

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

International Higher Education (IHE) Reaccreditation Inspection

INSTITUTION: Athenian Artistic and Technological Group (AKTO)

ADDRESS: Evelpidon 11A
Athens 113 62
Greece

HEAD OF INSTITUTION: Dimitrios Tsirkas

DATE OF INSPECTION: 29 and 30 April 2014

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON ACCREDITATION:

- Reaccreditation awarded for the full four-year period.
- Decision on accreditation deferred.
- Accreditation to be withdrawn.

Date: 2 Jun 2014

1. Background to the institution

Established in 1971 as a private college, the Athenian Artistic and Technological Group (AKTO or the College) is one of the largest private providers of arts education in Greece and its ethos focuses on combining creativity with professionalism. AKTO was originally founded under a single owner but was acquired in 2007 by the National Bank of Greece Group and is currently one of the Group's four major investments. The College operates as a corporation (SA) under the title 'Athenian Artistic and Technological Group AKTO SA' and was incorporated as a limited company prior to 2005.

Management is through a Board of Trustees with a membership of five, which includes a Managing Director and a Financial Director, under the leadership of a Chairman and a Chief Executive Officer. AKTO has been accredited by BAC since 2005. Applicants are attracted by the College's vibrant artistic community and many of its 14,000 alumni are established in the arts within Greece and internationally. In a recent poll by the influential DOMUS magazine AKTO ranked within the top 100 educational institutions for architecture and design in Europe.

In 1992 AKTO established a collaboration with Middlesex University (MU) which currently validates its nine undergraduate and two postgraduate programmes. The College is now the principle strategic partner of MU within southeast Europe. A periodic review by MU of some of the undergraduate programmes and the postgraduate programme took place in February 2014. The College is required to respond to the conditions and recommendations for the undergraduate programmes by the end of May 2014 and the post-graduate programme by September 2014. Since the BAC reaccreditation inspection in 2010, BA (Hons) Marketing and Advertising has been added to the College list of MU-validated programmes (2011-12). Future developments planned by the College will encourage interdisciplinary projects as well as the development of collaborations between programmes.

At the time of the reaccreditation inspection in 2010, there were 856 full-time and 55 part-time students on the MU validated programmes; the current intake at the start of 2013-14 is 659 full-time and 107 part-time students. In 2013 the College responded to economic pressures by introducing AKTO internal awards into its programme, which run within the approved structures of the Greek Department of Education. All courses, except the one-year Foundation course which must be taken as full-time, can be taken in either full or part-time mode and, in response to the current economic pressures, a significant proportion of students on the MU validated programmes are choosing to study part-time during their final year.

The purpose-built site at Evelpidon is a prestigious, seven storey building situated in a largely residential area, close to the centre of Athens. It is owned by the National Bank of Greece and all AKTO's programmes are delivered from this site. The site in Kranaou, which was inspected by BAC in 2010, has been closed since 2012 although it remains in AKTO ownership and is currently used for library storage.

2. Brief description of the current provision

The College currently runs nine undergraduate degree courses and one Master's degree course, validated by MU. The relationship with MU commenced with the validation of Dip. HE courses in Graphic Design, Interior Architecture, Product Design, Photography and Cert. HE in Fashion Design. These courses were subsequently consolidated into full BA (Honours) courses. In addition, MU has validated BA (Honours) courses in Fine Arts and Technology (1999), Sketch, Comics and Cartoons (2001), Animation and Interactive Media (2001) and the afore mentioned Marketing and Advertising (2011). The MA in Design was validated in 2002 which provides an interdisciplinary arts course which is unique in Greece. All these courses are taught and assessed in the Greek language. The Foundation course (FHEQ Level 3) enables progression to the validated undergraduate degree courses for prospective students who lack the arts background to enter the degree courses directly. This course attracts a high number of applicants and, although it is optional for those entering the majority of degree programmes, it is a pre-requisite for those wishing to take the BA (Hons) programmes in Interior Architecture, Graphic Design and Product Design.

In addition, the College runs degree courses in Open Learning and Distance Learning mode (all part-time at FHEQ Levels 3 and 4). The subjects covered in these courses mirror the undergraduate degree courses. The College also offers a full-time Vocational Training course (FHEQ level 4 and 5). All courses, other than those validated by MU, including the Foundation Course, are licensed by the Greek Department of Education and lead to AKTO awards. Students completing the AKTO awards on the non-validated programmes may progress to take further assessments offered by the Department of Education leading to the award of a State Diploma. The licences are reviewed every two years. The non

MU validated courses are in their first period and the licences will not be reviewed by the Department of Education until 2015. The College provides a regular programme of seminars on arts-related subjects which are directed towards students and staff as well as to industry.

3. Inspection process

The inspection took place over two days with two inspectors at the Evelpidon street site. Neither the Kranaou site nor the Thessaloniki site were inspected. Staff interviewed included the Managing Director, Financial Director, Academic Manager, Quality Assurance Officer, Marketing Manager, Careers Officer, Pastoral Care officer, Special Needs Coordinator, Chief Administrator, Librarian and IT Manager. Interviews took place with 12 undergraduate and postgraduate course lecturers, including Programme Leaders from one undergraduate course and from the postgraduate course. Interviews with students included a group of 17 from the MU validated degree courses of which three were student representatives. A group of three students on the Vocational courses were interviewed. Approximately 50% of documents made available were in Greek although an outline translation was provided in each case.

4. Inspection history:

Inspection type	Date
Full Accreditation	18 - 19 January 2005
Interim	17 May 2006
Re-accreditation	1 - 2 November 2010

PART B - JUDGEMENT AND EVIDENCE

The following judgements and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the institution.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The institution is effectively managed

- | | | |
|-----|--|---|
| 1.1 | The management structure is clearly defined, documented and understood, including the role and extent of authority of any owners, trustees or governing body. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 1.2 | The head of the institution and other senior managers are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 1.3 | There are clear channels of communication between the management and staff. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 1.4 | The institution conducts a regular and systematic review of its overall performance. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

This standard is judged to be: Met Partially Met Not Met

Comments

The College Organisation Chart outlines the committee structure for seven levels of academic monitoring. The Organisation Chart could be further developed to list the membership, terms of reference and frequency of every committee.

2. The administration of the institution is effective

- | | | |
|-----|---|---|
| 2.1 | Administrators are suitably qualified or experienced and understand their specific responsibilities and duties. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.2 | The size of the administrative team is sufficient to ensure the effective day-to-day running of the institution. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.3 | The administrative support available to the management is clearly defined, documented and understood. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.4 | Policies, procedures and systems are well documented and effectively disseminated across the institution. | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| 2.5 | Data collection and collation systems are effective. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.6 | Clear descriptions of course structures, assessment systems and requirements for progression are readily available to students. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.7 | Administrative records are efficiently organised and stored. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

This standard is judged to be: Met Partially Met Not Met

Comments

The College is supported by an experienced and qualified administrative team of 35, which is appropriate in scale for the current operation. Student files are held in both hard copy and digital format and, although students do not have personal access to their digital records, they can receive progress reports on request. Administrative areas were seen to have adequate desk and storage space and a three-person reception team monitor security and student attendance.

2.4 The College policy on Equal Opportunities and Discrimination should be evidenced in student handbooks.

3. **The institution employs appropriate staff**

- 3.1 There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff. Yes No
- 3.2 Experience and qualifications claimed are verified before employment. Yes No
- 3.3 There is an effective system for regularly reviewing the performance of staff. Yes No
- 3.4 Academic staff have a level of qualification and/or academic professional experience appropriate to the level at which they are teaching. E.g. those teaching at undergraduate/HND level will hold a post-graduate degree and appropriate experience. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments _____

4. **Publicity material gives a comprehensive, up-to-date and accurate description of the institution and its curriculum**

- 4.1 Text and images provide an accurate depiction of the institution's location, premises, facilities and the range and nature of resources and services offered. Yes No
- 4.2 Information on the courses available is comprehensive, accurate and up to date. Yes No
- 4.3 Students are informed of the status of the qualifications offered, including the awarding body and level of award. Yes No
- 4.4 Students are informed of the full cost of all programmes, including costs of examinations and any required materials. Yes No
- 4.5 Where the degree-awarding body is not a UK university, the national origin of the award is clearly stated. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments _____

AKTO's website includes full course and application information as well as showcasing student work. Additional publicity materials include an AKTO newsletter and a high-quality annual journal of student work.

5. **The institution takes reasonable care to recruit and enrol suitable students for its courses**

- 5.1 Entry requirements for each course are set at an appropriate level and clearly stated in the course descriptions seen by prospective students. Yes No
- 5.2 A formal application process ensures that students meet the entry requirements and any claimed qualifications are verified. Yes No
- 5.3 Students are properly briefed on the nature and requirements of the courses for which they apply, and all application enquiries responded to promptly and appropriately. Yes No
- 5.4 Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. Yes No NA
- 5.5 Students receive a proper initial assessment which includes language ability to confirm their capability to complete the courses on which they are enrolling. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

Application forms which students complete provide appropriate information including details of any disabilities. Prospective students attend the campus to enrol. The entry qualifications are verified on enrolment by production of the Greek High School Certificate for the undergraduate courses or degree (or equivalent) certificate for the Masters course in Design.

Non-Greek students who apply must provide verification of their entry qualifications by their own embassy in Greece which certifies equivalence to the Greek High School Certificate. As all teaching and assessment at AKTO is in the Greek language, foreign students whose first language is not Greek are required to obtain the "Certificate of Greek Learning" which is a Greek language certificate issued by the Greek Department of Education.

6. **There is an appropriate policy on student attendance and effective procedures and systems to enforce it**

- 6.1 There is a clear and published policy on student attendance and punctuality, requiring that they attend at least 80% of their scheduled classes. Yes No
- 6.2 Accurate and secure records of attendance and punctuality at each session are kept for all students, collated centrally and reviewed at least weekly. Yes No
- 6.3 Student absences are followed up promptly and appropriate action taken. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

There is evidence of registers and timekeeping records. Absences are monitored on a weekly basis and followed up by phone, email and letter.

7. **The institution regularly obtains and records feedback from students and other stakeholders and takes appropriate action where necessary**

- 7.1 The institution has effective mechanisms for obtaining feedback from students and other stakeholders (such as staff, partner institutions and employers) on all aspects of the institution's provision, including formal student representation where appropriate. Yes No
- 7.2 Feedback is obtained, recorded and analysed on a regular basis. Yes No
- 7.3 The feedback is reviewed by management and action is taken where necessary. Yes No
- 7.4 There is a mechanism for reporting on the institution's response to the feedback to the student body. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

Student opinion is gathered through surveys. Actions arising from issues raised are presented by the student body through the student representative on each course. Representatives on the MU validated courses can have access to the Democracy and Representation Administrator at MU. Student representatives attend Boards of Study at which they can present feedback relating to teaching, learning and facilities.

8. **The institution has effective systems to review its own standards and assess its own performance with a view to continuing improvement**

- 8.1 There are effective systems for monitoring and periodically reviewing all aspects of the institution's performance. Yes No
- 8.2 Reports are compiled at least annually which present the results of the institution's reviews and incorporate action plans. Reports include analysis of year-on-year results on student satisfaction, retention, achievement, examination results and completion rates. Yes No
- 8.3 Action plans are implemented and regularly reviewed, with outcomes reported to the management. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

Internal quality assurance processes are overseen by the Academic Manager, with the support of the the Quality Assurance Officer and MU degree course coordinators. External quality assurance is achieved through MU academic management procedures and the Department of Education course oversight. Visits by staff from MU take place.

INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

9. Academic management is effective

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|-----|--|---|
| 9.1 | There is a suitably qualified and experienced academic manager or academic management team with responsibility for teaching, learning and assessment. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.2 | Classes are timetabled and rooms allocated appropriately for the courses offered. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.3 | The allocation of teachers to classes provides for a consistent learning experience. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.4 | There is an appropriate policy and effective procedures for the acquisition of academic resources. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.5 | There is provision for academic leadership in each area of the academic programme. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.6 | There are regular scheduled and minuted meetings of academic staff to review academic programmes. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.7 | There are effective procedures in place for the induction and appraisal of all academic staff. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.8 | There are structures in place which either directly involve or take account of the views of those responsible for the delivery of academic programmes and the maintenance of academic standards. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.9 | Students have access to individual teaching staff in order to supplement classroom-based teaching and learning. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

This standard is judged to be: Met Partially Met Not Met

Comments

Existing informal staff appraisal and development procedures should be extended to include a measure of recording to further increase transparency and as a means of identifying and formally disseminating good teaching practice across the College.

10. **The courses are planned and delivered in ways that enable students to succeed**

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- 10.1 Courses are designed and delivered in ways that allow students to develop the knowledge and skills which will be required for final examinations or assessments. Yes No
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- 10.2 Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body. Yes No
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- 10.3 Formative assessments appropriately reflect the nature and standards of summative examinations. Yes No
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- 10.4 Students are encouraged and enabled to develop independent learning skills. Yes No
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- 10.5 There are explicit statements in relation to required levels of attendance, required criteria for grading assessed work, and requirements for progression. Yes No
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- 10.6 Any required coursework and revision periods are scheduled in advance. Yes No
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- 10.7 The academic backgrounds and particular needs of students are taken into account in the classroom delivery of the course. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

Students complete a Personal Development Plan which becomes the basis for tutorials and evaluation of their progress. The Accreditation with Prior Learning process includes an interview with the Programme Leader and presentation of the applicant's work. On the application form, students outline any special needs and a specialist member of staff coordinates the provision of language or special learning need support required. Dyslexia is certificated prior to a student joining the College and the member of staff coordinates the relevant programme of support.

11. Teachers are suitable for the courses to which they are allocated and effective in delivering them

- 11.1 Teachers are appropriately qualified and experienced. Yes No
- 11.2 Teachers have a level of subject knowledge, pedagogic and communicative skill which allows them to deliver the content of courses effectively. Yes No
- 11.3 The appraisal procedures for teaching staff incorporate regular classroom observation. Yes No
- 11.4 Teachers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of students. Yes No
- 11.5 Teachers respond to different learning needs of students where appropriate, taking various learning styles into account in their planning and delivery of lessons. Yes No
- 11.6 Teachers employ effective strategies to involve all students in active participation and to check their understanding of concepts and course content. Yes No
- 11.7 There is evidence of course planning to ensure curriculum coverage. Yes No
- 11.8 The balance between large and small group teaching is appropriate to the needs of higher education learning. Yes No
- 11.9 Students are encouraged to develop autonomy in the planning and management of the learning process. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

All AKTO teaching staff are appropriately qualified and possess a teaching registration number issued by the Department of Education. Appointment processes are thorough and, although only one member of the teaching staff is employed full-time, there are 114 temporary staff on part-time contracts. It was clear to the inspectors that a collegiate atmosphere exists in the College and students who were interviewed gave high praise for the teaching ability of the academic staff.

It is recommended that the current informal classroom observation process is extended to include a measure of recording to further increase transparency and as a means of identifying and formally disseminating good teaching practice across the College.

It is recommended that the College considers developing the Staff Development, Academic Staff document further into a staff handbook which will include information about discrimination and other aspects of employment rights.

12. The institution provides students and teachers with access to appropriate resources and materials for study

- 12.1 The teaching methodology requires students to make use of the resources for study available to them. Yes No
- 12.2 Resources for study are well organised and catalogued to facilitate access. Yes No
- 12.3 Handouts and other resources are appropriate to the level of the course. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

Further investigation should be made into the use of a virtual learning environment (VLE) as a means of supporting teacher and student interaction, increasing students' access to learning materials and to provide them with information on their progress.

AKTO is aware of student concerns that library texts are available only as reference and also of the potential benefits for its students from having access to MU library and e-learning facilities; however these are currently not available due to resource constraints.

13. **Students receive appropriate assessment and feedback on their performance and progress, which are effectively monitored**

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|-------|---|---|
| 13.1 | Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to students and teachers. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 13.2 | Assessment outcomes are monitored to enable the identification of students who are not making satisfactory progress and prompt intervention where appropriate. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 13.3 | Students are made aware of how their progress relates to their targeted level of achievement. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 13.4 | The institution takes appropriate steps to identify and discourage cheating and other misdemeanours, and to penalise offenders. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 13.5 | Additional support or advice on alternative courses is provided to students who are judged not to be making sufficient progress to succeed. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 13.6 | Oral and written feedback is given to individual students on a regular basis, tailored to meet their specific needs and constructive in its nature and delivery. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 13.7 | Students have appropriate access outside class time to teachers or personal tutors for academic support. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 13.8 | Student progress is measured and recorded regularly on the basis of adequate and explicit data. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 13.9 | There are systems in place for the analysis of student outcomes in terms of the current year and year-on-year performance. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 13.10 | There are systems in place for the analysis and investigation of significant variations in student achievement between comparable course elements. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

This standard is judged to be: Met Partially Met Not Met

Comments

In compliance with MU requirements the College analyses progression, retention and withdrawals data over a two year period; however the College should extend the analysis over a longer period in order to increase the oversight of student performance.

14. **The institution offers courses leading to accredited awards granted by recognised awarding bodies wherever appropriate**

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|------|--|--|
| 14.1 | For courses leading to the award of a UK degree, the institution has a formal agreement with a recognised UK degree-awarding body. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 14.2 | For courses leading to other UK awards, the awarding body is recognised by the relevant regulator. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 14.3 | For courses leading to the award of an overseas degree, the institution has a formal partnership agreement with the overseas degree-awarding body, which is itself accredited by a recognised national agency. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |

This standard is judged to be: Met Partially Met Not Met NA

Comments

15. **There is a clear rationale for courses leading to unaccredited or internal awards**

- 15.1 There is a clear statement of the level claimed relative to the NQF/QCF and evidence that students who receive the award meet the stated requirements for that level. Yes No NA
- 15.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study. Yes No NA
- 15.3 External moderators are involved in the assessment process where appropriate. Yes No NA
- 15.4 There is evidence that the comments of external moderators have been addressed. Yes No

This standard is judged to be: Met Partially Met Not Met NA

Comments

16. **There are satisfactory procedures for the administration of examinations and other means of assessment**

- 16.1 The institution complies with the requirements of the relevant awarding bodies in terms of examination security and administration. Yes No
- 16.2 For internal awards, there are effective systems in place for examination security and administration, and clear procedures for students to appeal against their marks. Yes No NA

This standard is judged to be: Met Partially Met Not Met

Comments

There is a robust external assessment process for the validated degree courses, with three external examiners appointed by Middlesex University.

17. **There is appropriate provision of advice for students intending to proceed to employment or higher/further education**

- 17.1 Students have access to advice from a designated staff member on further study and career opportunities. Yes No
- 17.2 If the institution offers courses preparing students for higher education, they have access to prospectuses and to advice from a designated staff member both on selecting courses and institutions and on the application process. Yes No NA

This standard is judged to be: Met Partially Met Not Met

Comments

The College has a full-time, designated Careers Officer. Students receive support in their preparation for employment through guidance on folio and CV preparation during their final year and lists of job vacancies are made available to the College's 14,000 graduates. Collaborative project work is undertaken between the College and international companies such as Siemens and Samsung, with some employment opportunities for graduating students developing from these projects.

INSPECTION AREA - STUDENT WELFARE

18. Students receive pastoral support appropriate to their age, background and circumstances

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|------|---|---|
| 18.1 | There is at least one named staff member responsible for student welfare who is suitably trained, accessible to all students and available to provide advice and counselling. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.2 | Students receive appropriate advice before arrival. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.3 | Students receive an appropriate induction and relevant information upon arrival. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.4 | Students are issued with a contact number for out-of-hours and emergency support. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.5 | The institution has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.6 | There are effective systems to communicate with students. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.7 | There are effective means for identifying and responding to student opinion. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

This standard is judged to be: Met Partially Met Not Met

Comments

All students undertake an induction programme and receive an induction pack. Handbooks are available for each programme and provide students with information about their courses, their responsibilities, malpractice, appeals and complaints and health and safety procedures.

A specialist pastoral care officer is currently in post.

19. International students are provided with specific advice and assistance

- | | | |
|------|--|---|
| 19.1 | International students receive appropriate advice before their arrival on travelling to and living in the country. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 19.2 | International students receive an appropriate induction upon arrival covering issues specific to the local area. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 19.3 | Information and advice specific to international students continues to be available throughout the course of study. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 19.4 | Provision of support takes into account cultural and religious considerations. Where possible, students have access to speakers of their own first language. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

This standard is judged to be: Met Partially Met Not Met NA

Comments

The overseas student intake is about 5% of the total number of students.

20. **The fair treatment of students is ensured**

- 20.1 Students apply for and are enrolled on courses under fair and transparent contractual terms Yes No and conditions.
- 20.2 Students have access to a fair complaints procedure of which they are informed in writing Yes No at the start of the course.

This standard is judged to be: Met Partially Met Not Met

Comments _____

21. **Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised**

- 21.1 Any residential accommodation is clean, safe and of a standard which is adequate to the needs of students. Yes No
- 21.2 Any residential accommodation is open to inspection by the appropriate authorities. Yes No NA
- 21.3 A level of supervision is provided appropriate to the needs of student. Yes No
- 21.4 Separate accommodation blocks are provided for students under 18 (if applicable). Yes No
- 21.5 Students are provided with advice on suitable private accommodation. Yes No

This standard is judged to be: Met Partially Met Not Met NA

Comments _____

The College does not provide any residential accommodation but provides accommodation lists.

22. **Where home-stay accommodation is organised, the welfare of students is ensured and the institution's relationship with hosts is properly managed**

- 22.1 Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for students and is appropriately located for travel to the institution and back. Yes No
- 22.2 Any home-stay accommodation is inspected before students are placed and is subject to regular re-inspection by a responsible representative or agent of the institution. Yes No
- 22.3 The institution has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision. Yes No
- 22.4 Appropriate advice and support is given to both hosts and students before and during the placement. Yes No
- 22.5 Clear monitoring procedures are in place with opportunities for student feedback and prompt action taken in the event of problems. Yes No

This standard is judged to be: Met Partially Met Not Met NA

Comments _____

23. **The institution provides an appropriate social programme for students and information on leisure activities in the area**

- 23.1 Students are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest. Yes No
- 23.2 The social programme is responsive to the needs and wishes of students. Yes No
- 23.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of students. Yes No
- 23.4 Any activities organised by the institution are supervised by a responsible representative with suitable qualifications and experience. Yes No
- 23.5 Students are encouraged to develop and participate in extra-mural activities. Yes No

This standard is judged to be: Met Partially Met Not Met NA

Comments _____

INSPECTION AREA - PREMISES AND FACILITIES

24. The institution has secure possession of and access to its premises

24.1 The institution has secure tenure on its premises. Yes No NA

24.2 Where required, the institution has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature. Yes No NA

This standard is judged to be: Met Partially Met Not Met

Comments

25. The premises provide a safe, secure and clean environment for students and staff

25.1 Access to the premises is appropriately restricted and secured. Yes No

25.2 The premises are maintained in an adequate state of repair, decoration and cleanliness. Yes No

25.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to students, staff and visitors. Yes No NA

25.4 General guidance on health and safety is made available to students, staff and visitors. Yes No

25.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information. Yes No

25.6 There is adequate circulation space for the number of students and staff accommodated, and a suitable area in which to receive visitors. Yes No

25.7 There are toilet facilities of an appropriate number and level of cleanliness. Yes No

25.8 There is adequate heating and ventilation in all rooms. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

25.4 A record of accidents book was seen by inspectors but this was not filled in. The College must ensure that all accidents are recorded.

25.4 A policy for enacting fire drills is in place but drills are not proposed to commence until September 2014. The College must ensure that regular fire drills take place as soon as possible and that a log of these is maintained.

26. **Classrooms and other learning areas are appropriate for the courses offered**

- 26.1 Classrooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them. Yes No
- 26.2 Classrooms and any specialised learning areas (e.g. laboratories, workshops, studios) are equipped to a level which allows for the effective delivery of each course. Yes No
- 26.3 There are facilities suitable for conducting the assessments required on each course. Yes No
- 26.4 Teaching areas are of an appropriate size and level of equipment for lectures, seminars and tutorials. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

The Evelpidon building consists of seven floors and is entirely suitable for the courses offered. Classrooms, workshops and design studios contain appropriate teaching equipment. The entrance gallery is used for end-of-year shows as well as for a permanent show of student work. A main lecture theatre on the ground floor is used both by students and for seminars, which are open to the public. The postgraduate degree course has a designated, sizeable room for students' use. There is a cafeteria on the ground floor, which is run by an outsourced caterer. Accommodation for part-time teaching staff is limited although they are able to make use of the library or empty classrooms for preparation work. Two lifts connect all floors and allow for provision for students with special needs.

27. **There are appropriate additional facilities for students and staff**

- 27.1 Students have access to sufficient space and suitable facilities for private study, including library and IT resources. Yes No
- 27.2 Teaching staff have access to sufficient personal space for preparing lessons, marking work and relaxation. Yes No
- 27.3 Students and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. Yes No NA
- 27.4 Students and staff have access to storage for personal possessions where appropriate. Yes No NA
- 27.5 There are individual offices or rooms in which academic staff and senior management can hold private meetings and a room of sufficient size to hold staff meetings. Yes No
- 27.6 Administrative offices are adequate in size and resources for the effective administration of the institution. Yes No
- 27.7 There is appropriate provision of required specialist teaching equipment and work areas. Yes No
- 27.8 There is appropriate provision of IT facilities for research, word processing, data processing or internet search for staff and students. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

The library, empty classrooms or private offices of full-time staff are available to part-time teaching staff for the purposes of research.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated. Yes No NA

PART C - SUMMARY OF STRENGTHS AND ACTION POINTS

Numbering of action points aligns with that of the minimum standards

MANAGEMENT, STAFFING AND ADMINISTRATION

Institution's strengths

The academic quality management team maintains a high level of supervision of academic matters and ensures that quality assurance is effective.

Actions required	Priority H/M/L
2.4 The College policy on Equal Opportunities and Discrimination should be evidenced in student handbooks.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

TEACHING, LEARNING AND ASSESSMENT

Institution's strengths

Actions required	Priority H/M/L
None.	<input type="radio"/> High <input type="radio"/> Medium <input type="radio"/> Low

STUDENT WELFARE

Institution's strengths

Student access to specialist staff in both learner and pastoral support demonstrates the College's commitment to student welfare.

Actions required	Priority H/M/L
None.	<input type="radio"/> High <input type="radio"/> Medium <input type="radio"/> Low

PREMISES AND FACILITIES

Institution's strengths

The College teaching environment and facilities are of a very high standard.

Actions required	Priority H/M/L
25.4 The College must ensure that all accidents are recorded.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
25.4 The College must ensure that regular fire drills take place and that a log of these is maintained.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

RECOMMENDED AREAS FOR IMPROVEMENT

The existing Organisation Chart for academic monitoring could be developed further to list the membership, terms of reference and frequency of all committees in order to clarify the process of quality assurance.

Existing informal staff appraisal and development procedures should be extended to include a measure of recording to further increase transparency and as a means of identifying and formally disseminating good teaching practice across the College.

The current informal classroom observation process should be extended to include a measure of recording to further increase transparency and as a means of identifying and formally disseminating good teaching practice across the College.

The College should consider developing the Staff Development, Academic Staff document further into a staff handbook which will include information about discrimination and other aspects of employment rights.

Further investigation should be made into the use of a VLE as a means of supporting teacher and student interaction, increasing student's access to learning materials and to provide them with information on their progress.

The College should extend the analysis of progression, retention and withdrawals data over a longer period in order to increase the oversight of student performance.

COMPLIANCE WITH STATUTORY REQUIREMENTS

The College complies fully with statutory requirements which pertain in Greece.