in EU company law.
Analyse interactions between EU legal frameworks and national jurisdictions through comparative methods	Analyse CJEU jurisprudence on special/“gold” shares in privatised entities.

LLM ILOs

ILOs European Business Law

Evaluation and Creation

Critically evaluate legal theories and case law relevant to European Business Law

Formulate original arguments that contribute to legal scholarship and practice in Cyprus and Europe

Conduct independent legal research using advanced methodologies

Evaluate legal arguments and formulate solutions in European company law scenarios.

LLM ILOs

ILOs Banking contracts and consumer protection

Knowledge and Understanding

	Explain the fundamental legal principles that govern consumer banking contracts.
Explain advanced concepts in European Business Law and their impact on Cypriot and other legal systems	Explain the methods of interpreting harmonizing laws on European private law as employed by the Court of Justice of the EU.
	Describe the main legal and political objectives underpinning the relevant consumer protection legislation in banking.
Describe key frameworks in international and EU law, European integration, and Cypriot legal contexts	Elaborate on the function and specific characteristics of administrative and judicial mechanisms for the collective protection of consumer interests in banking contracts.
	Outline the main characteristics of alternative dispute resolution (ADR) mechanisms in banking contract disputes.

Application and Analysis

Apply specialized legal knowledge to complex European Business Law scenarios	Interpret and apply pertinent legislation to analyse complex issues in consumer banking.
	Utilize alternative dispute resolution techniques to address hypothetical cases.
Analyse interactions between EU legal frameworks and national jurisdictions through comparative methods	Construct legal arguments both in favour of a plaintiff and a defendant in banking contract disputes, supported by legal authorities.

LLM ILOs

ILOs Banking contracts and consumer protection

Analyse the effectiveness and adequacy of current legal rules in protecting consumers in the banking sector.

Evaluation and Creation

Critically evaluate legal theories and case law relevant to European Business Law

Evaluate the strengths and weaknesses of existing legal frameworks for consumer protection in banking.

Formulate original arguments that contribute to legal scholarship and practice in Cyprus and Europe

Formulate arguments for the reform or improvement of applicable legal rules

Present well-reasoned legal arguments orally to an audience.

Conduct independent legal research using advanced methodologies

Synthesise information from multiple sources to analyse intricate legal problems and propose comprehensive responses for effective consumer protection in the banking sector.

LLM ILOs

ILOs Law of the Freedom of Movement in the EU

Knowledge and Understanding

Explain advanced concepts in European Business Law and their impact on Cypriot and other legal systems

Explain the key principles and sources of the law of free movement within the European Union.

Describe the different approaches taken by the CJEU in interpreting the various fundamental freedoms.

Describe key frameworks in international and EU law, European integration, and Cypriot legal contexts

Describe how the law of free movement has been shaped by the case law of the Court of Justice of the European Union (CJEU) and the secondary legislation of the Union.

Outline the impact of Union citizenship on the development of the law of free movement.

Application and Analysis

Apply specialized legal knowledge to complex European Business Law scenarios

Analyse specific legal problems related to the free movement of persons, goods, services, and capital within the EU, drawing upon CJEU case law and secondary legislation.

Compare and contrast the legal reasoning and outcomes in CJEU cases concerning different fundamental freedoms.

Analyse interactions between EU legal frameworks and national jurisdictions through comparative methods

Analyse primary and secondary legal sources to understand complex issues in EU free movement law.

Critically analyse the influence of Union citizenship on the evolution of EU free movement law.

LLM ILOs

ILOs Law of the Freedom of Movement in the EU

Evaluation and Creation

Critically evaluate legal theories and case law relevant to European Business Law

Critically evaluate the effectiveness and coherence of the CJEU's case law and EU secondary legislation on free movement.

Formulate original arguments that contribute to legal scholarship and practice in Cyprus and Europe

Formulate reasoned arguments and present critical analyses of complex legal issues related to the freedom of movement in the EU, both orally and in writing.

Conduct independent legal research using advanced methodologies

Conduct advanced research using primary and secondary sources to develop novel insights into the law of free movement.

Develop and present well-researched written essays demonstrating a deep understanding and critical analysis of the relevant literature.

LLM ILOs

ILOs Regulatory framework and civil liability for AI

Knowledge and Understanding

Explain advanced concepts in European Business Law and their impact on Cypriot and other legal systems	Describe the fundamental technical concepts and key distinctions within Artificial Intelligence (AI).
	Explain the primary ethical concerns that shape the need for AI regulations.
	Outline the specific legal challenges that the use of AI technologies presents to established principles of contract law and potential solutions.
	Summarize the unique challenges that AI technologies introduce within the domain of tort law and approaches to resolving related liability issues.
	Explain the implications of AI technologies for the application of strict liability for defective products, considering relevant legal adaptations.
	Describe the difficulties in applying existing privacy and data protection rules to the use of AI technologies and potential interpretations.
Describe key frameworks in international and EU law, European integration, and Cypriot legal contexts	Identify key gaps in the current regulatory framework governing AI and suggest potential avenues for improvement.
	Explain the main policy objectives that underpin the existing legal rules concerning AI technologies.
	Outline the specific legal challenges that the use of AI technologies presents to established principles of contract law and potential solutions.

LLM ILOs

ILOs Regulatory framework and civil liability for AI

Application and Analysis

Apply specialized legal knowledge to complex European Business Law scenarios

Analyse legal issues related to the application and interpretation of privacy and data protection rules in the context of AI deployment.

Analyse the underlying policy objectives of current AI-related legal rules to understand their intended impact.

Construct organized and well-substantiated written responses to practical legal problems involving AI technologies, referencing relevant legal authorities.

Develop and articulate legal arguments from the perspectives of both a plaintiff and a defendant in hypothetical AI-related legal disputes.

Apply a combination of relevant Union and national legislation to address complex legal challenges posed by AI.

Analyse interactions between EU legal frameworks and national jurisdictions through comparative methods

Apply principles of legal reasoning to analyse and solve specific legal problems arising from the use of AI technologies in contract, tort, and product liability scenarios.

Develop and articulate legal arguments from the perspectives of both a plaintiff and a defendant in hypothetical AI-related legal disputes.

Evaluation and Creation

Critically evaluate legal theories and case law relevant to European Business Law

Evaluate the strengths and weaknesses of the current legal and regulatory framework

LLM ILOs

ILOs Regulatory framework and civil liability for AI

in effectively addressing the novel challenges presented by AI.

Formulate original arguments that contribute to legal scholarship and practice in Cyprus and Europe

Formulate and present clear and persuasive legal arguments orally to an audience on complex legal and ethical issues related to AI.

Propose reasoned and well-supported recommendations for specific improvements to the existing legal landscape governing AI technologies.

Conduct independent legal research using advanced methodologies

Synthesise information from multiple sources to analyse intricate legal problems and propose comprehensive responses in the field of AI law.