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

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Doc. 300.1.1

Date: 13/11/2024

External Evaluation Report

(Conventional-face-to-face programme of study)

- **Higher Education Institution: Intercollege**

- **Town: Nicosia**

- **School/Faculty (if applicable):** School/Faculty

- **Department/ Sector:** Department/Sector

- **Programme of study: BA Aesthetics (4 years, 240 ECTS)**

  In Greek: Αισθητική

  Programme Name

  In English:

   Aesthetics

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

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

- **Concentrations (if any):**

  In Greek: Concentrations
  In English: Concentrations

A. Introduction

This evaluation of a currently operating conventional programme of study on Aesthetics of the Intercollege – Nicosia, was based on the college's application sent by the CYQAA to the EEC and the onsite visit that took place on the 11th November 2024.

The suggested programme is complying with the requirements of CYQAA, and the constant need for new and well-trained aesthetics professionals. The programme's feasibility study is mainly based on the official data and the forecast provided by authorities.

The members of staff at Intercollege made several presentations and, as a result, more information was provided to complement the report.

Additionally, the EEC members acquired further information and clarification about several areas of the report, namely those related to programme design, teaching staff, student experience, teaching methods, policies and facilities. The college provided additional material and information mostly in a timely manner. All meetings took place in a fruitful atmosphere, and the Programme coordinator and their team were always open and keen to consider the EEC recommendations.

This part includes basic information regarding the onsite visit.

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B. External Evaluation Committee (EEC)

Name	Position	University
Danka Tamburic	Chair	Professor of Cosmetic Science, London College of Fashion, University of the Arts London
Wenxin Wang	Member (academia)	Professor in Skin Research and Wound Healing, School of Medicine, University College Dublin
Konstantinos Avgoustakis	Member (academia)	Professor of Pharmacy, University of Patras
Mrs Andri Christoforou	Member (professional body)	Cyprus Association of Beauticians
Miss Melania Samartzidi	Member (student)	University of Cyprus
Name	Position	University

C. Guidelines on content and structure of the report

- *The external evaluation report follows the structure of assessment areas.*

- *At the beginning of each assessment area there is a box presenting:*
     (a) sub-areas
     (b) standards which are relevant to the European Standards and Guidelines (ESG)
     (c) some questions that EEC may find useful.

- *The questions aim at facilitating the understanding of each assessment area and at illustrating the range of topics covered by the standards.*

- *Under each assessment area, it is important to provide information regarding the compliance with the requirements of each sub-area. In particular, the following must be included:*

Findings

A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.

Strengths

A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.

Areas of improvement and recommendations

A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.

- *The EEC should state the compliance for each sub-area (Non-compliant, Partially compliant, Compliant), which must be in agreement with everything stated in the report. It is pointed out that, in the case of standards that cannot be applied due to the status of the HEI and/or of the programme of study, N/A (= Not Applicable) should be noted.*

- *The EEC should state the conclusions and final remarks regarding the programme of study as a whole.*

- ***The report may also address other issues which the EEC finds relevant.***

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

Sub-areas

1.1 Policy for quality assurance
1.2 Design, approval, on-going monitoring and review
1.3 Public information
1.4 Information management

1.1 Policy for quality assurance

Standards

- *Policy for quality assurance of the programme of study:*
    - *is a part of the strategic management of the programme*
    - *focuses on the achievement of special goals related to the quality assurance of the study program.*
    - *has a formal status and is publicly available?*
    - *supports the organisation of the quality assurance system through appropriate structures, regulations and processes*
    - *supports teaching, administrative staff and students to take on their responsibilities in quality assurance*
    - *ensures academic integrity and freedom and is vigilant against academic fraud*
    - *guards against intolerance of any kind or discrimination against the students or staff*
    - *supports the involvement of external stakeholders*
        - *is developed with input from industry leaders and other stakeholders (i.e. industry leaders, professional bodies/associations, social partners, NGO's, governmental agencies) to align with professional standards.*
        - *integrates employer surveys to adapt to evolving workplace demands.*
        - *regularly utilizes alumni feedback for long-term effectiveness assessment.*
        - *is published and implemented by all stakeholders.*

1.2 Design, approval, on-going monitoring and review

Standards

- *The programme of study:*
    - *is designed with overall programme objectives that are in line with the institutional strategy and have explicit intended learning outcomes*

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- o *Aligns course learning outcomes with student assessments using rubrics to ensure objectives are met.*
- o *Connects each course's aims and objectives with the programme's overall aims and objectives through mapping, aligning with the institutional strategy.*
- o *is designed by involving students and other stakeholders*
- o *benefits from external expertise*
- o *reflects the four purposes of higher education of the Council of Europe (preparation for sustainable employment, personal development, preparation for life as active citizens in democratic societies, the development and maintenance, through teaching, learning and research, of a broad, advanced knowledge base)*
- o *is designed so that it enables smooth student progression*
- o *is designed so that the exams' and assignments' content corresponds to the level of the programme and the number of ECTS*
- o *defines the expected student workload in ECTS*
- o *includes well-structured placement opportunities where appropriate*
- o *is subject to a formal institutional approval process*
- o *results in a qualification that is clearly specified and communicated, and refers to the correct level of the National Qualifications Framework for Higher Education and, consequently, to the Framework for Qualifications of the European Higher Education Area*
- o *is regularly monitored in the light of the latest research in the given discipline, thus ensuring that the programme is up-to-date*
- o *is periodically reviewed so that it takes into account the changing needs of society, the students' workload, progression and completion, the effectiveness of procedures for assessment of students, student expectations, needs and satisfaction in relation to the programme*
- o *is reviewed and revised regularly involving students and other stakeholders*
  - ▪ *collaborates with industry experts for curriculum development.*
  - ▪ *conducts joint reviews with external academic specialists to maintain academic rigor.*
  - ▪ *performs periodic assessments with external stakeholders to ensure continuous alignment with market needs.*
  - ▪ *establishes collaboration with international educational institutions or/& other relevant international bodies for a global perspective.*
  - ▪ *conducts regular feedback sessions with local community leaders for societal relevance.*

1.3 Public information

Standards

- *Regarding the programme of study, clear, accurate, up-to date and readily accessible information is published about:*
  - o *selection criteria*
  - o *intended learning outcomes*

- *qualification awarded*
- *teaching, learning and assessment procedures*
- *pass rates*
- *learning opportunities available to the students*
- *graduate employment information*

In addition, the program has established mechanisms of transparency & communication to ensure that
- Professional bodies validate program descriptions and outcomes.
- Community leaders actively participate in ensuring that the program's public information is relevant and resonates with the local and societal context.
- External auditors review public information for accuracy & consistency vis-à-vis the actual implementation of the program.
- Industry-specific & societal information is regularly updated with expert inputs.
- Alumni testimonials are included for a realistic portrayal of program outcomes.

1.4 Information management

Standards

- *Information for the effective management of the programme of study is collected, monitored and analysed using specific indicators and data i.e:*
  - *key performance indicators*
  - *profile of the student population*
  - *student progression, success and drop-out rates*
  - *students' satisfaction with their programmes*
  - *learning resources and student support available*
  - *career paths of graduates*
  - *industry trend analysis.*
  - *feedback mechanisms from external partners/stakeholders*
  - *data exchanges with professional networks*
  - *employer insights concerning career readiness*

- *Students and staff are involved in providing and analysing information and planning follow-up activities.*

You may also consider the following questions:

- *What is the procedure for quality assurance of the programme and who is involved?*
- *Who is involved in the study programme's design and development (launching, changing, internal evaluation) and what is taken into account (strategies, the needs of society, etc.)?*
- *How/to what extent are students themselves involved in the development of the content of their studies?*

- *Please evaluate a) whether the study programme remains current and consistent with developments in society (labour market, digital technologies, etc.), and b) whether the content and objectives of the study programme are in accordance with each other?*
- *Do the content and the delivery of the programme correspond to the European Qualifications Framework (EQF)?*
- *How is coherence of the study programme ensured, i.e., logical sequence and coherence of courses? How are substantial overlaps between courses avoided? How is it ensured that the teaching staff is aware of the content and outputs of their colleagues' work within the same study programme?*
- *How does the study programme support development of the learners' general competencies (including digital literacy, foreign language skills, entrepreneurship, communication and teamwork skills)?*
- *What are the scope and objectives of the foundation courses in the study programme (where appropriate)? What are the pass rates?*
- *How long does it take a student on average to graduate? Is the graduation rate for the study programme analogous to other European programmes with similar content? What is the pass rate per course/semester?*
- ***How is it ensured that the actual student workload is in accordance with the workload expressed by ECTS?***
- *What are the opportunities for international students to participate in the study programme (courses/modules taught in a foreign language)?*
- *Is information related to the programme of study publicly available?*
- *How is the HEI evaluating the success of its graduates in the labor market? What is the feedback from graduates of the study programme on their employment and/or continuation of studies?*
- *Have the results of student feedback been analysed and taken into account, and how (e.g., when planning in-service training for the teaching staff)?*
- *What are the reasons for dropping out (voluntary withdrawal)? What has been done to reduce the number of such students?*
- *How and to what extent are external stakeholders involved in the quality assurance process of the program?*
- *How is external stakeholder feedback gathered, analyzed and implemented?*
- *In what ways do external stakeholders assist in making program information publicly available?*
- *How do external stakeholders contribute to evaluating graduate success in the labor market and obtaining feedback on employment outcomes?*

Findings

A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.

From the onsite visit conducted on 11th November 2024 and the study of materials provided to the committee by the institution, it is determined that the program content, teaching and assessment methods, and resources available ensure the achievement of the program's aims and learning outcomes.

The expected learning outcomes of the program are known to students and teaching staff, and the teaching and learning processes are adequate to achieve them. The External Evaluation Committee (EEC) advise editing some of the learning outcomes, so that all of them are presented in a balanced manner (editing suggestions are provided separately). From the documentation provided, it is not clear how are the ECTS points allocated to each course (e.g. 8 ECTS point for the 200-hour third year practical, and 20 ECTS points for the 400-hour practical in the final year).

Programme information is available in a clear manner on the institution's website. There is evidence that both industry and students take an active part in curriculum development. However, the EEC have raised two points regarding the programme design: the total number of courses, which is considered quite high, and the change of the status of the final year thesis from compulsory to elective. It also suggests that the curriculum includes the needs of diverse client groups (e.g. those living with cancer and other diseases).

The research activity of staff and collaborations with other institutions could be encouraged and perhaps better supported by the College.

The degree and curriculum meet the registration requirements of the corresponding professional bodies, supporting the practice of the aesthetics profession. The awarded degree aligns with the purpose, goals, and learning outcomes of the program. The student admission requirements are appropriate, and the information provided to students about the curriculum is adequate. The teaching methodology is suitable for the program.

According to the internal self-evaluation report, the full-time teaching staff amounts 64%, thus very close but not reaching the CYQAA requirement.

Strengths

A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.

- The design and implementation of the program align with its learning objectives.
- Staff is responsive to the feedback from students and professionals
- Good quality policies and procedures
- Efficient IT facilities for teaching and communication

Areas of improvement and recommendations

A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.

The EEC recommend that the programme team considers:

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- Reducing the number of courses by consolidating their content
- Keeping the thesis as a compulsory element of the final year and incorporating the contents of the two new electives into relevant courses
- Involvement in research activities, perhaps through collaborations with other institutions
- Enhancing Erasmus mobility activities for staff and students

Please select what is appropriate for each of the following sub-areas:

Sub-area		Non-compliant/ Partially Compliant/Compliant
1.1	Policy for quality assurance	Compliant
1.2	Design, approval, on-going monitoring and review	Compliant
1.3	Public information	Compliant
1.4	Information management	Compliant

ΔΙΠΑΕ CYQAA ΦΟΡΕΑΣ ΔΙΑΣΦΑΛΙΣΗΣ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ ΤΗΣ ΑΝΩΤΕΡΗΣ ΕΚΠΑΙΔΕΥΣΗΣ
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2. Student – centered learning, teaching and assessment *(ESG 1.3)*

> **Sub-areas**
> **2.1 Process of teaching and learning and student-centred teaching methodology**
> **2.2 Practical training**
> **2.3 Student assessment**

2.1 Process of teaching and learning and student-centred teaching methodology

Standards

- *The process of teaching and learning supports students' individual and social development.*
- *The process of teaching and learning is flexible, considers different modes of delivery, where appropriate, uses a variety of pedagogical methods and facilitates the achievement of planned learning outcomes.*
- *Students are encouraged to take an active role in creating the learning process.*
- *The implementation of student-centered learning and teaching encourages a sense of autonomy in the learner, while ensuring adequate guidance and support from the teacher.*
- *Teaching methods, tools and material used in teaching are modern, effective, support the use of modern educational technologies and are regularly updated.*
- *Mutual respect within the learner-teacher relationship is promoted.*
- *The implementation of student-centred learning and teaching respects and attends to the diversity of students and their needs, enabling flexible learning paths.*
- *Appropriate procedures for dealing with students' complaints regarding the process of teaching and learning are set.*
- *Detailed schedules in course materials are included, explicitly stating the expected hours for lectures, self-study, and group projects, ensuring transparency in time allocation.*
- *A system is integrated where each learning activity is assigned a weight proportional to its importance and time requirement, aiding in balanced curriculum design.*

2.2 Practical training

Standards

- *Practical and theoretical studies are interconnected.*
- *The organisation and the content of practical training, if applicable, support achievement of planned learning outcomes and meet the needs of the stakeholders.*

- *The expected hours for different components of practical training, such as lab work, fieldwork, and internships are clearly documented in the training manuals*
- *A weighting system is applied to various practical training elements, reflecting their significance in the overall learning outcomes and student workload.*

2.3 Student assessment

Standards

- *Assessment is consistent, fairly applied to all students and carried out in accordance with the stated procedures.*
- *Assessment is appropriate, transparent, objective and supports the development of the learner.*
- *The criteria for the method of assessment, as well as criteria for marking, are published in advance.*
- *Assessment allows students to demonstrate the extent to which the intended learning outcomes have been achieved. Students are given feedback, which, if necessary, is linked to advice on the learning process.*
- *Assessment, where possible, is carried out by more than one examiner.*
- *A formal procedure for student appeals is in place.*
- *Assessors are familiar with existing testing and examination methods and receive support in developing their own skills in this field.*
- *The regulations for assessment take into account mitigating circumstances.*
  - *The time allocation for each assessment task is explicitly stated in course outlines, ensuring students are aware of the expected workload.*
  - *A balanced assessment weighting strategy is implemented, considering the complexity and learning objectives of each task, to ensure fair evaluation of student performance.*

You may also consider the following questions:

- *How is it monitored that the teaching staff base their teaching and assessment methods on objectives and intended learning outcomes? Provide samples of examination papers (if available).*
- *How are students' different abilities, learning needs and learning opportunities taken into consideration when conducting educational activities?*
- *How is the development of students' general competencies (including digital skills) supported in educational activities?*
- *How is it ensured that innovative teaching methods, learning environments and learning aids that support learning are diverse and used in educational activities?*
- *Is the teaching staff using new technology in order to make the teaching process more effective?*
- *How is it ensured that theory and practice are interconnected in teaching and learning?*

- *How is practical training organised (finding practical training positions, guidelines for practical training, supervision, reporting, feedback, etc.)? What role does practical training have in achieving the objectives of the study programme? What is student feedback on the content and arrangement of practical training?*
- ***Are students actively involved in research? How is student involvement in research set up?***
- *How is supervision of student research papers (seminar papers, projects, theses, etc.) organised?*
- ***Do students' assessments correspond to the European Qualifications Framework (EQF)?***
- *How are the assessment methods chosen and to what extent do students get supportive feedback on their academic progress during their studies?*
- *How is the objectivity and relevance of student assessment ensured (assessment of the degree of achievement of the intended learning outcomes)?*

Findings
A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.

The obligation of teaching staff is clearly stated in the Human Resources Handbook. In addition, the students' rights and obligations are also presented in a clear way in the Academic Handbook and Student Orientation Handbook.

The evaluation of the teaching staff is conducted by Programme coordinator and via student evaluation. All students are encouraged to participate in the evaluation. The student workload expectations meet standards. The programme offers a course named Research methods, intended to develop students' research skills, but the thesis in the final semester is optional. From an academic standpoint, the EEC members suggest that it would be preferable to have an obligatory thesis.

The EEC commend the college for including three periods of compulsory internships. The students are efficiently monitored and assessed using the Practical training logbook. The practical component of the programme is further enhanced by inviting industry experts as guest speakers and demonstrators of specific methods, products or equipment.

All necessary information concerning student examination, progression and graduation are presented in a clear manner in the Academic Handbook. The students are aware of the assessment procedures and requirements.

Strengths
A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.
- The students and alumni who met with the EEC were enthusiastic and complementary of their degree programme and were grateful for the knowledge, opportunities and support offered by the college.
- The academic rigour appears to be aligned with international standards, e.g. minimum threshold to

pass is 60%

- Processes for complaints and grievances are clearly explained and available online
- Students are assessed by appropriate assessment methods
- The college has good student support policies, including counselling
- Good balance of academic and practical dimensions of study have been incorporated in the programme

Areas of improvement and recommendations

A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.

- Consider the establishment of an alumni association, in order to foster alumni engagement in the students' learning journey.
- Encourage students' mobility

Please select what is appropriate for each of the following sub-areas:

Sub-area		*Non-compliant/ Partially Compliant/Compliant*
2.1	Process of teaching and learning and student-centered teaching methodology	Compliant
2.2	Practical training	Compliant
2.3	Student assessment	Compliant

3. **Teaching staff** *(ESG 1.5)*

> **Sub-areas**
>
> **3.1 Teaching staff recruitment and development**
> **3.2 Teaching staff number and status**
> **3.3 Synergies of teaching and research**

3.1 Teaching staff recruitment and development

Standards

- *Institutions ensure the competence of their teaching staff.*
- *Fair, transparent and clear processes for the recruitment and development of the teaching staff are set up.*
- *Teaching staff qualifications are adequate to achieve the objectives and planned learning outcomes of the study programme, and to ensure quality and sustainability of the teaching and learning.*
- *The teaching staff is regularly engaged in professional and teaching-skills training and development.*
- *Promotion of the teaching staff takes into account the quality of their teaching, their research activity, the development of their teaching skills and their mobility.*
- *Innovation in teaching methods and the use of new technologies is encouraged.*
- *Conditions of employment that recognise the importance of teaching are followed.*
- *Recognised visiting teaching staff participates in teaching the study programme.*

3.2 Teaching staff number and status

Standards

- *The number of the teaching staff is adequate to support the programme of study.*
- *The teaching staff status (rank, full/part time) is appropriate to offer a quality programme of study.*
- *Visiting staff number does not exceed the number of the permanent staff.*

3.3 Synergies of teaching and research

Standards

- *The teaching staff collaborate in the fields of teaching and research within the HEI and with partners outside (practitioners in their fields, employers, and staff members at other HEIs in Cyprus or abroad).*
- *Scholarly activity to strengthen the link between education and research is encouraged.*
- *The teaching staff publications are within the discipline.*
- *Teaching staff studies and publications are closely related to the programme's courses.*
- *The allocation of teaching hours compared to the time for research activity is appropriate.*

You may also consider the following questions:

- *How are the members of the teaching staff supported with regard to the development of their teaching skills? How is feedback given to members of the teaching staff regarding their teaching results and teaching skills?*

- *How is the teaching performance assessed? How does their teaching performance affect their remuneration, evaluation and/or selection?*
- *Is teaching connected with research?*
- *Does the HEI involve visiting teaching staff from other HEIs in Cyprus and abroad?*
- *What is the number, workload, qualifications and status of the teaching staff (rank, full/part timers)?*
- *Is student evaluation conducted on the teaching staff? If yes, have the results of student feedback been analysed and taken into account, and how (e.g., when planning in-service training for the teaching staff)?*

Findings

A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.

All staff members satisfy the requirement of having a higher degree than the BSc/BA and they appear to be enthusiastic about their subject areas. Teaching and assessment methods are appropriate for the level of study. Based on internal evaluation, it was reported to the EEC that the proportion of full-time teaching staff employed by the institution stands at 64%, which is just below from the CYQAA 70% requirement.

The ratio of students to teaching staff supports and ensures that the program's objectives are met. The program coordinator possesses the qualification (a doctorate) and knowledge and experience to manage the program, which he does with great dedication. It was noted that there are procedures for regular students' evaluation of the teaching staff.

Strengths

A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.

- The program coordinator holds high academic qualifications and inspires both colleagues and students
- The teaching staff have a wide range of expertise necessary to deliver this complex programme
- Good collaboration with professionals from the aesthetics industry, which compliments the teaching provided by the college staff

Areas of improvement and recommendations

A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.

The EEC recommends to:

- Ensure that the number of full-time teaching staff meets the CYQAA requirement
- Initiate and support research activities of staff in the field of Aesthetics

Please select what is appropriate for each of the following sub-areas:

Sub-area		Non-compliant/ Partially Compliant/Compliant
3.1	Teaching staff recruitment and development	Compliant
3.2	Teaching staff number and status	Compliant
3.3	Synergies of teaching and research	Partially compliant

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

Sub-areas

    4.1 Student admission, processes and criteria
    4.2 Student progression
    4.3 Student recognition
    4.4 Student certification

4.1 Student admission, processes and criteria

Standards

- *Pre-defined and published regulations regarding student admission are in place.*
- *Access policies, admission processes and criteria are implemented consistently and in a transparent manner.*

4.2 Student progression

Standards

- *Pre-defined and published regulations regarding student progression are in place.*
- *Processes and tools to collect, monitor and act on information on student progression, are in place.*

4.3 Student recognition

Standards

- *Pre-defined and published regulations regarding student recognition are in place.*
- *Fair recognition of higher education qualifications, periods of study and prior learning, including the recognition of non-formal and informal learning, are essential components for ensuring the students' progress in their studies, while promoting mobility.*
- *Appropriate recognition procedures are in place that rely on:*
  - *institutional practice for recognition being in line with the principles of the Lisbon Recognition Convention*
  - *cooperation with other institutions, quality assurance agencies and the national ENIC/NARIC centre with a view to ensuring coherent recognition across the country*

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4.4 Student certification

Standards

- *Pre-defined and published regulations regarding student certification are in place.*
- *Students receive certification explaining the qualification gained, including achieved learning outcomes and the context, level, content and status of the studies that were pursued and successfully completed.*

You may also consider the following questions:

- *Are the admission requirements for the study programme appropriate? How is the students' prior preparation/education assessed (including the level of international students, for example)?*
- *How is the procedure of recognition for prior learning and work experience ensured, including recognition of study results acquired at foreign higher education institutions?*
- *Is the certification of the HEI accompanied by a diploma supplement, which is in line with European and international standards?*

Findings

A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.

From the onsite visit and the review of materials provided by the Agency to the EEC, it is evident that the admission of students into the program is based on specific regulations and appropriate criteria.
The awarding of the degree is accompanied by a Diploma supplement. There is an effective mechanism for program and tutors' evaluation by students.
Student welfare support policies are in place, with a student welfare service available to support students. The ratio of students to faculty members is adequate, and there are facilities available for individuals with special needs.

There is some evidence of student and faculty participation in exchange activities with similar programs in Europe.

Students are taught research methods, but there is no evidence of research activity involving students.

Strengths

A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.

- The admission of students into the program is based on specific regulations and appropriate criteria.

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ΦΟΡΕΑΣ ΔΙΑΣΦΑΛΙΣΗΣ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ ΤΗΣ ΑΝΩΤΕΡΗΣ ΕΚΠΑΙΔΕΥΣΗΣ
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- Student welfare policies are in place, including financial support if needed
- Effective communication between the students and teaching/administration staff
- The ratio of students to faculty members is favourable for achieving the goals of the programme

Areas of improvement and recommendations
A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.

- Creating more opportunities for students to participate in exchange programmes with similar institutions in Europe
- Considering the provision of the programme in English, to increase the diversity of student population

Please select what is appropriate for each of the following sub-areas:

Sub-area		Non-compliant/ Partially Compliant/Compliant
4.1	Student admission, processes and criteria	Compliant
4.2	Student progression	Compliant
4.3	Student recognition	Compliant
4.4	Student certification	Compliant

5. Learning resources and student support *(ESG 1.6)*

Sub-areas

    5.1 Teaching and Learning resources
    5.2 Physical resources
    5.3 Human support resources
    5.4 Student support

5.1 Teaching and Learning resources

Standards

- *Adequate and readily accessible teaching and learning resources (teaching and learning environments, materials, aids and equipment) are provided to students and support the achievement of objectives in the study programme.*
- *Adequacy of resources is ensured for changing circumstances (change in student numbers, etc.).*
- *All resources are fit for purpose.*
- *Student-centred learning and flexible modes of learning and teaching, are taken into account when allocating, planning and providing the learning resources.*

5.2 Physical resources

Standards

- *Physical resources, i.e. premises, libraries, study facilities, IT infrastructure, are adequate to support the study programme.*
- *Adequacy of resources is ensured for changing circumstances (change in student numbers, etc.).*
- *All resources are fit for purpose and students are informed about the services available to them.*

5.3 Human support resources

Standards

- *Human support resources, i.e. tutors/mentors, counsellors, other advisers, qualified administrative staff, are adequate to support the study programme.*
- *Adequacy of resources is ensured for changing circumstances (change in student numbers, etc.).*

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- *All resources are fit for purpose and students are informed about the services available to them.*

5.4 Student support

Standards

- *Student support is provided covering the needs of a diverse student population, such as mature, part-time, employed and international students and students with special needs.*
- *Students are informed about the services available to them.*
- *Student-centred learning and flexible modes of learning and teaching, are taken into account when allocating, planning and providing student support.*
- *Students' mobility within and across higher education systems is encouraged and supported.*
- *Students receive support in research-led teaching through engagement in research projects, mentorship from research-active faculty, and access to resources that enhance their research skills and critical engagement with current studies.*

You may also consider the following questions:

- *Evaluate the supply of teaching materials and equipment (including teaching labs, expendable materials, etc.), the condition of classrooms, adequacy of financial resources to conduct the study programme and achieve its objectives. What needs to be supplemented/ improved?*
- *What is the feedback from the teaching staff on the availability of teaching materials, classrooms, etc.?*
- *Are the resources in accordance with actual (changing) needs and contemporary requirements? How is the effectiveness of using resources ensured?*
- *What are the resource-related trends and future risks (risks arising from changing numbers of students, obsolescence of teaching equipment, etc.)? How are these trends taken into account and how are the risks mitigated?*
- *Evaluate student feedback on support services. Based on student feedback, which support services (including information flow, counselling) need further development?*
- *How is student learning within the standard period of study supported (student counselling, flexibility of the study programme, etc.)?*
- *How students' special needs are considered (different capabilities, different levels of academic preparation, special needs due to physical disabilities, etc.)?*
- *How is student mobility being supported?*

Findings

A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.

The programme is supported by sufficient information systems used by the administrative and teaching staff. Students have access to appropriate information resources, including e-library and Moodle platform. The laboratory facilities were found to be adequate to support the program and ensure the intended learning outcomes. However, it was noted that the IPL and laser-based equipment was not located in the separate room, with appropriate health & safety features.

Strengths

A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.

- Efficient student welfare structures and corresponding administrative mechanisms to support and monitor the progress of students.
- Access to appropriate and up-to-date IT resources
- The facilities available support the program and ensure the intended learning outcomes
- Good and fairly enforced Programme attendance policy
- Supporting final years students to attend professional conferences

Areas of improvement and recommendations

A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.

- To secure a separate room and adequate health & safety measures for the laser and IPL- based equipment

Please select what is appropriate for each of the following sub-areas:

Sub-area		*Non-compliant/ Partially Compliant/Compliant*
5.1	Teaching and Learning resources	Compliant
5.2	Physical resources	Partially compliant
5.3	Human support resources	Compliant
5.4	Student support	Compliant

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6. Additional for doctoral programmes *(ALL ESG)*

Sub-areas

    6.1 Selection criteria and requirements
    6.2 Proposal and dissertation
    6.3 Supervision and committees

6.1 Selection criteria and requirements

Standards
- *Specific criteria that the potential students need to meet for admission in the programme, as well as how the selection procedures are made, are defined.*
- *The following requirements of the doctoral degree programme are analysed and published:*
  - *the stages of completion*
  - *the minimum and maximum time of completing the programme*
  - *the examinations*
  - *the procedures for supporting and accepting the student's proposal*
  - *the criteria for obtaining the Ph.D. degree*

6.2 Proposal and dissertation

Standards
- *Specific and clear guidelines for the writing of the proposal and the dissertation are set regarding:*
  - *the chapters that are contained*
  - *the system used for the presentation of each chapter, sub-chapters and bibliography*
  - *the minimum word limit*
  - *the binding, the cover page and the prologue pages, including the pages supporting the authenticity, originality and importance of the dissertation, as well as the reference to the committee for the final evaluation*
- *There is a plagiarism check system. Information is provided on the detection of plagiarism and the consequences in case of such misconduct.*
- *The process of submitting the dissertation to the university library is set.*

6.3 Supervision and committees

Standards
- *The composition, the procedure and the criteria for the formation of the advisory committee (to whom the doctoral student submits the research proposal) are determined.*
- *The composition, the procedure and the criteria for the formation of the examining committee (to whom the doctoral student defends his/her dissertation), are determined.*
- *The duties of the supervisor-chairperson and the other members of the advisory committee towards the student are determined and include:*
  - *regular meetings*

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- o *reports per semester and feedback from supervisors*
- o *support for writing research papers*
- o *participation in conferences*
- *The number of doctoral students that each chairperson supervises at the same time are determined.*

You may also consider the following questions:

- *How is the scientific quality of the PhD thesis ensured?*
- *Is there a link between the doctoral programmes of study and the society? What is the value of the obtained degree outside academia and in the labour market?*
- *Are the criteria reflected in dissertation samples?*

Findings

A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.

Click or tap here to enter text.

Strengths
A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.

Click or tap here to enter text.

Areas of improvement and recommendations
A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.

Click or tap here to enter text.

Please select what is appropriate for each of the following sub-areas:

Sub-area		Non-compliant/ Partially Compliant/Compliant
6.1	Selection criteria and requirements	Choose answer
6.2	Proposal and dissertation	Choose answer
6.3	Supervision and committees	Choose answer

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D. Conclusions and final remarks

Please provide constructive conclusions and final remarks which may form the basis upon which improvements of the quality of the programme of study under review may be achieved, with emphasis on the correspondence with the EQF.

The EEC carefully examined the application and the information gathered during the visit and prepared this report by completing sections 1-5, while section 6 was not completed, as it is not applicable to the program under evaluation.

During the visit to the college, an inspection was made of all areas (reception, classrooms, laboratories, common areas) except the library. Meetings were held with representatives from the college administration, the internal quality assurance office, teaching staff, administrative staff, industry representatives and students. An example of the teaching evaluation form was provided to the EEC. Examples of exams material and theses were also provided for review.

The college staff were cooperative and showed great interest in the committee's comments.

From the study of the materials provided by the institution to EEC and from the on-site visit, it was determined that:

- The content of the program, the assessment methods, and the facilities ensure the achievement of the program's purpose, goals and learning outcomes.

- The expected learning outcomes of the program are known to students and teaching staff, and the teaching and learning process is adequate.

- The ECTS system is implemented, and the students get a Diploma supplement.

- The awarded degree aligns with the purpose, goals and learning outcomes of the program.

- The entry requirements are appropriate and the admission process is well organised.

- Teaching methodology is appropriate for the level of studies, participative and often inventive.

- Student information regarding the curriculum is sufficient.

- The course evaluation system and criteria are clear, adequate and known to students.

- IT educational technologies are used in teaching and communication, including an e-learning support platform and e-books.

- The program is well supported by the full-time and part-time specialist staff.

- The laboratory facilities are sufficient to support the program and ensure the targeted learning outcomes.

The EEC recommend that the programme team considers:

- Reducing the number of courses by consolidating their content
- Keeping the thesis as a compulsory element of the final year and incorporating the contents of the two new electives into relevant courses
- Enhancing Erasmus and other mobility opportunities for staff and students
- Establishing an alumni association, in order to foster alumni engagement in the students' learning

- Ensuring that the number of full-time teaching staff meets the CYQAA requirement
- Initiating and supporting research activities of staff in the field of Aesthetics
- Providing a separate room and adequate health & safety measures for the laser and IPL-based equipment
- Offering Aesthetics programme in English, to increase the diversity of student population.

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E. Signatures of the EEC

Name	Signature
Professor Slobodanka Tamburic	
Professor Wenxin Wang	
Professor Konstantinos Avgoustakis	
Mrs Andri Christoforou	
Miss Melania Samartzidi	
Click to enter Name	

Date: 13/11/2024