



**Cyprus Agency of Quality Assurance and Accreditation in
Higher Education**

Republic of Cyprus

**External Evaluation Report
Program of Study**

**Institution: KES College, Nicosia
Program of Study: MEDICAL REPRESENTATIVES
(2 YEARS/120 ECTS, DIPLOMA)**

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INSTRUCTIONS:

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 2016” [N. 136 (I)/2015].

The document is duly completed by the External Evaluation Committee for each program of study. The ANNEX (Doc. Number 300.1) constitutes an integral part of the external evaluation report for the external evaluation accreditation of a program of study.

EXTERNAL EVALUATION COMMITTEE:

NAME	TITLE	UNIVERSITY / INSTITUTION
Marie Louise De Bruin	Professor	University of Copenhagen
Dimitrios Lamprou	Professor	Queen's University Belfast
Dionysios (Dennis) Douroumis	Professor	University of Greenwich
Ioanna Zacharia	Student	University of Cyprus
Elena Yiangou	Chair Medical Representative	Cyprus Medical Representatives Registration Council

INTRODUCTION:

I. The External Evaluation procedure

The EEC panel was briefed by Dr Eleni Deliyianni, Education Officer of the Agency of Quality Assurance and Accreditation in Higher Education, who accompanied the panel to KES College.

The panel received presentations from the Director General of KES College (Petros Stylianou), program coordinator (Spyros Theocharous) and presenter from KES Research Centre (Dimitrios Sarris). These presentations covered the following topics:

- Structure, the history and the programs of the college
- Program of Study, including
 - Program structure and mission
 - Program profile, including aims, objectives and learning outcomes
 - feasibility study and collaborations
 - student admission criteria
 - faculty and teaching staff
- New research initiative: KES Research Centre

The panel were able to ask questions throughout these presentations and there was an interesting and informative dialogue.

The panel was able to have a private meeting with the administrative staff, teaching staff, the educational officer and 3 students. In addition, there was an on-site visit and guided tour to the student welfare services centre, the labs and library facilities.

The panel was able to scrutinize the following documentation before the visit:

- 200.1 Medical Representatives 2 Years App Evaluation 08.05.2018 (EN and GR)

At the meeting the panel was given the following paper documents:

- Student evaluation reports (GR)
- Sample course evaluation form (EN)
- Powerpoint slides program of study and KES college (EN)
- Sample lecture (slides) by educational officer (GR)

II. The Internal Evaluation procedure

The panel was provided with the internal evaluation documentation, which was comprehensive and positive. The report provided a good summary of general guidelines and procedures that are available at KES College, which supplemented the details provided about the program in the first part of doc number 200.1.

FINDINGS:

1. EFFECTIVENESS OF TEACHING WORK – AVAILABLE RESOURCES

- Organization of Teaching Work

The Teaching Work is considered sufficient by the panel. There are clear guidelines for the program of Medical Representatives and relevant material is accessible on the e-Learning Platform (e.g. Moodle, e-library).

- Teaching

The teaching team involved in the program consist of qualified staff members with strong experience in the subject. The numbers appear sufficient for the delivery of the program and teaching responsibilities were allocated equally. The courses are placed on the e-Learning platform and are easily accessible to the students.

- The facilities and the equipment for the delivery of the course are of high standards while there is on site support for students (Student Welfare Centre).
- The academic staff receives continuous training and support for the course delivery.

- Teaching personnel

The academics involved in the teaching activities and the delivery of the courses have a strong background in the subject areas with also interest in research activities.

- The panel is satisfied with the existing experience of the teaching team in the design of teaching courses as they are also actively involved in the delivery of the program.

2. PROGRAM OF STUDY AND HIGHER EDUCATION QUALIFICATIONS

- **Purpose and Objectives and learning outcomes of the Program of Study**
The course objectives, and student learning outcomes are clear and are appropriate for the curriculum of the proposed course. There is a detailed description of what students are expected to cover for the successful completion of the course.
- **Structure and Content of the Program of studies**
The structure of the program is appropriate for its objectives and ambitions, and the curriculum consists of 31 courses (all compulsory), covering fundamental areas for Medical Representatives, from basic to advanced level for each course.
- **Quality Assurance of the Program of studies**
The quality assurance of this program of study is ensured by the implementation of the General Quality Assurance Procedures applied in the College. Moreover, the College Administration team will collect all the appropriate feedback for this course from students and academics, and the college management team will analyze all the feedback and provide suggestions. The academic staff will make sure that the program will regularly be evaluated in order to ensure, and further enhance, the overall quality of the learning experience for all students.
- **Management of the Program of Study**
All the staff members that have been allocated for the program have experience in the relative subjects, including previous fieldwork experience. The Program coordinator has a well-qualified background and he will ensure that this program will continue being successful. Moreover, KES college couple of years ago open a unique position, Education Officer, who is doing an amazing job and encourage life-long learning in educational methods.
- **International Dimension of the Program of Study**
The program of Medical Representatives is a continuation of an existing course which has been successful for more than 10 years. Historically, the graduates were able to find jobs in pharmaceutical industry with the exception of the years during the financial crisis. Although all of the students are Cypriots they have been employed by national and international companies.
- **Connection with the labor market and the society**
The Program Coordinator and the school representatives provided evidence regarding the employability of Medical Representatives. There is a continuous demand for skillful and highly trained employees with excellent understanding of the subject area. In addition, the landscape of Medical Representatives encounters continuous changes with more products introduced in the markets and graduates require multidisciplinary knowledge (e.g. marketing, public relations, chemistry, Greek language). The panel is convinced that the program will enhance the employability of the graduates.

3. RESEARCH WORK AND SYNERGIES WITH TEACHING

- Research Teaching Synergies

Recently, the KES Research Centre was set up. This initiative will try to incorporate research activities in the educational program, generate new knowledge related to the programs, and facilitate research activities for staff members. The first call for proposals resulted in 4 projects, which will be funded through collaborations with external bodies. There are currently no projects planned related to the Medical Representatives program.

For a college in the field of vocational education and training, it is unique to start-up a research centre. To further professionalise the research centre, the panel suggests developing a research strategy and put in place transparent criteria for the allocation of the funding (e.g. project novelty, industrial support and researcher's qualifications).

4. ADMINISTRATION SERVICES, STUDENT WELFARE AND SUPPORT OF TEACHING WORK

- Administrative Mechanisms

Based on the interactions with the administrative staff during the onsite visit (e.g. to the “Student Welfare Services” and Library) and meetings with the administrated personnel, the panel were satisfied that administrative mechanisms are sufficient for the delivery of this programme. It was clear that the University has established strategies and have mechanisms in place to support the students, and especially through the “Student Welfare Services” that is an impressed and well-structured facility.

- Infrastructures / Support

From the visit to the Labs and Library, the presentation and demonstrations (e.g. use of the online Library), it is clear that there is a highly professional and well-trained personnel, and well-developed infrastructure at the University for the support of academics and students.

- Financial Resources

The panel is not aware of any issues and haven't seen a business plan.

5. DISTANCE LEARNING PROGRAMS

N/A

6. DOCTORAL PROGRAMS OF STUDY

N/A

CONCLUSIONS AND SUGGESTIONS OF THE EXTERNAL EVALUATION COMMITTEE¹

KES college has successfully operated the 2-year diploma program for medical representatives for the last 18 years. After a decrease in number of students following the economic crisis, the program recovered and numbers of students are increasing again. The program aligns with the mission and vision of the college to provide Vocational Education and Training.

The program is coordinated by a well-qualified coordinator and run by a team of experienced teachers. In the last two years, KES college employed a dedicated educational officer, to encourage life-long learning in educational methods of staff members and thereby guarantee the teaching quality.

The panel identified the following areas where the program could further improve:

- the panel recommends that more practical work in certain modules would help the students to meet the course objectives.
- the panel suggests developing a research strategy and put in place transparent criteria for the allocation of the funding (e.g. project novelty, industrial support and researcher's qualifications)

¹ It is highlighted, at this point, that the External Evaluation Committee is expected to justify its findings and its suggestions on the basis of the Document num.: 300.1. The External Evaluation Committee is not expected to submit a suggestion for the approval or the rejection of the program of study under evaluation. This decision falls under the competencies of the Council of the Agency of Quality Assurance and Accreditation of higher education.

Doc. Number: 300.1

Quality Standards and Indicators External Evaluation of a Program of Study

Institution: ...KES College
Program of Study: MEDICAL REPRESENTATIVES
Duration of the Program of Study: ...24 Months.....
Evaluation Date:.....May 22, 2018.....

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 2016”.

The document describes the quality standards and indicators, which will be applied for the external evaluation of programs of study of institutions of higher education, by the External Evaluation Committee.

DIRECTIONS: Note what is applicable for each quality standard/indicator.

1. Applicable to a minimum degree
2. Applicable to a non satisfactory degree
3. Applicable to a satisfactory degree
4. Applicable to a very satisfactory degree
5. It applies and it constitutes a good practice

It is pointed out that, in the case of standards and indicators that cannot be applied due to the status of the institution and/or of the program of study, N/A (= Not Applicable) should be noted and a detailed explanation should be provided on the institution’s corresponding policy regarding the specific quality standard or indicator.

Members of the External Evaluation Committee

NAME	TITLE	UNIVERSITY / INSTITUTION
Marie Louise De Bruin	Professor	University of Copenhagen
Dimitrios Lamprou	Professor	Queen's University Belfast
Dionysios (Dennis) Douroumis	Professor	University of Greenwich
Ioanna Zacharia	Student	University of Cyprus
Elena Yiangou	Chair Medical Representative	Cyprus Medical Representatives Registration Council

Date and Time of the On-Site Visit: May 22, 2018

Duration of the On-Site Visit: 9.00 – 17.15

1. EFFECTIVENESS OF TEACHING WORK – AVAILABLE RESOURCES						
1.1	Organization of teaching work	1	2	3	4	5
1.1.1	The student admission requirements to the program of study, are based on specific regulations which are adhered to in a consistent manner.					X
1.1.2	The number of students in each class allows for constructive teaching and communication, and it compares positively to the current international standards and/or practices.					X
1.1.3	The organization of the educational process safeguards the quality implementation of the program's purpose and objectives and the achievement of the learning outcomes. Particularly, the following are taken into consideration:					
	1.1.3.1 The implementation of a specific academic calendar and its timely publication.					X
	1.1.3.2 The disclosure of the program's curricula to the students, and their implementation by the teaching personnel					X
	1.1.3.3 The course web-pages, updated with the relevant supplementary material					X
	1.1.3.4 The procedures for the fulfillment of undergraduate and postgraduate assignments / practical training					X
	1.1.3.5 The procedures for the conduct and the format of the examinations and for student assessment					X
	1.1.3.6 The effective provision of information to the students and the enhancement of their participation in the procedures for the improvement of the educational process.					X
1.1.4	Adequate and modern learning resources, are available to the students, including the following:					
	1.1.4.1 facilities					X
	1.1.4.2 library					

	1.1.4.3	infrastructure					X	
	1.1.4.4	student welfare						X
	1.1.4.5	academic mentoring					X	
1.1.5	A policy for regular and effective communication, between the teaching personnel and the students, is applied.						X	
1.1.6	The teaching personnel, for each course, provide timely and effective feedback to the students.						X	
1.1.7	Statutory mechanisms, for the support of students and the communication with the teaching personnel, are effective.						X	
1.1.8	Control mechanisms for student performance are effective.						X	
1.1.9	Support mechanisms for students with problematic academic performance are effective.							X
1.1.10	Academic mentoring processes are transparent and effective for undergraduate and postgraduate programs and are taken into consideration for the calculation of academic work load.						X	
1.1.11	The program of study applies an effective policy for the prevention and detection of plagiarism.							X
1.1.12	The program of study provides satisfactory mechanisms for complaint management and for dispute resolution.							X

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

- The support provided to the student welfare, admission, procedures, the course web-pages, the teaching and academic mentoring are all of high standards.

Note, additionally:

α) the expected number of Cypriot and International Students in the program of study.

KES hosts 20 students per year by law

β) the countries of origin of the majority of students.
Cyprus and Greece

γ) the maximum planned number of students per class-section.
The existing plan includes 12 students per class.

1.2	Teaching	1	2	3	4	5
1.2.1	The methodology utilized in each course is suitable for achieving the course's purpose and objectives and those of the individual modules.			X		
1.2.2	The methodology of each course is suitable for adults.				X	
1.2.3	Continuous-formative assessment and feedback are provided to the students regularly.				X	
1.2.4	The assessment system and criteria regarding student course performance, are clear, adequate, and known to the students.					X
1.2.5	Educational activities which encourage students' active participation in the learning process, are implemented.					X
1.2.6	Teaching incorporates the use of modern educational technologies that are consistent with international standards, including a platform for the electronic support of learning.					X
1.2.7	Teaching materials (books, manuals, journals, databases, and teaching notes) meet the requirements set by the methodology of the program's individual courses, and are updated regularly.					X

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

1.2.1 The existing methodology is very good. However, the panel recommends that more practical work in certain modules would help the students to meet the course objectives.

The work of the coordinator and the qualifications are very impressive and very efficient. The platform for students provides immense support

1.3	Teaching Personnel	1	2	3	4	5
1.3.1	The number of full-time academic personnel, occupied exclusively at the institution, and their fields of expertise, adequately support the program of study.					X
1.3.2	The members of teaching personnel for each course have the relevant formal and fundamental qualifications for teaching the course, as described by the legislation, including the following:					
1.3.2.1	Subject specialization, preferably with a doctorate, in the discipline.				X	
1.3.2.2	Publications within the discipline.				X	
1.3.3	The specializations of Visiting Professors adequately support the program of study.					N/A
1.3.4	Special Teaching Personnel and Special Scientists have the necessary qualifications, adequate work experience and specialization to teach a limited number of courses in the program of study.					N/A
1.3.5	In every program of study the Special Teaching Personnel does not exceed 30% of the Teaching Research Personnel.				X	
1.3.6	The teaching personnel of each private institution of tertiary education, to a percentage of at least 70%, has recognized academic qualification, by one level higher than that of the program of study in which he/she teaches.					X
1.3.7	In the program of study, the ratio of the number of courses taught by full-time personnel, occupied exclusively at the institution, to the number of courses taught by part-time personnel, ensures the quality of the program of study.					X
1.3.8	The ratio of the number of students to the total number of teaching personnel is adequate for the support and safeguarding of the program's quality.					X
1.3.9	The academic personnel's teaching load does not limit the conduct of research, writing, and contribution to the society.			X		
1.3.10	Future redundancies / retirements, expected recruitment and promotions of academic personnel				X	

	safeguard the unimpeded implementation of the program of study within a five-year span.					
1.3.11	The program's Coordinator has the qualifications and experience to efficiently coordinate the program of study.					X
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>1.3.9: there is a recent research initiative with the newly established Research Centre but at the moment there is a plan for teaching relief to allow more time for research.</p>						

2. PROGRAM OF STUDY AND HIGHER EDUCATION QUALIFICATIONS						
2.1	Purpose and Objectives and learning outcomes of the Program of Study	1	2	3	4	5
2.1.1	The purpose and objectives of the program of study are formulated in terms of expected learning outcomes and are consistent with the mission and the strategy of the institution.					X
2.1.2	The purpose and objectives of the program and the learning outcomes are utilized as a guide for the design of the program of study.					X
2.1.3	The higher education qualification and the program of study, conform to the provisions of their corresponding Professional and Vocational Bodies for the purpose of registration to these bodies.				X	
2.1.4	The program's content, the methods of assessment, the teaching materials and the equipment, lead to the achievement of the program's purpose and objectives and ensure the expected learning outcomes.			X		
2.1.5	The expected learning outcomes of the program are known to the students and to the members of the academic and teaching personnel.					X
2.1.6	The learning process is properly designed to achieve the expected learning outcomes.				X	
2.1.7	The higher education qualification awarded to the students, corresponds to the purpose and objectives and the learning outcomes of the program.					X
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>2.1.4: the panel recommends that more practical training should be implemented (as stated above)</p>						

2.2	Structure and Content of the Program of Study	1	2	3	4	5
2.2.1	The course curricula clearly define the expected learning outcomes, the content, the teaching and learning approaches and the method of assessing student performance.				X	
2.2.2	The European Credit Transfer System (ECTS) is applied and there is true correspondence between credits and workload per course and per semester for the student either he / she studies in a specific program or he/she is registered and studies simultaneously in additional programs of studies according to the European practice in higher education institutions.					X
2.2.3	The program of study is structured in a consistent manner and in sequence, so that concepts operating as preconditions precede the teaching of other, more complex and cognitively more demanding, concepts.					X
2.2.4	The higher education qualification awarded, the learning outcomes and the content of the program are consistent.					X
2.2.5	The program, in addition to the courses focusing on the specific discipline, includes an adequate number of general education courses.				X	
2.2.6	The content of courses and modules, and the corresponding educational activities are suitable for achieving the desired learning outcomes with regards to the knowledge, skills, and abilities which should be acquired by students.			X		
2.2.7	The number and the content of the program's courses are sufficient for the achievement of learning outcomes.				X	
2.2.8	The content of the program's courses reflects the latest achievements / developments in science, arts, research and technology.				X	
2.2.9	Flexible options / adaptable to the personal needs or to the needs of students with special needs, are provided.					X
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>2.2.6: where a low rating and was evaluated it is due to the need for more practical work and behavior exercise (role plays, body language).</p>						

Note the expected number of students who will be studying simultaneously at another academic institution, based on your experience so far, regarding students who study simultaneously in the programs of your institution.

2.3 Quality Assurance of the Program of Study		1	2	3	4	5
2.3.1	The arrangements regarding the program's quality assurance define clear competencies and procedures.				X	
2.3.2	Participation in the processes of the system of quality assurance of the program, is ensured for					
	2.3.2.1 the members of the academic personnel				X	
	2.3.2.2 the members of the administrative personnel				X	
	2.3.2.3 the students.				X	
2.3.3	The guide and / or the regulations for quality assurance, provide detailed information and data for the support and management of the program of study.				X	
2.3.4	The quality assurance process constitutes an academic process and it is not restricted by non-academic factors.				X	
Justify the answer you have provided and note the additional comments you may have on each standard / indicator.						
2.4 Management of the Program of Study		1	2	3	4	5
2.4.1	Effective management of the program of study with regard to its design, its approval, its monitoring and its review, is in place.					X
2.4.2	It is ensured that learning outcomes may be achieved within the specified timeframe.					X
2.4.3	It is ensured that the program's management and development process is an academic process which operates without any non-academic interventions.					X
2.4.4	The academic hierarchy of the institution, (Rector, Vice-Rectors, Deans, Chairs and Programs' Coordinators, academic personnel) have the sole responsibility for academic excellence and the development of the programs of study.					X

2.4.5	Information relating to the program of study are posted publicly and include:					
2.4.5.1	The provisions regarding unit credits					X
2.4.5.2	The expected learning outcomes					X
2.4.5.3	The methodology					X
2.4.5.4	Course descriptions					X
2.4.5.5	The program's structure					X
2.4.5.6	The admission requirements					X
2.4.5.7	The format and the procedures for student assessment					X
2.4.6	The award of the higher education qualification is accompanied by the Diploma Supplement which is in line with the European and international standards.					X
2.4.7	The effectiveness of the program's evaluation mechanism, by the students, is ensured.					X
2.4.8	The recognition and transfer of credit units from previous studies is regulated by procedures and regulations which ensure that the majority of credit units is awarded by the institution which awards the higher education qualification.					X

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

In the case of practical training, note:

- The number of credit units for courses and the number of credits for practical training
120 credits and no practical training
- In which semester does practical training takes place? N/A
- Note if practical training is taking place in a country other than the home country of the institution which awards the higher education qualification

2.5	International Dimension of the Program of Study	1	2	3	4	5
2.5.1	The program's collaborations with other institutions are compared positively with corresponding collaborations of other departments / programs of study in Europe and internationally.					N/A
2.5.2	The program attracts Visiting professors of recognized academic standing.					N/A
2.5.3	Students participate in exchange programs.					N/A
2.5.4	The academic profile of the program of study is compatible with corresponding programs of study in Cyprus and internationally.					X
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>Also, comment on the degree the program compares positively with corresponding programs operating in Cyprus and abroad in higher education institutions of the same rank.</p>						
2.6	Connection with the labor market and the society	1	2	3	4	5
2.6.1	The procedures applied, so that the program conforms to the scientific and professional activities of the graduates, are adequate and effective.				X	
2.6.2	According to the feasibility study, indicators for the employability of graduates are satisfactory.			X		
2.6.3	Benefits, for the society, deriving from the program are significant.			X		
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>2.6.2 – 2.6.3: the two years program limits the graduates to lower level posts and general duties and thus in the years of economic crisis increase their difficulties in securing a job. This is due to their limited knowledge of specialized medicines and medical devices.</p>						

3. RESEARCH WORK AND SYNERGIES WITH TEACHING						
3.1	Research - Teaching Synergies	1	2	3	4	5
3.1.1	It is ensured that teaching and learning have been adequately enlightened by research.					N/A
3.1.2	New research results are embodied in the content of the program of study.					N/A
3.1.3	Adequate and sufficient facilities and equipment are provided to support the research component of the program of study, which are available and accessible to the personnel and the students.					N/A
3.1.4	The results of the academic personnel's research activity are published in international journals with the peer-reviewing system, in international conferences, conference minutes, publications etc.				X	
3.1.5	External, non-governmental, funding for the academic personnel's research activities, is compared positively to the funding of other institutions in Cyprus and abroad.				X	
3.1.6	Internal funding, of the academic personnel's research activities, is compared positively to the funding of other institutions in Cyprus and abroad.				X	
3.1.7	The policy for, indirect or direct, internal funding of the academic personnel's research activity is satisfactory.			X		
3.1.8	The participation of students, academic, teaching and administrative personnel of the program in research activities and projects is satisfactory.			X		
3.1.9	Student training in the research process is sufficient.			X		
<p>Justify the answer you have provided and note the additional comments you may have on each standard / indicator.</p> <p>3.1.7: KES should put in place transparent criteria for the allocation of the funding (e.g. project novelty, industrial support and researcher's qualifications)</p> <p>3.1.8 – 3.1.9: the new KES research initiative is promising but there no activities for this program at this stage.</p>						

4. ADMINISTRATION SERVICES, STUDENT WELFARE AND SUPPORT OF TEACHING WORK

4.1	Administrative Mechanisms	1	2	3	4	5
4.1.1	There is a Student Welfare Service that supports students with regards to academic and personal problems and difficulties.					X
4.1.2	Statutory administrative mechanisms for monitoring and supporting students are sufficient.					X
4.1.3	The efficiency of these mechanisms is assessed on the basis of specific criteria.					X

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

4.2	Infrastructure / Support	1	2	3	4	5
4.2.1	There are suitable books and reputable journals supporting the program.					X
4.2.2	There is a supportive internal communication platform.					X
4.2.3	The facilities are adequate in number and size.					X
4.2.4	The equipment used in teaching and learning (laboratory and electronic equipment, consumables etc) are quantitatively and qualitatively adequate.				X	
4.2.5	Teaching materials (books, manuals, scientific journals, databases) are adequate and accessible to students.					X
4.2.6	Teaching materials (books, manuals, scientific journals, databases) are updated regularly with the most recent publications.					X
4.2.7	The teaching personnel are provided with training opportunities in teaching method, in adult education, and in new technologies on the basis of a structured learning framework.					X

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

4.2.7: teaching personnel receives training form the educational officer.						
4.3	Financial Resources	1	2	3	4	5
4.3.1	The management and allocation of the financial resources of the program of study, allow for the development of the program and of the academic / teaching personnel.					N/A
4.3.2	The allocation of financial resources as regards to academic matters, is the responsibility of the relevant academic departments.					N/A
4.3.3	The remuneration of academic and other personnel is analogous to the remuneration of academic and other personnel of the respective institutions in Cyprus.					N/A
4.3.4	Student tuition and fees are consistent to the tuition and fees of other respective institutions.					N/A
Justify the answer you have provided and note the additional comments you may have on each standard / indicator.						
The panel didn't have sufficient information to access this section						

The following criterion applies additionally for distance learning programs of study.

5.	DISTANCE LEARNING PROGRAMS	1	2	3	4	5
5.1	Feedback processes for teaching personnel with regards to the evaluation of their teaching work, by the students, are satisfactory.					N/A
5.2	The process and the conditions for the recruitment of academic / teaching personnel, ensure that candidates have the necessary skills and experience for long distance education.					N/A

5.3	Through established procedures, appropriate training, guidance and support, are provided to teaching personnel, to enable it to efficiently support the educational process.					N/A
5.4	Student performance monitoring mechanisms are satisfactory.					N/A
5.5	Adequate mentoring by the teaching personnel, is provided to students, through established procedures.					N/A
5.6	The unimpeded long distance communication between the teaching personnel and the students, is ensured to a satisfactory degree.					N/A
5.7	Assessment consistency, its equivalent application to all students, and the compliance with predefined procedures, are ensured.					N/A
5.8	Teaching materials (books, manuals, scientific journals, databases) comply with the requirements provided by the long distance education methodology and are updated regularly.					N/A
5.9	The program of study has the appropriate and adequate infrastructure for the support of learning.					N/A
5.10	The supporting infrastructures are easily accessible.					N/A
5.11	Students are informed and trained with regards to the available educational infrastructure.					N/A
5.12	The procedures for systematic control and improvement of the supportive services are regular and effective.					N/A
5.13	Infrastructure for distance education is comparable to university infrastructure in the European Union and internationally.					N/A
5.14	Electronic library services are provided according to international practice in order to support the needs of the students and of the teaching personnel.					N/A
5.15	The students and the teaching personnel have access to the necessary electronic sources of information, relevant to the program, the level, and the method of teaching.					N/A
5.16	The percentage of teaching personnel who holds a doctorate, in a program of study which is offered long distance, is not less than 75%.					N/A

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

If the following apply, note “√” in the appropriate space next to each statement. In case the following statements do not apply, note what is applicable:

The maximum number of students per class-section, should not exceed 30 students.	N/A
The conduct of written examinations with the physical presence of the students, under the supervision of the institution or under the supervision of reliable agencies which operate in the countries of the students, is compulsory.	N/A
The number of long distance classes taught by the academic personnel does not exceed the number of courses taught by the teaching personnel in conventional programs of study.	N/A

The following criterion applies additionally for doctoral programs of study.

6.	DOCTORAL PROGRAMS OF STUDY	1	2	3	4	5
6.1	The provision of quality doctoral studies is ensured through Doctoral Studies Regulations.					N/A
6.2	The structure and the content of a doctoral program of study are satisfactory and they ensure the quality provision of doctoral studies.					N/A
6.3	The number of academic personnel, which is going to support the doctoral program of study, is adequate.					N/A
6.4	The doctoral studies' supervisors have the necessary academic qualifications and experience for the supervision of the specific dissertations.					N/A

6.5	The degree of accessibility of all interested parties to the Doctoral Studies Regulations is satisfactory.					N/A
6.6	The number of doctoral students, under the supervision of a member of the academic personnel, is apt for the continuous and effective feedback provided to the students and it complies with the European and international standards.					N/A
6.7	The research interests of academic advisors and supervisors are satisfactory and they adequately cover the thematic areas of research conducted by the doctoral students of the program.					N/A

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

Note the number of doctoral students under the supervision of each member of the academic personnel of the program and the academic rank of the supervisor.

FINAL REMARKS – SUGGESTIONS

The panel examined thoroughly the Program Specifications, the relative documents, the facilities and had extensive discussions with academics, students and technical support staff. The panel recommends accrediting the 2-year Program of Medical Representative.

The panel identified some areas that the program could be further improved (listed in page 12).

Names and Signatures of the Chair and the Members of the External Evaluation Committee:

Name:	Signature:
Marie Louise De Bruin	
Dimitrios Lamprou	
Dionysios (Dennis) Douroumis	
Ioanna Zacharia	
Elena Yiangou	

Date: