

Doc. 300.1.3

Date: 4th July 2024

Feedback Report from EEC Experts

- **Higher Education Institution:**
CTL EUROCOLLEGE
- **Town:** LIMASSOL
- **Programme of study
Name (Duration, ECTS, Cycle)**

In Greek:

Διοίκηση Ξενοδοχειακών Μονάδων (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



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. External Evaluation Committee (EEC)

<i>Name</i>	<i>Position</i>	<i>University</i>
Ladkin Adele	Professor	Bournemouth University UK
Baum Thomas	Professor	University of Strathclyde in Glasgow, Scotland
Bohne Hartwig	Professor	SRH University of Applied Sciences, Berlin
Georgiou Varvara	Student	Cyprus University of Technology



B. Guidelines on content and structure of the report

The EEC based on the external evaluation report (Doc.300.1.1 or 300.1.1/2 or 300.1.1/3 or 300.1.1/4) and the Higher Education Institution's response (Doc.300.1.2), must justify whether actions have been taken in improving the quality of the programme of study in each assessment area.

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

EEC's final recommendations and comments on the HEI's response

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	EEC's final recommendations and comments on the HEI's response
<p>Within the generic management courses consider tailoring assessments to be context specific.</p>	<p>Actions taken:</p> <p>We have issued two new syllabi of the general management field to replace the existing ones and be tailored on the hospitality industry:</p> <ol style="list-style-type: none"> 1. Management for the Hospitality Industry – MGT 123 2. Introduction to Business for the Hospitality Industry MGT 112 <p>Please refer to Annex 1 Syllabi Please refer to Annex 5 Structure of the programme.</p>	<p>The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC's recommendations.</p>
<p>Consider providing a list of lecturers teaching specifically on the Diploma programme website to showcases the qualifications, and practical and professional expertise of teaching staff.</p>	<p>Actions taken:</p> <p>We have revised the order of faculty on our website so as the experts of the specific field together with their qualifications and short CVs to be presented first.</p> <p>Please follow the link: http://www.ctleuro.ac.cy/en/1-academic-affairs/academic-fields/hospitality-tourism/hotel-administration-diploma</p>	<p>The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC's recommendations.</p>

<p>To consider listing the hotels on the website where the students are undertaking placements to showcase industry collaboration.</p>	<p>Actions taken:</p> <p>We have uploaded on our website the list of hotels in our network.</p> <p>Please follow the link: http://www.ctleuro.ac.cy/en/1-academic-affairs/academic-fields/hospitality-tourism/hotel-administration-diploma</p>	<p>The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC’s recommendations.</p>
<p>Consider formalising the excellent industry network by creating an industry advisor board.</p>	<p>Actions taken:</p> <p>We have issued the new procedure “Advisory Board for the Hospitality Industry” that is comprised of three professionals from the Hospitality field:</p> <p>Please refer to Annex 2 Procedures—Aca_OIP_38</p>	<p>The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC’s recommendations.</p>

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

EEC's final recommendations and comments on the HEI's response

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	EEC's final recommendations and comments on the HEI's response
<p>Creating opportunities for teaching staff to connect with industry to facilitate currency of industry practice.</p>	<p>Our Faculty in the Hospitality field regularly organizes educational visits to hotels and other relevant organisations related to the field as we believe that this activity offers valuable experiences to our students.</p> <p>Please follow the link for the list of educational visits published on our website: http://www.ctleuro.ac.cy/en/blog/?tags=Educational%20Visit</p> <p>The following teaching methodology is included in the syllabi: <i>“Guest Speakers / Visits: External visits to agencies or relevant industry/subject related organizations are arranged. Guest speakers that are experts in their field are invited to address the students. Students are also encouraged to visit industry players and familiarize themselves with the profession they have chosen”.</i></p> <p>Actions taken:</p> <ol style="list-style-type: none"> 1. We have revised the procedure “Visiting Professors / Lecturers to emphasize on Professionals from the Industry. 2. We have revised the Lecturers Handbook to encourage further our Faculty to invite Guest Lecturers. <p>Please refer to Annex 2 Procedures-Aca_OIP_26</p> <p>Please refer to Annex 3 Lecturers’ Handbook pages 10-11.</p>	<p>The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC’s recommendations.</p>
<p>Explore ways to ensure compliance with the CAQAAG standard that assessment is carried out by out than one examiner.</p>	<p>The College under the guidance of The Cyprus Agency of Quality Assurance and Accreditation in Higher Education adopts the standards and guidelines for Quality Assurance in the European Higher Education Area ESG 2015.</p> <p>Actions taken:</p> <p>We have issued and will implement the procedure “External Examiners”</p>	<p>The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC’s recommendations.</p>

	<p>Please refer to Annex 2 Procedures- Qua_InP_12.</p>	
<p>Consider team teaching on modules.</p>	<p>Team teaching can be implemented through Guest Lecturers. All Faculty is encouraged to have Guest Lecturers during their classes. In order to emphasize on the importance of this activity the following is included in the teaching methodology of all courses:</p> <p><i>“Guest speakers that are experts in their field are invited to address the students”.</i></p> <p>Actions taken:</p> <ol style="list-style-type: none"> 1. We have revised the Lecturers Handbook to encourage further our Faculty to invite Guest Lecturers. <p>Please refer to Annex 3 Lecturers’ Handbook pages 10-11.</p>	<p>The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC’s recommendations.</p>

3. Teaching staff (ESG 1.5)

EEC's final recommendations and comments on the HEI's response

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	EEC's final recommendations and comments on the HEI's response
<p>To consider institutional or individual membership of Professional Associations for example EuroCHRIE, EUHOFA, Aiest.</p>	<p>Actions taken:</p> <p>We have proceeded with memberships to the following Professional Associations:</p> <ol style="list-style-type: none"> 1. EUHOFA Institution Subscription (CTL Eurocollege) pending approval. 2. Aiest Individual Subscription (Dr Maria Hadjielia Drotarova) pending approval. 3. The application in EuroCHRIE Institution Subscription (CTL Eurocollege) will be submitted in January 25. 	<p>The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC's recommendations.</p>
<p>To inform and support staff in the adoption of Generative AI and robotics in educational and service settings.</p>	<p>Actions taken:</p> <p>The seminar "Ethical use of AI and robotics" is organized to be offered to our Faculty in September 24. The seminar will be offered by two Faculty members experts in the Computing field.</p>	<p>The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC's recommendations.</p>

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

EEC's final recommendations and comments on the HEI's response

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	EEC's final recommendations and comments on the HEI's response
To consider ways to encourage timely completion of the Diploma eg. number of resits allowed.	<p>Actions taken:</p> <p>We have issued the procedure Aca_OIP_39 "Maximum duration for completing a programme of study".</p> <p>Please refer to Annex 2 Procedures- Aca_OIP_39.</p>	The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC's recommendations.
Pursue the foundation course as a means to support international students access to the Diploma.	<p>The College offers the English Foundation Course accredited by CYQAA.</p> <p>Aim of the programme</p> <p>The English Language Foundation Course is designed to prepare international students for successful entrance to Higher Education Institutions in Cyprus by enhancing their language proficiency. This course focuses on developing the students' English language skills in listening, speaking, reading, and writing, as well as building their academic language and communication skills required for successful study in a Higher Education Institution.</p> <p>Objectives</p> <ul style="list-style-type: none"> • Attain proficiency in all language skills: listening, speaking, reading, and writing. • Develop academic vocabulary and language necessary for Higher Education studies. • Enhance communication skills for academic and social interactions. 	The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC's recommendations.

	<ul style="list-style-type: none">• Gain confidence in participating in class discussions and debates and presenting academic topics.• Improve critical thinking and analytical skills through reading and writing tasks. <p>Please follow the link below: http://www.ctleuro.ac.cy/en/1-academic-affairs/english-foundation-programme</p>	
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5. Learning resources and student support (ESG 1.6)

EEC's final recommendations and comments on the HEI's response

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	EEC's final recommendations and comments on the HEI's response
Continued promotion of and support for incoming ERASMUS tutors to contribute to the programme.	<p>CTL EUROCOLLEGE holds an Erasmus+ Charter and is actively involved in the Erasmus+ programme.</p> <p>Please refer to Annex 4 Erasmus+.</p> <p>Please follow the link published on our website: http://www.ctleuro.ac.cy/en/1-academic-affairs/1-erasmus</p>	The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC's recommendations.
Invite industry representatives to present new technologies and new products for food and beverage and services to students, showing the best of Cyprus hospitality. Consider innovate ways to engage the industry.	<p>All Faculty is encouraged to have Guest Lecturers during their classes. In order to emphasize on the importance of this activity the following is included in the teaching methodology of all courses:</p> <p><i>"Guest speakers that are experts in their field are invited to address the students".</i></p> <p>Actions taken:</p> <ol style="list-style-type: none"> 1. We have revised the Lecturers Handbook to encourage further our Faculty to invite Guest Lecturers. <p>Please refer to Annex 3 Lecturers' Handbook pages 10-11.</p>	The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC's recommendations.
Consider a more structured process for the career development of the students. Eg. placement support, and career advice.	<p>The College follows the procedures Swa_InP_11 "Career Opportunities" and Aca_OIP_24 "Counselling".</p> <p>Please refer to Annex 2 Procedures-Swa_InP_11 and Aca_OIP_24.</p>	The EEC is satisfied the action taken by the institution is sufficient and in line with the EEC's recommendations.



6. Additional for doctoral programmes N/A
(ALL ESG)

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	For Official Use ONLY
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7. 7. Eligibility (Joint programme) N/A

(ALL ESG)

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C. Conclusions and final remarks NO ADDITIONAL COMMENTS WERE PROVIDED IN THIS SECTION BY THE EEC.

The EEC would like to thank CTL Eurocollege for full compliance with our recommendations and for taking appropriate actions in a commendably rapid time.

Conclusions and final remarks by EEC	Actions Taken by the Institution	For Official Use ONLY
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D. Signatures of the EEC

Name	Signature
Professor Adele Ladkin	
Professor Thomas Baum	
Professor Hartwig Bohne	
Ms Varvara Georgiou	

Date:

4th July 2024

