ACC AKADEMIA COLLEGE

HOTEL ADMINISTRATION

Student Handbook
2022/2023

Contents

Introduction

Welcome to the ACC Akademia College Student Handbook – your official guide to understanding the codes, regulations, policies, and procedures that shape your academic journey. Here, you'll find crucial information, including contact details and additional resources to help you examine various aspects in more depth. It is essential that you familiarise yourself with the contents herein, as it outlines the framework governing your experience at the college.

This handbook is applicable for the 2023/2024 academic year and undergoes annual revisions. Any significant modifications will be communicated to you promptly. As you embark on your journey at the college, we trust that your time as a student will be both successful and enjoyable.

Welcome

Going to a college is a time when you learn and grow, gain new knowledge and life experience. It is the moment for all students to expose themselves to a diversity of ideas, people, and numerous activities; elements which are crucial to a well-rounded education. Our educational system is structured according to the needs of the modern business world. At ACC AKADEMIA COLLEGE, we support your well-being, growth and success in a caring environment. We seek to intentionally promote student learning and development through varied, high-quality services, programmes, and opportunities that will allow you to balance the components of intellectual, physical, emotional, social, and spiritual growth.

ACC AKADEMIA COLLEGE is an exceptional, selective college for studies and we have dedicated ourselves to meeting the needs of a multicultural group of highly talented students, emphasising an interdisciplinary approach to learning. We are a unique educational institution as we combine traditional academia with what is going on in the real world in order to prepare tomorrow's leaders.

Especially nowadays there is an explosion of knowledge worldwide; this however does not come with the corresponding understanding since the world lacks trust in its leaders and faith in its institutions. Being an institution of higher education, the College is committed to the discovery and transmission of knowledge that will cultivate the education of the new generation of leaders, men and women, who will be capable of shaping the new century vision. This is based on the higher purpose of education as it has been taught by the ancient Greek philosophers. These features are at the heart of the education offered by our College.

My role is to assist and support you in achieving your academic, personal and career goals by forging a sense of community atmosphere that fosters learning and overall student development. We work with students to provide them with a variety of experiences during their time at ACC AKADEMIA COLLEGE.

Whatever your area of interest, we look forward to welcoming you to the ACC AKADEMIA COLLEGE.

Director,

Costas Charalambous

About the college

Our Vision & Mission

Our Vision

Our vision is to be recognized as a provider of academic as well as professional qualifications that strike a balance between theory and its practical application, and that maximise the employability of our students and graduates. In turn we strive to work with the local community to meet the demands of the job market, and to help create a sustainable tourism product with a competent workforce.

Our Mission

At Akademia College, we are dedicated to providing lifelong learning opportunities that prepare students for successful and fulfilling careers in the hospitality industry. To achieve this, we:

- Provide innovative programs that offer quality education and mentorship support, equipping students with the necessary skills to meet industry demands and advance their careers.
- Make a positive social impact by applying and transferring knowledge and skills acquired to benefit the wider community.
- Foster a diverse and inclusive learning environment that promotes critical thinking and sustainable practices in the hospitality industry.

Hotel Administration 2 years Diploma

Purpose & Objectives

The purpose of the program is to equip students with the necessary hospitality skills, knowledge, and understanding to achieve high performance in the hotel environment. To achieve this, the program has the following objectives:

- Develop and advance students' professional skills needed in the hotel industry through innovative programs that provide quality education and mentorship support.

- Provide insights and understanding into the diversity of hotel operational roles, recognizing the importance of networking and collaboration between departments, to promote critical thinking and sustainable practices in the hospitality industry.

- Engage students in experiential learning opportunities that apply their hospitality skills and knowledge to make a positive social impact in the wider community.

Through these objectives, the program aims to prepare students for successful and fulfilling careers in the hospitality industry while also benefiting the wider community.

Intended Learning Outcomes

The learning outcomes of Akademia College's Hotel Administration program:

- Demonstrate competencies required for successful supervisory roles.

- Explain the operational aspects and processes of the hotel.

- Apply appropriate skills and techniques to effectively and ethically supervise people.

- Create positive customer experiences by using professional service skills and techniques.

- Apply financial, cost accounting and budgeting concepts when exercising their operational roles.

Language of Instruction

The programme's language of instruction is English.

Programme Structure

PROGRAMME REQUIREMENTS	ECTS
Compulsory courses	90
Elective courses (a) Courses of specialisation (b) General Education courses / Free Electives	12 12
Undergraduate / Postgraduate Assignment (n/a)	-
Practical training (compulsory for all students)	6
Total ECTS	**120**

Course Distribution per Semester

No.	Number and Name of the course	Teaching periods per week	ECTS awarded
	YEAR 1 **SEMESTER ONE** **Compulsory subjects:**		
1	BUS100 – Business Communication	3	6
2	HIS100 – Hotel Information Systems	3	6
3	HOS100 – Introduction to the Hospitality Industry	3	6
4	HOS101 – Food & Beverage Management	3	6
	Electives: One of the following three		
5	ENG100 – Professional English	3	6
	RUS100 – Russian Language I	3	6
	TOTAL	**15**	**30 ECTS**
	SEMESTER TWO		
	Compulsory subjects:		
6	ACC100 – Hospitality Accounting	3	6
7	HOS200 – Front Office Management	3	6
8	HOS201 – Housekeeping Management	3	6
9	HOS202 – Guest Relations	3	6
	Electives: One of the following two		
10	BUS200 – Personal & Professional Development	3	6
	RUS200 – Russian Language II	3	6
	TOTAL	**15**	**30 ECTS**
	Practical Training / Internship from June until September	**-**	**6 ECTS**

	YEAR 2 SEMESTER THREE Compulsory subjects:		
11	ACC300 – Hotel Revenue Management	3	6
12	BUS300 - Entrepreneurship	3	6
13	HOS300 – Supervision in the Hospitality Industry	3	6
14	MKT300 – Hospitality Marketing & Sales	3	6
	Electives: One of the following two		
15	HOS111– Special Interest Tourism	3	6
	GER300 – German language I	3	6
	TOTAL	**15**	**30 ECTS**
	SEMESTER FOUR		
	Compulsory subjects:		
16	HOS400 – Food and Beverage Cost Control	3	6
17	HOS401 – Event Management	3	6
18	MGT401 – Organisational Behaviour for the Hospitality Industry	3	6
	Electives: One of the following two		
19	BUS401 – Consumer Behaviour	3	6
	GER400 – German Language II	3	6
	TOTAL	**12**	**24 ECTS**
	PROGRAMME TOTAL CREDITS		**120 ECTS**

Note: Individual Course Description & Syllabus will be given by each lecturer and uploaded on Moodle at the beginning of each academic semester. All students will be given access upon semester registration. Some courses will cover Oracle Suite 8 hotel software within the course content.

Summer Internship/Practical Training Information

The Summer Internship/Practical Training is compulsory for all students and carries 6 ECTS credits. The College has a large number of hotel contacts and will assist all students in finding a suitable placement with a hotel/hospitality establishment. The internship will start in June and finish at the end of September (4 months total). There is a separate guide for this: Summer Work Placement Guide. There will be an information session in April of each year to guide the students with the purpose and objectives of the internship and to discuss the selection of the internship organisation.

On successful completion of this internship, the students will be able to:

- Apply knowledge and skills within a hotel environment
- Assess their own skills and abilities supported by a logbook of tasks, duties and responsibilities undertaken during the internship
- Evaluate from the employee's perspective to develop their own supervisory approach
- Develop a greater understanding of career options while defining their own personal career goals

Summer Internship Process

There are a number of phases in the organisation and execution of the Summer Internship.

Phase 1 – February/March

- Internship Student Finalisation: The Internship Director finalises the list of internship students.
- Initial Communication: An email is sent to inform the students about the internship timeline.

Phase 2 – March

- Pre-Internship Questionnaire: Each student completes the Pre-Internship Questionnaire.
- Student-Director Meeting: Students return the questionnaire and have a meeting with the Internship Director to discuss the objectives.

Phase 3 – April

- Internship Information Sessions: Separate sessions are conducted for students and internship mentors to provide information about the internship.
- Learning Agreements: The Learning Agreements are prepared, signed by the student and their assigned work supervisor, and returned by the end of the month.

Phase 4 – May

- Collection of Internship Logbooks: The students collect their Internship Logbooks.
- Introductory Visit: A visit is made to the hotel by the college and the student to clarify the position, meet the student's assigned work supervisor, and discuss requirements and responsibilities.

Phase 5 – June-August

- 1st Month of Internship: The student gains practical job experience in areas they need to develop and fills in the Log Book daily to record tasks performed.
- 1st Mentoring Session: A meeting between the student, college mentor and supervisor.
- 2nd Month of Internship: The student continues gaining practical job experience and maintains the Log Book.
- 2nd Mentoring Session: A meeting between the student, college mentor and supervisor.
- 3rd Month of Internship: The student continues gaining practical job experience and records tasks in the Log Book.
- 3rd Mentoring Session: A meeting between the student, college mentor and supervisor.

Phase 6 – September

- Student Checks Log Book Completion: The student verifies that the Log Book is fully completed.
- Student, internship mentor and supervisor each complete internship evaluation questionnaire.
- Student Presentation: The student presents their internship experience based on provided guidelines.
- Grading: The internship is graded using a Grading Rubric.

Duration of Studies

The duration of your studies is for 2 Academic Years, which is divided into 4 semesters.

There are 2 semesters each academic year starting in October until the end of January and then starting in February until the end of May.

Final Qualification

After you have successfully completed all of the 120 ECTS credits you will be awarded with a **DIPLOMA IN HOTEL ADMINISTRATION**.

Progression Opportunities

Your final qualification could lead to the following supervisory job roles within the following departments: Front Office, Hotel Operations, Food and Beverage, Housekeeping, Revenue and Sales and Guest Relations.

For information about progressing to a Bachelor's degree please contact the Student Support Services.

Faculty Information

All lecturers/instructors have both theoretical and industry experience to deliver a comprehensive and instructive programme of study. It is your task to gain as much benefit from this expertise to enrich your own learning.

Lecturers will schedule field trips during the year to various hotels and their departments to see how real-life operations are managed.

All faculty members provide you with the necessary academic and personal support needed for the development of knowledge and skills in terms of academic study and in your career path.

Programme Coordinator Contact Details:
Dr. Stella Zorpa
Email: stella@akc.ac.cy
Telephone: 23010023
Contact also via Moodle

Other lecturer contact details will be given at the start of each semester via the course syllabus.

Academic Calendar

	FALL SEMESTER	
September 2022	Thursday 01 Sep	Beginning of registration period for Fall Semester 2022/Academic Year 2022-2023
October 2022	Monday 03 Oct	Last day of registration/Official beginning of Classes for Fall Semester 2022 Academic Year 2022-2023
	Friday 14 Oct	Last day for late enrolment/Last day to change the programme of study. End of add/drop period
December 2022	Friday 16 Dec	Last day of classes before Christmas holidays
January 2023	Monday 02 Jan	Commencement of classes after Christmas holidays/ Commencement of registration period for Spring Semester 2023
	Friday 13 Jan	Last day of classes for Fall Semester 2022
	Monday 16 – Friday 27 Jan	Examination period for Fall Semester 2022
	SPRING SEMESTER	
February 2023	Monday 30 Jan	Last day of registration/Official beginning of Classes for Spring Semester 2023 Re-examination period for Fall Semester 2022
	Friday 10 Feb	Last day for late enrolment/Last day to change the programme of study. End of add/drop period
	Friday 24 Feb	Announcement of Final Results for Fall Semester 2022
	Monday 27 Feb	Green/ Lent Monday - National Holiday
April 2023	Friday 07 Apr	Last day of Classes before Easter holidays
	Monday 24 Apr	Commencement of classes after Easter holidays
May 2023	Monday 01 May	Labour Day – National Holiday
	Friday 12 May	Last day of classes for Spring Semester 2023/Academic Year 2022-2023
	Monday 15 – Friday 26 May	Beginning of Examination period for Spring Semester 2023/Academic Year 2022-2023
June 2023	Monday 29 – Friday 02 Jun	Make-up examination period
	Tuesday 20 Jun	Announcement of final results for Spring Semester 2023/Academic Year 2022-2023/ Official closing of Spring Semester 2023/Academic Year 2022-2023
	Monday 24 Jun	Beginning of registration period for Summer Intensive English Language Course

	Friday 26 Jun	Graduation Ceremony
SUMMER INTENSIVE ENGLISH LANGUAGE COURSE		
July 2023	Monday 03 Jul	Official beginning of Summer Intensive English Language Course
August 2023	Friday 11 Aug	Last day of Classes before Summer holidays
	Monday 21 Aug	Beginning of Classes after Summer holidays
September 2023	Friday 01 Sep	Last day of Classes for Summer Intensive English Language Course
	Monday 11 – Friday 15 Sep	Examination period
	Friday 29 Sep	Announcement of final examination results for Summer Intensive English Language Course/Official closing of Summer Intensive English Language Course

Assessment

Teaching Methodology

Each course is delivered over a combination of lectures, group discussions, problem solving case studies, assignments, presentations, projects, role playing and pair and group work.

Some courses will require the use of the computer lab to access the Oracle Suite 8 Hospitality software, with the aim to make you aware of the current management systems used in many hotels today. Teaching and learning workloads are stated in each course syllabus provided by the lecturer.

Student Evaluations

The institution values the feedback of its students and has put in place a student evaluation process to obtain their views on the quality of their learning experience. The evaluation is carried out at the end of each semester and year of study, and the results are used to identify areas for improvement.

Students are required to complete Course Evaluation Questionnaires for every course they are registered in. This evaluation covers

- learning and teaching
- assessments
- feedback
- learning resources

Programme Evaluation Questionnaire covers

- Overall satisfaction
- Progression through the programme
- Modes of learning and teaching
- Modes of assessment
- Learning resources

All student assessed evaluations are discussed at the Programme of Study Review Committee meetings and makes recommendations for further development and/or improvements for the Academic Committee.

Academic Honesty

Students are expected to follow high standards of academic integrity and honesty.

Cheating is defined as any kind of dishonesty in connection with assignments and examinations. Plagiarism is the act of using work or ideas that are not your own without proper acknowledgement from the source/s. This includes copying from a website, artificial intelligence tool, book, thesis, article, or any other source without

acknowledging the author(s) using the appropriate academic referencing style. Any student who commits any of these offences will face disciplinary action. Please see the Plagiarism Policy in the Section Policies & Procedures in this handbook.

Assessment Criteria

Assessment Method	Assessment %
Class Attendance & Participation	10%
Summative Assessment*: ● case study evaluation report ● research assignment (individual or group) and presentation, ● collaborative project and presentation, ● individual project and presentation ● midterm assessment ● in-class quizzes	60%-90%
Final Examination	0%-30%

* Formative Assessments to include short discussions, role plays.

The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.

The passing grade for all modules is 50% and above.

Grading System

Following the end of each semester, the semester's grades are given to you and are recorded on your permanent academic record. Grades are calculated in percentages with letter equivalents as in the table below. Letter grades are further expressed in Grade Points per credit.

Letter Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	F
Number Value	95-100	90-94	85-89	80-84	75-79	70-74	65-69	60-64	55-59	50-54	01-49

Grade Point Average (GPA)
Quality points (QP) are assigned to each grade as follows:

Letter Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	F
Quality Points	4	3.7	3.5	3	2.7	2.5	2	1.7	1.5	1	0

To calculate the GPA the number of credits for each course attempted in the semester is multiplied by the quality points of the corresponding grade. The grand total number of quality points is divided by the total number of credits attempted to obtain the GPA for the semester. Courses transferred from other institutions are not included in the GPA. Credits transferred from other institutions are not included in calculating the GPA.

Cumulative Point Average (CPA)

Calculated in a similar manner to the GPA, i.e. by dividing the grand total number of quality points earned throughout the study period by the total number of credits acquired through the same period.

Failure (F): Issued to a student who has maintained required attendance but fails to achieve adequate academic progress. Upon successful completion of the course at a later date, the cumulative average is adjusted to reflect only the passing grade.

Incomplete (I): Issued to a student who was unable to complete specific course requirements (i.e. final exam, term project etc.). Outstanding work must be completed within two weeks or the grade becomes an "F".

Grade Pending (GP): Issued to a student who is unable to fulfill all course requirements. A grade pending is not calculated into

No-Credit (NC): Issued to a student who withdraws from the class or the college due to extenuating circumstances. A no-credit is not included in the cumulative average.

Audit (AU): Issued to a student to designate that he or she was allowed to attend a class for review purposes. A grade is not issued and the cumulative average is not affected.

Academic Honours:	
Summa Cum Laude	3.81 – 4.00
Magna Cum Laude	3.61 – 3.80
Cum Laude	3.40 – 3.60
Dean's List	3.4

Approval of Grades

Each summative assessment is prepared by the course lecturer/instructor and it is checked and signed jointly by the Programme Coordinator. The grades of a course (semester coursework and final written examination) will be submitted to the

Programme Coordinator, signed jointly by them and the lecturer. The grade lists are submitted to the Academic Committee for ratification.

The approved results are announced. Within seven days from the announcement of the results, each student has the right to submit an objection for reassessment of their grades to the Academic Committee. The Academic Committee will decide on the objection and record its decision in the relevant minutes.

The final grades, which are ratified/approved by the Academic Committee, are transferred to the academic record transcripts. Students are allowed to participate in the final examination only if they have not exceeded the maximum percentage of absences: 30%. Results are announced to students that have no pending financial obligations towards the college.

Examination Periods

Midterms are usually conducted from the 5th week of the semester and onwards. The exact dates will be given by your lecturer at the start of the semester.
The final examination periods are conducted in the last 2 weeks of January and in the last 2 weeks of May (please see the Academic Calendar for more information). The final examination timetable will be issued to all students after returning from the Christmas holidays and after returning from the Easter holidays respectively.

Examination Rules & Procedures
- Any course that requires a final examination must be completed at the end of the academic semester. The examination periods are stated in the Academic Calendar.
- Re-scheduling of final examinations can only take place after the consent of the Programme Coordinator. All final examinations are kept secured in the Academic Department.
- Final examinations have a duration of 2 or 3 hours.
- Each examination paper is prepared by the relevant lecturer well in advance of the final examination period, and is checked and approved by the Programme Coordinator.
- Invigilators monitor the examinations. They have the right to dismiss any student from the examination room due to unacceptable behaviour.
- Students may leave the examination room 45 minutes after the commencement of the exam.
- Students are not allowed to enter the examination room 30 minutes after the start of the exam.
- Students are not allowed to bring food or drinks in the examination room.
- After the announcement of the examination results, a student may apply in writing asking for a reassessment of their final examination paper. Approval of

reassessment is given only by the Programme Coordinator. An examination paper may only be reassessed by the relevant lecturer. If the student is not satisfied with the reassessment, a second lecturer will reexamine the paper. The decision of the second lecturer will be final.

Make Up Examinations

A lecturer may grant make-up examinations for a student who misses an examination due to a serious medical problem (must have a written report from a hospital/clinic) or due to a personal emergency. The lecturer keeps the right to adopt a "no make up examination" policy however.

Students who want to take a make-up examination should complete a "Make Up Examination Form" and submit it along with the appropriate fee for approval to the Programme Coordinator.

Re-examination Periods

Students who have failed a course have the right to apply for a re-examination provided that the mark being achieved is between 25% to 49%. They can apply within five days from the date the final examination results have been announced. In special extenuating circumstances, and with the Academic Committee's consent, a student may apply to re-sit in the next final examination period - end of January or the beginning of June. A re-examination fee must be paid.

Students are allowed a maximum of two re-examinations.

Graduation Requirements

In order to be eligible for graduation you must:

1. Have completed all requirements for each programme of study.

   These are as follows:

   ○ Certificate: a Certificate requires a minimum of 60 ECTS;
   ○ Diploma: a Diploma requires a minimum of 120 ECTS;
   ○ Bachelor of Arts: A Bachelor degree requires a minimum of 240 ECTS;

2. All financial and other obligations towards the College have been settled.

Academic Affairs

Admission to the College is based on the law, rules and regulations established by the Ministry of Education, Sports & Youth. Students' qualifications and educational objectives play an important role in the admission process. Background knowledge including the high school leaving certificate and proficiency in English are required for all types of courses offered by the college. To this end, you will be required to take an English Language Placement Test (ELPT) upon registration at the college. You must be a secondary education High School graduate from a school of secondary education with six years of studies at least or possess another equivalent qualification.

Entry Requirements

In order to be admitted to the College you must meet the following general minimum entry requirements:

- Recognized Secondary School Leaving Certificate (6 years of Schooling) issued by a Public School in the Republic of Cyprus.
- Recognized Secondary School Leaving Certificate (of at least 12 years of schooling) with a satisfactory grade by overseas students, depending upon the country of origin. The Academic committee determines what is considered a satisfactory grade.
- Evidence of English Language proficiency:
    - a score of 500 or higher on the TOEFL test; or
    - a grade of "C" or higher in the GCSE "O" level English Language examination; or
    - a grade of "B" or higher in the Cambridge Certificate of English Language examination; or
    - an average grade of 5.5 in the IELTS examination with no sub-score under 5.0;

Proficiency in the English language is not a requirement for students/applicants whose mother tongue is English or for those who have received Secondary Education in countries where English is the native/official language.

Students, who do not possess any of the above English Language requirements, must attend the English Language Placement Test before they get admission to the programme of their choice.

Admission Requirements

All students must submit to the Office of Admissions the following:

1. The Application Form – fully completed.
2. Official or certified copy of the original AND a certified English translation (for languages other than English or Greek) of

- Secondary School Leaving Certificate/Apolyterion and Grade Report or equivalent qualifications for new students, or
- For transfer students an official or certified copies of certificates and transcripts and course descriptions or syllabi, in English, together with a non-refundable Credit Evaluation Fee.
3. 4 Passport-size Photos
4. Copy of a national Identity Card or Passport
5. Payment of the non-refundable Application Fee.
6. Official or certified results of TOEFL, IELTS or GCSE "O" Level English Language – if available.
7. English Language Placement Test (ELPT) upon registration, all students will be required to take the College English Language Placement Test at the time of enrolment.
8. Other qualifications or Examination results – if available.

Admission Procedures

The admission of a student for the next academic year or next academic semester can take place at any time. That is, a candidate, Cypriot or overseas, can submit an application in order to become accepted at the college and, if the candidate satisfies the requirements of the college and the requirements of the Law, the college can grant them a place in a particular year, semester, unit or summer period of intensive work, depending on the case. The admission procedures are included in the College Prospectus. Application forms and information regarding admission policies may be obtained by contacting the Admissions and Registrar Office.

In case the student fulfils the requirements of the College and the requirements of the law, the College offers them a place for a particular semester.

English Language Placement Test (ELPT)

Upon registration, all students, apart from those meeting the entry requirements regarding the English Language, will be required to take the College English Language Placement Test at the time of enrolment. Students who fail the test will be required to take additional English lessons in order to improve their level before beginning their studies. Students, in order to succeed in the ELPT, should receive a score higher than 50%.

Special Admission

Transfer Students

Students who have started their college/university education elsewhere and wish to apply for admission to our College as transfer students must submit the following documents to the Admissions and Registrar Office:

1. Original degree/diploma certificates;
2. Original official transcripts, and
3. Course descriptions or syllabi in the English language.
4. Credit Transfer Fee payment

An official transfer credit evaluation will only be made if all of the above items have been submitted to the Admissions and Registrar Office.

Transfer Credit Evaluation Policy

Credits for courses which have an equivalency at Akademia College are accepted when earned with a passing grade in the institution of higher education that offered the specific course(s).

Holders of a Diploma taught in English, are exempted from taking the prerequisite courses of English.

ECTS (European Credit Transfer System)

Students who wish to transfer credits, regardless of the number of ECTS credits obtained from another higher education institution, cannot transfer more than half of ECTS credits of the offered Akademia qualification respectively.

Transfer credit is evaluated and applied in one of the following ways:

- AS PARALLEL CREDIT: The course must involve at least the same amount of class time and have approximately the same content as the Akademia College; or
- AS AN ELECTIVE: The course must be related in some manner to the student's academic programme and career goals.

Students who transfer credits from other institutions must complete a minimum of two academic semesters at Akademia College.

Transfer credits are not included in the calculation of the student's GPA.

Course Add & Drop

Every semester there is an opportunity for students to add or drop a course in their programme of study. The add & drop period is usually the first 2 weeks at the beginning

of each semester. Students should consult their Programme Coordinator as changes to programme courses could affect the credits and time required to graduate.

Attendance Regulations

The academic year is split into two semesters. Fall Semester commences in October and ends in January. Spring Semester commences in February and ends in May. Summer intensive courses commence in July and end in September.

The course daily schedule/timetable takes place from Monday to Friday. The lesson periods are allocated in time slots from 9am until 9pm. Each period lasts 50 minutes. The weekly workload may vary between 15 to 21 periods per week depending on the programme of study the student follows.

Your attendance is required at all teaching periods. The College faculty members make an important contribution to your development and if you are not regularly attending classes you will be missing this essential part of your learning experience and potential.

You are allowed up to 30% absences during the whole semester and being late to lessons might result in a recorded absence. Attendance is counted for all field trips, assessments, final examinations and other required work during the semester.

Final examination attendance is crucial to your overall performance and success. Failure to attend a final examination without a valid reason will result in either failure of the module (grade F) or incomplete (grade I).

Absences due to medical reasons may be excused if you contact the lecturer or the Student Welfare Office beforehand. For medical absences, a doctor's letter or medical evidence must be provided stating the nature of the illness and duration of recuperation. This must be submitted to the Student Welfare Office on the first day of returning to classes.

Withdrawal from the College

If for any reason a student wishes to withdraw from the College at any time during the academic year, they must fill in a form of withdrawal from the Student Welfare Office stating a justifiable reason for the withdrawal. Justifiable reasons include serious illness, death and military duties. Once the withdrawal has been accepted by the Academic Committee, the letter "W" is recorded on all studied courses. This is applicable to Cypriot or EU students only. If the student leaves the college without following the correct procedure, a letter "F" will be recorded on all studied subjects. Non-attendance of classes is not an official reason for withdrawal.

Student Affairs

Conduct & Behaviour

It is expected that you will follow the College's rules while you are a registered student. These include both academic conduct in respect of exams, assessment and administrative processes, but also your behaviour and conduct whether on or off the College premises.

As a student of Akademia College, your conduct and behaviour - both on and off the premises - sets the reputation of the College and the entire student body.

Conduct Regulations

The College expects you to behave in a respectful manner towards all members of the College at all times, demonstrated by using appropriate language in class, switching mobile phones/other devices off prior to attending classes, and also in your use of any social networking sites.
Students who intentionally or carelessly break regulations, or provoke or collude with others to do so, are liable to disciplinary action.

Equality and Diversity

The College is committed to cultivating an inclusive climate which promotes equality, values diversity and maintains a working, learning and social setting in which the rights and respect of all its staff and students are valued and included.

Equality & Diversity Principles
    The College will:
        ● Ensure that the achievement of equality and diversity is the shared responsibility of each member of our College community.
        ● Create a positive, inclusive culture with a shared commitment to respecting diversity and difference.
        ● Value the accomplishments of all students and support them to achieve their full potential.
        ● Ensure that equality and diversity issues are considered within College planning processes (including trips, visiting speakers and work experience).
        ● Encourage all students to have high expectations and ambitions for their future progression.
        ● Promote positive images from all student and staff backgrounds to celebrate successes.
        ● Develop a curriculum that meets the needs of the whole community and supports disregarded groups.

- Make reasonable changes to ensure that students and staff are supported to fully contribute and achieve their potential.

Welfare and Support Services

Student Welfare Services

Our Student Welfare Officer is always available to meet with you, hear your concerns, offering impartial advice and suggestions accordingly.

Personal Support

The College is committed to providing support to all students, ensuring that early intervention is provided in a timely, reasonable and consistent manner.

Staff and students are encouraged to be alert to students who are consistently disruptive, aggressive, intimidating or otherwise.

A student may be identified as requiring personal support and intervention where their physical or mental welfare is reasonably considered to deserve some form of intervention and/or assistance by the college. Please be aware that the college staff and faculty will have their own personal and professional limitations and this will affect the nature of response to the individual student.

Staff members who are concerned about the welfare of a student, will notify the Director of Administration & Finance and the Student Welfare Office who may refer the matter to the Principal/Director.

Students with Disabilities

The college is committed to providing all possible access to those who seek to benefit from its educational activities and remove barriers to those with disabilities. Based on the disability the college arranges appropriate individual disability support.

There are designated parking spots for disabled staff and students. Disabled individuals may enter the building using the ramps at the front entrance, the side entrance to the lecture rooms and beside the car park at the back of the building. The lecture rooms, rest rooms and corridors are spacious and designed to accommodate students with mobility and other disabilities. The college personnel will provide personal assistance where required.

Harassment & Bullying

Akademia College takes the matter of harassment and bullying very seriously and is committed to the removal of all forms of harassment and bullying. Harassment and bullying can take many forms, often involving the abuse of power or position. These terms refer to behaviour which is hostile and/or offensive to the receiver, and which unreasonably affects an individual's work, academic performance or social life.
Such behaviour will produce a threatening atmosphere which undermines the integrity and dignity of the individual. It is unwelcome and can make an individual feel uncomfortable, unsafe, frightened or embarrassed. Such behaviour may be physical, verbal or non-verbal, but the common link is that the behaviour is unwanted.

The College does not tolerate any kind of harassment and/or bullying and expects all members of the College community to treat one another with respect, courtesy and thoughtfulness. The individual perpetrating this kind of unwanted behaviour will face disciplinary action.

Careers & Advice Service

Career Office
The College provides support with career planning throughout your studies and after graduation, including what to do with your qualifications, job hunting and recruitment, further study, work experience and academic skills and experience.

Akademia College aims to provide practical employability support to students, graduates and alumni in giving them the opportunity to succeed in the competitive job market of the hospitality industry and gives them the help that they need.

Additional support and guidance is provided below:

- Career Guidance (Ariston test) / Assist students who wish to continue to further

education (e.g., Master's degree or transfer abroad) / Erasmus

- Help students build their CV or help them to prepare for a job interview
- Attend open days to inform candidate students
- Visit schools in order to inform students about the College's programmes of study.
- Explain why the tourist industry can be a good choice for them and their future
- Attend career exhibits/events/seminars
- Plan a Career Day
- Organise professional development workshops (e.g. 'How to prepare for a job interview', 'What makes a good CV', 'How to gain work confidence')
- Build a strong network with local employers (hotels) – practice/work
- Support students with physical or learning disabilities.

- Process feedback questionnaires and collaborate with the management to address student matters.

Whether your career plans are fairly well developed, or your thinking is at a more exploratory stage, our Careers service is readily available to assist you with developing and achieving your career goals.

Jobs & Employability

Employers, because of intense competition, are not only looking for academic knowledge, as students are expected to use their time at the college to gain employability and life skills. Akademia College is known for providing work-ready graduates with practical skills so that they make a difference through volunteering opportunities. Volunteering is an opportunity given to students in order to put what they have been learning on their course into practice. Ways of volunteering at the College:

- Participation in local and/or national events as part of the College team;
- College articles for website and/or blog;
- Learning Resources;
- Teacher Assistants;
- Student Societies

Business links with the local community

The service linking Akademia College with businesses is designed to link students and the College Academics with the various local businesses mostly within the Ammochostos market place (Protaras, Paralimni, Deryneia & Ayia Napa). It is one of the college's strategic goals to enjoy a strong relationship with the local business community.

Scholarships and Awards

Academic Performance Scholarship: Scholarships are awarded to high school graduate applicants based on their academic performance. The candidates should have a minimum average grade 18 (90%) on their high school leaving certificate. Students in order to maintain their scholarship should have an average grade in College higher than an average of 95%.

An Externally Funded Scholarship: A limited number of full or partial scholarships may be awarded to outstanding candidates centred strictly on merit criteria and a successful interview from externally funded sources.

An Award of Outstanding Performance: This award is equal to 10% of their tuition fees, to students who, at the end of their studies, earn an average of 95%. Students who receive any type of scholarship are not eligible for the Award. In the case that two or more students have the same academic performance and meet the main criteria for the scholarship award, then other criteria will be taken into consideration in order to

award the scholarship. Such criteria will include the candidate's marital status, socio-economic status and physical disabilities.

Sources of possible support

State Subsidy

According to the national law of 2015, students can apply for a student financial support fund offered by the state for:
• Student Scholarship
• Student Allowance
For more information, please visit: https://mof.gov.cy/en/directorates-units/41/?ctype=ar

Employer sponsorship

Employed students are encouraged to explore the possibility of cost-sharing with their employer. The College will help in enhancing the value created by the student for the employer through customisation of their studies.

Waivers & discounts

Waivers and Credits: Students might receive waivers or transfer credits for earlier educational qualifications which might reduce their tuition fees. Awards and support (and their limits) apply to the remainder of the tuition fees. As in all cases registration fees and other charges are paid in full.

Alumni Discounts: The College alumni who are wishing to study for higher qualifications are granted up to a 50% discount on the programme's tuition fees. These discounts include any discounts they are entitled to for credits and waivers recognized by their new programme. Awards and support (and their limits) apply to the remainder of the tuition fees. As in all cases registration fees and other charges are paid in full.

Akademia College Alumni & Student Family Discounts: Qualified first-degree relatives (by blood or marriage) of Akademia College alumni or students receive up to a 10% discount on their programme tuition fees. Awards and support (and their limits) apply to the remainder of the tuition fees. As in all cases registration fees and other charges are paid in full.

Early Payment of Tuition Fees: Students that pay their full tuition fees at the beginning of their programme receive a 10% discount on their tuition fees.

Student Union Charter

All enrolled students of the College undertaking a programme of study are entitled to be members of the Student Union. The Student Union acts as an avenue of

communication between the College and its members promoting their welfare. It is run by students, for students and arranges various activities, clubs and societies.

Each academic year students elect a President who will be their representative on various college committees, advocate on their behalf and promote social, cultural, academic and other interests.

For matters concerning the Student Union of the College, please contact the Student Welfare Office.

The College will:
• Provide an inclusive and supportive environment for all the students
• Provide career planning information and opportunities to enhance your future success
• Provide prompt and polite responses to student correspondence
• Offer a range of sport and social clubs to enhance personal and professional development in partnership with the Student's Union
• Give all students the appropriate information and guidelines that are needed

As a Student you should:

• Actively engage with your learning opportunities
• Ensure you are aware of College regulations, policies and procedures
• Treat your classmates, faculty and members of the local community with respect, decency and politeness at all times
• Show respect for College resources and facilities
• Play an active role to maximise your learning experience
• Inform the College about any circumstances, needs or restrictions which might affect your participation in learning, professional practice or work placements
• Regularly check your email, timetable and Moodle LMS

The Student Union will:
• Be the authentic voice of the students
• Ensure all students receive fair treatment
• Inform all students of their rights and responsibilities
• Assist all students with academic and welfare concerns
• Represent student interests and opinions at all levels (local, national & international)
• Support student participation in quality enhancement activities
• Provide a range of social events and activities throughout the year
• Work in partnership with the College to improve the student experience and promote the Student Voice
• Democratically elect students who will represent all students
• Provide advice, information and guidance for all students

Alumni Association (ACALA)

Mission Statement

The Alumni Association shall
- promote the interests, welfare and educational aims of both the Akademia College and its Alumni
- establish and maintain a mutually beneficial relationship among these groups.

Objectives

➢ To advance Akademia College's commitment for lifelong learning and professional development,

➢ To promote close relations between Akademia College and its Alumni and among the Alumni themselves,

➢ To ensure that programs are initiated and developed for the benefit of the alumni,

➢ To guide and assist alumni who have recently completed their course of study at Akademia College for their professional development.

➢ To advance Akademia College's commitment for lifelong learning and professional development by
- Organising seminars relating to the hospitality industry for the needs of the Alumni members,
- Attending classes as Guest Speakers to share experiences.

➢ To promote close relations between Akademia College and its Alumni and among the Alumni themselves by
- Offering an electronic meeting platform where alumni members can exchange ideas and help each other,
- Undertaking the role of mentors to current students,
- Engaging in the organisation of events and visits.

➢ To ensure that programs are initiated and developed for the benefit of the alumni by
- Engaging in the improvement of the current courses offered by the college,
- Introducing ideas to enhance the students' learning experience (i.e., through the internship program),
- Becoming members of the college's committees

➢ To guide and assist alumni who have recently completed their course of study at Akademia College for their professional development by
- Developing relationships with alumni who have recently completed their course of study,
- Offering advice and guidance to alumni who have recently completed their course of study,
- Engaging in professional co-operations

Alumni Membership
Full Members - All graduates of Akademia College.
Honorary Members - Any person who is not eligible for full membership but has rendered distinguished service to the College and/or to the Association.

Financial Requirements of the College

Ways of payment
Students must pay their tuition fees in advance, before the beginning of each semester. Under special circumstances, the College and the student may agree to pay on an instalment basis. The student, in that case, has to pay in advance one third of the tuition fee (upon registration).

Repayment Scheme
The repayment scheme is a guide for students who have decided to withdraw from their studies for valid justifiable reasons.

October and February term	Fees return	Fees due
Before the start of the lectures	100%	0%
During the first week	80%	20%
During the second week	70%	30%
During the third week	50%	50%
During the fourth week	25%	75%
After the fourth week	0%	100%

Summer courses	Fees return	Fees due
Before the start of the lectures	100%	0%
During the first 3 days	80%	20%
During the first 6 days	50%	50%
During the 7th day of the lectures	0%	100%

Tuition fees

The rates are as follows for the academic years 2023-2024.

Course	1st Year	2nd Year
Hotel Administration 2 years Diploma	€3700	€3700

Other Fees

Application Fee (non-refundable)	€ 90
Transcript Fee	€ 20
Computer Laboratory fee per academic year	€ 35

Late registration fee	€ 25
Add/Drop of a course fee	€ 8
Change of program fee	€ 10
Transcript fees per copy	€ 10
Student I.D. replacement fee	€ 10
Make-up examination fee	€ 40
Re-examination fee per subject	€ 40
Graduation application fee	€ 40
Application for evaluation of credit transfer fee	€ 30

Tuition and other fees were approved by the Ministry of Education and Culture on 21st February 2008.

Policies & Regulations

Academic Support

Akademia College aims to provide a personalised teaching and supportive learning environment in which students receive a valuable educational and student experience.

Akademia College seeks to support each student to achieve their potential through early identification of, and response to, personal and academic issues which may have the prospective to adversely affect their educational achievement.

THE POLICY
This Policy provides staff and students guidance regarding their responsibilities to ensure that adequate support is provided to meet student needs. The Policy also aims to assist in the identification of students who require additional personal or academic support and to ensure appropriate interventions are implemented to enable such students to realise their full potential.

Akademia College Responsibilities
The College will endeavour to identify students needing additional support so that the intervention is respectful, timely, reasonable, consistent and procedurally fair. The College will:
● have in place strategies to identify students who require additional support to achieve their academic potential;
● support the mental health and well-being of its student body through a range of educational and support initiatives;

- make information available about support services to college staff and students, which can be readily accessed;
- encourage students with academic or personal support needs to access support from relevant internal and external support services;
- improve staff understanding to assist in the development of informed views, behaviours and attitudes towards students requiring additional academic or personal support;
- have effective procedures in place for the disclosure of information about students with academic or personal support requirements, which comply with Privacy legislation;
- have in place effective procedures for dealing with student incidents.

Whilst ACC Akademia College is committed to providing a supportive environment, there are limits to the extent of the support which can be provided, and it is not the responsibility of the college to copy services that already exist in the community. The college has its own policies and procedures for the maintenance of good conduct and safeguarding academic standards that apply to all students studying at ACC Akademia College, regardless of their specific support needs.

Faculty Responsibilities
The Faculty will implement processes for the monitoring of the progression of students considering matters such as:
- progression rate;
- overall progress towards completion of diploma degree;
- previous failure to complete subjects;
- academic writing proficiency;
- failure to complete subject assessment;
- allegations of academic misconduct; and
- attendance where it is a requirement.

Student Responsibilities
Students are expected to:
- consider carefully their choice of subjects;
- have an awareness of student conduct issues;
- seek relevant support/professional assistance where a physical or mental health issue is having or is likely to have an impact upon their academic progress;
- seek and follow advice from Admissions Officer, Student Affairs Office or from academic staff;
- fulfil academic requirements, including enrolment, class registration and any other requirements by the relevant due date(s);
- achieve the minimum progression requirements as defined by the Faculty;
- pass the minimum number of subjects as required including practical placements or other units of study as set down by the Faculty;

- make the college aware of any obstacles to completing their academic requirements in a timely fashion; and
- make contact as soon as possible with the relevant Department should they receive any formal notifications regarding concerns for their progress or wellbeing.

Personal Support Policy

A student may be identified as requiring personal support and intervention, for the purposes of this Policy, where their physical or mental welfare is reasonably considered to deserve some form of intervention by the college.

While all college staff should take action in cases where students are showing possible signs of distress, how staff respond to the individual student will depend upon the nature and level of their distress. Staff should be aware of their own personal and professional limitations.

Staff members who are concerned about the welfare of a student, will notify the Director of Administration & Finance and Student Welfare Office who may refer the matter to the Principal/Director.

Counselling Services

Counselling services are available to assist students in dealing with personal issues and emotional concerns. Individual counselling sessions, self-help resources on various topics are offered by the college to assist students with their psychological well-being and individual development. Students may use this service by making a confidential appointment with the Student Welfare Office. There are no fees for these services. If the personal issue cannot be resolved within the resources of the College, the student will be referred to external counsellors for their expertise.

Academic Support

Identification of Students Requiring Academic Support

A student may be identified as requiring additional academic support if they are not progressing satisfactorily, are potentially at risk of exclusion, or where their physical or mental wellbeing is reasonably considered to deserve some form of intervention by the college.

A student may require additional academic support due to a number of factors. These might include, but are not limited to:
- a physical and/or mental health condition;
- disability;
- a significant life stressor;
- English language proficiency;

- family or carer responsibilities;
- behaviour, capacity or achievement such as:
  - pattern of deferral;
  - change to a new field of study that may challenge previously successful approaches to learning;
  - failure of at least 50% of credit points attempted in the semester just completed;
  - failure of a compulsory subject, program requirement or core curriculum subject;
  - failure to attend compulsory teaching and assessment components of a subject;
  - failure to complete a mandated assessment component, field work, or practicum in a subject;
  - failure in the same subject twice;
  - unsatisfactory attendance record;
  - minimal class participation;
  - inability to complete the program within a reasonable timeframe;

Academic Support Identification Systems

Students requiring additional academic support may be identified by:
- Academic Progress Reports submitted by relevant academic staff every semester
- Informal feedback from academic staff including:
  - class attendance reports;
  - requests for extensions or failure to submit work for assessment;
  - declining grades;
  - low level of engagement with subject site;

Student self-reporting:

Students experiencing academic difficulty who require additional support are expected to seek relevant assistance at their earliest convenience.

Management of Students who are Identified as Requiring Additional Academic Support

Referral to Academic Support Services

ACC Akademia College provides support services to assist students who are struggling with study demands. These include:

- Programme and enrolment advice (Admissions & Registrar);
- Faculty specialist academic support staff;
- Study support (Student Welfare);
- IT support;

- Library support;
- Research support;

Faculty Monitoring

Students requiring personal or academic support will be contacted by the Faculty. It is important that students obtain appropriate prompt support once a need has been identified so that support strategies can be applied prior to students becoming at risk of academic failure.

Mentoring during the Summer Internship

The internship program provides students with assigned mentors who will offer support in achieving their goals and professional development.

Mentors will
- communicate regularly with students to provide ongoing guidance, advice and support.
- provide feedback on students' progress towards their goals.
- help students identify resources and opportunities for skill development.
- help students identify potential career paths and provide advice on job search strategies.
- provide guidance on resume and cover letter writing, interviewing skills and other job search-related skills.

The internship program will encourage students to provide feedback on the support they receive from their mentors to continuously improve the programme.

Plagiarism Policy

Policy and process of preventing and dealing with plagiarism

At Akademia College, academic integrity is a core value. Therefore, it is essential to ensure that all students uphold the highest standards of academic conduct. Plagiarism is a violation of academic integrity and is taken seriously by the college. This policy outlines what constitutes plagiarism, self-plagiarism, and collusion at Akademia College, and the penalties associated with such misconduct.

Definition of plagiarism

Plagiarism is the act of using work or ideas that are not your own without proper acknowledgement from the source/s. This includes copying from a website, artificial intelligence tool, book, thesis, article, or any other source without acknowledging the author(s) using the appropriate academic referencing style.

Types of Plagiarism

Plagiarism may occur in any type of assignment when you:

- Use a phrase, sentence, quote, or paragraph from another source and do not acknowledge the author(s) or source.
- Copy word-for-word directly from a text or other sources without acknowledging the author(s).
- Paraphrase or translate the words from a text or other source very closely without acknowledging the author(s).
- Use research data, documents, questionnaires, transcripts, interviews, powerpoint slides, data files, statistics, tables, or facts from another person or source without acknowledging the author(s).
- Copy or download figures, photographs, or pictures without acknowledging your sources.
- Copy comments or notes from a lecturer or a fellow student's essay.
- Pay for work from other sources/buy essays and submit it as your own.

Definition of self-plagiarism

Giles writes that plagiarism means "attempting to pass off someone else's work as your own. Duplicate publication, or self-plagiarism, occurs when an author reuses substantial parts of their own published work without providing the appropriate references" (2005, p. 258-259).

Definition of collusion

Collusion is when two or more students work together on an individual assignment, submitting it as if it was their own work. This is not allowed and is considered unethical.

AI Protocol for Plagiarism Detection

To enhance the detection and prevention of plagiarism, Akademia College employs an AI-driven protocol integrated into the assessment process. The protocol utilises advanced plagiarism detection tools, including machine learning algorithms, to identify instances of potential plagiarism in student submissions. The AI protocol operates in two key ways:

- Moodle Plugin:
  A Moodle plugin automatically generates a plagiarism report for every assignment submitted by a student. The plagiarism report calculates the overall percentage by cross-referencing online sources and other submissions within the college database. The faculty and administration staff have access to this comprehensive report. Students receive only the overall percentage score generated by the plagiarism report in Moodle. This score is used to determine any necessary penalties.
- PlagiarismCheck Website:
  All students are provided with login codes to access the PlagiarismCheck website (www.plagiarismcheck.org). Students can proactively check their own work for potential plagiarism before submitting the final draft via Moodle. The

AI-driven tool on the PlagiarismCheck website employs sophisticated algorithms to analyse and identify potential instances of plagiarism.

Penalties for Plagiarism and Poor Academic Practice

Categories of Plagiarism

The ACC Akademia College recognizes several categories of poor academic practice and plagiarism, with the first category considered acceptable. The last three categories attract a penalty based on the information below:

- Category 1 Plagiarism: Using material of others and presenting it as your own work without acknowledging the author(s) or relevant source.
- Category 2 Plagiarism: Copying a significant amount of text or material without acknowledging the author(s) or relevant source.
- Category 3 Plagiarism: Copying an extensive amount of text and material without acknowledging the author(s), committing serious plagiarism as an attempt to deceive the marker.

Penalties for Plagiarism, AI Content and Poor Academic Practice

Penalties for poor academic practice and plagiarism are as follows:

- Reprimand and a written notice to the student, if needed, agree on a session of counselling **(Poor Academic Practice) (1%-12%)**
- Resubmit, or revise and resubmit, the whole or part of the assessment or examination **(Category 1 Plagiarism) (12%-20%)**
- Amend a mark or grade for the whole or part of the assessment or examination **(Category 2 Plagiarism) (21%-25%)**
- Fail the student, grade F **(Category 3 Plagiarism) (above 25%+)**

How to avoid plagiarism?

Avoiding plagiarism is essential to maintain academic integrity and ensure that the work you submit reflects your own understanding and ideas. Here are some tips to help you avoid plagiarism:

- **Academic Skills Workshop**
  The Academic Skills Workshop each semester introduces students to academic writing skills, how to structure an essay, how to cite and reference correctly, how to avoid and check for plagiarism. Student attendance at this workshop is compulsory.

- **Explain and analyse ideas in your own words**
  Instead of simply copying and pasting from other sources, try to explain and analyse the ideas in your own words. This will help you to understand the material better and demonstrate your understanding to your lecturer or professor.

- **Use a variety of sources**

Using a variety of sources can help you to expand your horizons and provide a broader perspective on your topic. This can also help you to avoid the temptation to rely too heavily on a single source, which can lead to unintentional plagiarism.

- **Use quotation marks when citing quotes**

If you want to use a quote from another author, make sure to use quotation marks and properly cite the source using the appropriate academic referencing style.

- **Develop your own writing style**

Developing your own writing style can help you to avoid unintentional plagiarism. By using your own words and ideas, you can ensure that your work is original and reflects your own understanding of the material.

- **Understand the rules of academic referencing**

Make sure you are familiar with the rules of Harvard Referencing style used in Akademia College. This will ensure that you correctly acknowledge all sources used in your work.

- **Check before submitting your work**

Check your work with PlagiarismCheck (www.plagiarismcheck.org) before submitting the final draft. All students have logins allocated during the first month of studies. Any issues with access, please see the Student Affairs Office.

By following these tips, you can avoid committing plagiarism and ensure that your academic work is ethical and of high quality. Remember, plagiarism is a serious academic misconduct that can have severe consequences, so it's important to take it seriously and do your best to avoid it.

Conclusion

Academic integrity is an essential aspect of academic life, and plagiarism is a serious violation of this integrity. As a student at Akademia College, it is important to understand what plagiarism is, the different types of plagiarism, and the penalties associated with it. By following the guidelines set out in this policy, including properly citing sources using the Harvard referencing system, you can avoid committing plagiarism and ensure that your academic work is of high quality and ethical.

Why should you avoid plagiarism?

You are studying at the college because you want to gain knowledge both theoretical and practical. You are here because you aim to further advance your understanding, critical thinking and develop an independent mindset and not relying merely on other's

ideas and arguments. Therefore, you should be able to defend your own views and arguments in an autonomous way by evaluating and contrasting the work of others so as to reach your own conclusions.

Does this mean that you should avoid using the work of others in your assignments?

We highly encourage you to incorporate the insights of others into your assignments, contributing to the academic discussions, arguments, and debates that may shape the qualification you could potentially be awarded. Doing so not only enhances the quality and value of your assignments but also strengthens your academic writing skills. To support your studies, make use of relevant materials available in the college library, as well as those provided by your lecturers on a weekly basis. Additionally, some artificial intelligence tools can be used to help you analyse and understand the information more efficiently but never present it as your own work. It is crucial to acknowledge and properly reference the work of others, adhering to principles of academic integrity. Assignments should be approached with honesty and ethical considerations, respecting the intellectual property of others. By incorporating diverse perspectives, including those assisted by AI, you can successfully reinforce your views and arguments in your assignments. This approach contributes not only to a well-structured and organised piece of work but also to the creation of a reference list, a necessary component for each assignment. Be mindful that plagiarism and poor referencing practices can impact your grades, as proper citation and referencing are integral to the grading criteria provided by your lecturer.

Workshop
Students will attend a compulsory workshop on "Referencing & Avoiding Plagiarism" delivered by the Programme Coordinator/Academic Director.

Examples
Source text
"Within the organisational context there is a need to examine culture not as a biological/physical characteristic but as an intrinsic value and equal quality which exists in all different ethnic groups. Fostering cultural diversity in the hotel working environment is largely connected with possible organisational changes in terms of policies and practices that apply to the embracement of diversity. From there onwards, organisations need to consider how diversity management, an extension of cultural diversity, is used in a productive way, based on the principle that employees are offered the opportunity in their work environment to utilise their talents and abilities at maximum" (Daskalaki, 2016, pp. 15-16).

Plagiarised examples:
1) Although within the organisational context there is no need to examine culture as a biological/physical characteristic but as an intrinsic value and equal quality

which exists in all different ethnic groups. **(This is a mixture of phrases copied verbatim from the source, with just a few words changed here and there. There is no reference to the original author, nor there is an indication that this sentence is the intellectual property of another person).**

2) Within the organisational context there is a need to examine culture not as a biological/physical characteristic but as an intrinsic value and equal quality which exists in all different ethnic groups. Encouraging cultural diversity within the hotel sector requires a number of adjustments within the hotel working environment so as to incorporate diversity as a policy. **(The first sentence is a copy and paste of the original source. The author has not been recognised. The second sentence is perfectly paraphrased but still the author has to be acknowledged).**

Non-plagiarised examples:
1) As it has been argued by Daskalaki "within the organisational context there is a need to examine culture not as a biological/physical characteristic but as an intrinsic value and equal quality which exists in all different ethnic groups" (2016, p. 15). **(The author has been acknowledged and the direct quote is in quotation marks).**

2) Daskalaki (2016) has supported that encouraging cultural diversity within the hotel sector requires a number of adjustments within the hotel working environment so as to incorporate diversity as a policy. **(The phrase is perfectly paraphrased and the source is acknowledged).**

Reference
Daskalaki, E., 2016. *Communication across cultures? An intercultural approach to customer service in the hotel industry: A study with globally branded hotels in the United Kingdom.* PhD thesis, University of Glasgow, Glasgow.

For students
Speak to your lecturer or another appropriate member of staff in your programme (e.g., Programme Coordinator) without delay if you are still unsure about what plagiarism is and how to avoid it. Don't risk a penalty.

Academic and Research Skills Development Workshops
The Research Centre of Akademia College has designed a compulsory series of workshops for its students aiming at the development and support of their academic and research skills. Among the objectives of the Research Centre is to strengthen students' intellectual, cognitive and analytical skills. The series of workshops will be delivered by lecturers of the faculty who have different expertise and interests in the classroom.

During the 'Academic and Research Skills Development Workshops', students will acquire the necessary skill set required in academia in terms of reference style, academic writing, essay structure, critical thinking and how to use journals/magazines.

Programme Title	Academic and Research Skills Development Workshops
Programme Attendance	Compulsory
Year / Semester	Year 1/2 Semester A/B/C/D
Lecturers	Dr Stella Zorpa (PhD) and Dr Marilena Paraskeva (PhD)
Programme Purpose and Objectives	The programme helps students to develop their general academic, study, writing and research skills. It also introduces them to the basics of research, to the underlying principles of qualitative, quantitative and mixed methods approach and to the role of ethics and ethical challenges.
Learning Outcomes	On successful completion of these workshops, students will be able to: ● Know how to reference texts appropriately ● Improve essay writing and structure ● Critically analyse texts as an important component of a wide variety of assessment items ● Understand research ethics and ethical conduct ● Select and utilise appropriate data collection methods for qualitative, quantitative and mixed methods research
Programme Content	The topics included in this programme cover the following: Week 1: Referencing and avoiding Plagiarism Week 2: Essay and Assignment Writing Week 3: Critical Thinking in your Writing Week 4: Introduction to Research and the Research Process Week 5: Research Ethics and Integrity Week 6: Developing a Research Proposal Week 7: Qualitative Research Designs Week 8: Qualitative Research Methods Week 9: Quantitative Research Designs

	Week 10: Quantitative Research Methods
Teaching Methodology	The programme is delivered over a combination of lectures, workshops, group discussions and in class-activities.
Bibliography	**Academic & Writing Skills Handbooks** Cottrell, S. 2017. Critical thinking skills: Effective analysis, argument and reflection. 3rd ed. London: Macmillan Education. Cottrell, S. 2019. The study skills handbook. 5th ed. London: Red Globe Press. Neville, C. 2016. The complete guide to referencing and avoiding plagiarism. 3rd ed. London: McGraw Hill. Pears, R. and Shields, G., 2019. Cite them right: The essential referencing style. 11th ed. London: Red Globe Press. **Research Handbooks** Bell, J. and Waters, S. 2018. Doing your research project: A guide for first-time researchers. 7th ed. London: McGraw Hill. Cohen, L., Manion, L. and Morrison, K. 2018. Research methods in education. 8th ed. Abington: Routledge. Dawnson, C. 2019. Introduction to research methods: 5th ed. A practical guide for anyone undertaking a research project. London: Robinson. Denscobe, M. 2017. The good research guide: For small-scale social research projects. Berkshire: McGraw Hill Education. Durbarry, R. 2017. Research methods for tourism students. Abingdon: Routledge. Taylor, S.T., Bogdan, R. and DeVault, M.L. 2016. Introduction to qualitative research methods: A guidebook and resource. 4th ed. New Jersey: Wiley. **Recommended Journals for Tourism & Hospitality** Journal of Hospitality and Tourism Research (JHTR) https://journals.sagepub.com/home/jht International Journal of Hospitality Management https://www.journals.elsevier.com/international-journal-of-hospitality-management International Journal of Hospitality and Tourism Administration https://www.tandfonline.com/loi/wjht20 International Hospitality Review

	https://www.emerald.com/insight/publication/issn/2516-8142/vol/33/iss/1
	International Journal of Culture, Tourism & Hospitality Research
	https://www.emerald.com/insight/publication/issn/1750-6182
	International Journal of Contemporary Hospitality Management
	https://www.emerald.com/insight/publication/issn/0959-6119
	Journal of Hospitality and Tourism Education
	https://www.tandfonline.com/toc/uhat20/current
	Recommended Journals for Research Methods
	International Journal of Qualitative Methods
	https://journals.sagepub.com/home/ijq
	Organizational Research Methods
	https://journals.sagepub.com/loi/orm
	Qualitative Research
	https://journals.sagepub.com/home/qrj
	Field Methods
	https://journals.sagepub.com/home/fmx
	Journal of Mixed Methods Research
	https://journals.sagepub.com/home/mmr
	The Qualitative Report
	https://nsuworks.nova.edu/tqr/
	Qualitative Inquiry
	https://journals.sagepub.com/home/qix

Referencing Guidelines

What is referencing?

When you are writing an essay, a project report, assignment or when you are delivering a PowerPoint presentation you should make clear which are your own ideas, thoughts and arguments and which you have borrowed from other authors and sources. If you are not acknowledging the work of other authors and sources you are plagiarising, which is a serious misconduct as outlined in the Plagiarism Policy.

Why do you reference?

- Referencing enables readers to identify and detect sources
- By acknowledging the work of others, you are not committing plagiarism
- It adds value and shows better understanding of your work which improves the quality of your assignments
- Referencing and citation is one of the marking criteria which will be considered towards your total grade

Where do you reference?
You always reference at the end of your document/piece of work.

Should you always create a reference list for your assignments?
Yes, you need to create a reference list for all types of assignments you are submitting to the College.

What should you include in your reference list?
You should include all the sources (books, articles, thesis, website, magazine, diagrams, tables, figures) that you have cited in your document/piece of work. The reference list should be always in alphabetical order (see an example below). If you are referencing a number of sources by the same author, list them chronologically by the year of publication with the earliest work first.

What is a bibliography list?
A bibliography list is different from a reference list. The bibliography list includes all the sources that you have read as part of your search for an essay, assignment, report or presentation. The reference list includes all the direct quotes and paraphrasing that appears in your work.

Which reference style should you use?
The College only accepts the Harvard Referencing System.

Is the reference style for each source the same?
No, the style for each referenced source will vary i.e. book vs article or website. See the below examples and please visit the following website for further information
https://www.mendeley.com/guides/harvard-citation-guide

Workshop
Students will attend a compulsory workshop on "Referencing & Avoiding Plagiarism" delivered by the Programme Coordinator or Academic Director.

Examples of referencing sources:

Book with 1 author
Wooley, R. (2018) *Understanding inclusion: Core concepts, policy and practice.* Abingdon: Sage.

Book with 2 authors and edition
Chon, K.S. and Yu, L. (2012) *The international hospitality business: Management and operations.* London: Routledge.

Vance, C.M. and Paik, Y. (2014) *Managing global workforce: Challenges and opportunities in international human resource management.* 2nd ed. Abingdon: Routledge.

Book with 3 authors
Steers, R.M., Nardon, L. and Sanchez-Rundel, C.J. (2018) *Management across cultures. Developing global competencies.* Cambridge: Cambridge University Press.

Book chapter
Jackson, S. and Joshi, A. (2011) 'Work team diversity'. In: S. Zedeck, ed. *APA handbook of industrial and organizational psychology:* Volume II. Washington, DC: American Psychological Association.

Journal article with 2 authors
Kosar, L. and Lazovic, M. (2013) Learning of foreign languages at colleges of hotel management in the context of knowledge application in practice. *Quaestus Multidisciplinary Journal,* 1(2), pp. 85–97.

Website online source
World Travel and Tourism Council, 2019. Travel and tourism: Economic impact, country analysis and country data. London: WTTC. [Online]. Available at: https://www.wttc.org/economic-impact/country-analysis/country-data/ [Accessed 15 January 2020]

You are advised to visit the following website for further referencing examples from different sources at: https://www.mendeley.com/guides/harvard-citation-guide

Referencing examples within a text:
According to WTTC (2018) in the United Kingdom in 2017 travel and tourism directly supported 1,716,500 jobs (4.9% of total employment).

As Bridge (2018) has outlined an estimated 442,000 EU migrants work in hotels and restaurants, accounting for 12% of the sector's total workforce.

Reference list or References
Chen, R.X., Cheung, C. and Law, R. (2012) A review of the literature on culture in hotel management research: What is the future? *International Journal of Hospitality Management,* 31(1), pp. 52–65.

Cousins, J., Foskett, D., Graham, D., Hollier, A. (2019) *Food and beverage management*. 5th ed. Oxford: Goodfellow Publishers.

Daskalaki, E. (2016) *Communication across cultures? An intercultural approach to customer service in the hotel industry: A study with globally branded hotels in the United Kingdom.* PhD thesis, University of Glasgow, Glasgow.

Daskalaki, E. (2019) *Diversity and intercultural affairs in the hotel industry in the United Kingdom*. Paper presented at the 2nd CIM Academic Conference, Re-inventing Tourism. Limassol, Cyprus, 4 April.

Durbarry, R. (2017) *Research methods for tourism students*. Abingdon: Routledge.

Enz, C., Peiro-Signes, A. and Segarra-Ona, M. (2014) How fast do new hotels ramp up performance? *Cornell Hospitality Quarterly,* 55(2), pp. 141-151.

Madera, J.M., Neal, J.A. and Dawson, M. (2011) Strategies for diversity training: Focusing on empathy in the workplace. *Journal of Hospitality and Tourism Research,* 35(4), pp. 469-487.

Salvioni, D.M. (2016) Hotel chains and the sharing economy in global tourism. *Symphonya. Emerging Issues in Management,* 1, pp. 31-44.

Steers, R.M., Nardon, L. and Sanchez-Rundel, C.J. (2018) *Management across cultures. Developing global competencies*. Cambridge: Cambridge University Press.

Examinations and Course Requirements

The purpose of assessment is to measure students' learning, skills, and understanding. Assessment enables students to demonstrate that they have fulfilled the objectives of their course and achieved the required standard. Assessment also helps students to reflect on their learning, and to recognise and enhance their achievements. All assessments are submitted in the English language, unless the course examination paper and/or coursework requires another language.

- The assessment method, criteria and the marking scheme are based on the course's learning outcomes and reflect the appropriate credit level.
- The operation of a programme of study is subject to regular and continuous scrutiny in order to ensure academic standards are maintained.
- Every course establishes transparent procedures to ensure that no student or group of students are disadvantaged by the nature of the assessment task or the marking system used.
- Programme or course regulations may state minimum attendance requirements which students will be required to meet. Minimum attendance requirements will be recorded in course specifications.
- Assessment will take place during the semester. At or near the start of each course the Programme Coordinator and academic faculty must ensure that students are informed of the requirements and assessment criteria and percentage weighting for each element of assessment.
- If the assessment of a course consists of more than one element (e.g., formal examination and coursework) the overall course mark is calculated as a weighted average of the marks for all the elements.
- The Programme Coordinator will ensure that the dates for examinations and submission of coursework are recorded in the college's student record system and ensure that the academic faculty inform all students.

Students must:

a)   make themselves aware of these dates that are published via Moodle; and

b)   submit work for assessment and attend examinations on the dates required.

Submission of coursework

● Students must submit assessments electronically, unless the type of assessment makes it impossible to do so. The relevant course syllabus will inform students of the format that they are expected to use. It is a student's responsibility to make sure that they have back-up copies of all college work submitted. Failure of IT equipment will not be accepted by the college as a reason for not submitting and/or incomplete submission of an assessment or as an extenuating circumstance

● The electronic receipt is the only acceptable evidence of submission.

Late submission of coursework

● A student who is unable to submit a written coursework assignment by the required deadline may submit up to one week (7 days) late without penalty in agreement with the lecturer and Programme Coordinator.

● Coursework submitted more than one week after the required submission date, will be marked by the lecturer and will have their marks deducted by 15%.

● Work submitted one month after the published deadline date will receive a mark of 0% resulting in a fail grade.

● Resubmission of coursework and forms of assessment such as group work, presentations and midterm tests are not covered by this regulation and must be completed on time.

● Students who are unable to submit course work by the required deadline, must notify their lecturer before the submission date. Only if a student's request is accepted, can the work be submitted late.

Students who have learning or physical difficulties/disabilities may be allowed to submit their course work up to two weeks (ten working days) after the deadline, depending on the learning support required, and the mark will not be capped. The Student Welfare Office will inform the Programme Coordinator and the relevant lecturers. Those students who do not submit within two weeks (ten working days) will be awarded 0% (zero).

Examinations procedures

Rules for examination candidates

Examination rules are given when the final examination timetable is announced one month prior to the examination period. Students must make sure they are familiar with the examination rules. These rules apply to all examinations. If a student breaks the

rules, they will be penalised and may fail the examination. If there are any questions or clarification needed regarding the rules, please ask the invigilator.

Before the examination
- Students may enter the examination room only when permitted by the invigilator.
- Students must switch off mobile phones, smart watches and other electronic devices or other items which may distract other students. These items must be placed in the student's bag or coat, or placed face down on the invigilator's desk at the front of the examination room for the duration of the examination.

Students must:
- put coats and bags at the front or back of the room as instructed by the invigilator and not by their examination desk;
- give to the invigilator any papers which may have been brought into the examination room;
- go to the seat as instructed by the invigilator and remain silent;
- switch off any mobile devices and place either in their bag/coat or on the invigilator's desk face down
- have approval from the Programme Coordinator to use a dictionary or for learning difficulties any other aid which represents reasonable adjustment for an additional need.

During the examination
The student's identity card and college student card must be placed on the desk for inspection by the invigilator.

The only other items allowed are:
- a small selection of pens: black or blue;
- any other item (e.g., a calculator, data tables, case study) that is only permitted by the examination instruction;
- any items approved for use by a student with additional requirements.

Students may be allowed to leave the room after 45 minutes, in which case they must:
- ask the permission of the invigilator to leave;
- leave the examination room quickly and quietly so as not to disturb other students;
- not remove any examination papers or scripts from the examination room.

Students should comply with the instructions on the examination paper.
Where a student attempts more questions than required by the examination instructions, all answers will be marked and the final mark determined from the best combination of marks that satisfies the examination instructions.

At the end of the examination

- Ten minutes before the end of the examination the invigilator will inform students of the time left.
- At the end of the examination time, students will be told to stop writing.

Late arrival

- A student who arrives after the scheduled start time for an examination but within the first 30 minutes, will be allowed to enter the examination room and to sit the examination. Students who arrive more than 30 minutes after the start of the examination will not be allowed to sit the examination.
- No additional time will be allowed at the end of the examination to make up for the late arrival.

Use of aids in examinations

Calculators

Where the use of calculators is allowed in examinations, students should be aware that:

- the calculator is the responsibility of the student;
- calculator cases, instruction leaflets and other materials are not allowed in the examination room;
- calculators are not shared between students during an examination for any reason. The invigilator may provide a replacement calculator if available, but the College is under no obligation to provide calculators for use in an examination;
- mobile phones, smart technology such as smartwatches, PDA device or other multimedia devices are not permitted to be used as a calculator in an examination.

Dictionaries

Students whose first language is not English, or who have been identified as needing additional educational support by the Student Welfare Office, may use a dictionary in an examination, subject to the agreement of the Programme Coordinator, except where the purpose of the assessment is to test proficiency in a language.

- If the use of a dictionary has been agreed, it must be paper-based unless there is an approved additional educational need.
- Subject specific dictionaries are not allowed.
- Students must provide their own dictionaries.

Alternative assessment arrangements for disabled students

- Alternative assessment arrangements and methods may be made for students on an individual basis to balance any restrictions imposed by a disability (including students with mental health difficulties, dyslexia and medical conditions) provided

this does not compromise the validity of the assessment methods. Any alternative assessment method should be capable of assessing the same learning outcomes by alternative means.
- Whilst these regulations describe specific procedures to be followed for the identification, assessment and academic implications of any alternative arrangement, some flexibility is needed in their implementation in order to optimise the appropriateness of what can be provided by the college.

Style of Examination
All examinations should fall within one of the following modes:
- Unseen Paper
- Seen paper
- Open Book

Format of Papers
- All examination papers will have the following format:
  o The course code and title
  o The module lecturer's name
  o The date and time of the examination with the duration of the examination.
  o The total number of questions or exercises available on the paper.
  o The paper should give clear instructions as to what is required of the student in the examination.
  o Marks per question and total marks per section.
  o After the final question, the words "End of paper" will be written.
- The examination paper will be marked out of a total 100 marks.

Faculty-Student Communication Policy

Academia College believes the professional relationship between a student and lecturer is a central part of the student's educational experience at the College. This policy outlines the College's position on relationships between lecturers and students at Akademia College. It is intended to ensure that the lecturer-student relationship is one that is founded on mutual trust and confidence.

It is vital that the lecturer-student relationship is one of trust and confidence in order that students can benefit from the learning experience. That is the reason that at Akademia College we invest in face-to-face contact and small group teaching.

Face-to-face contact: Face-to-face contact remains the primary method of establishing a relationship of communication with our students, and of enabling the exchange of information in both directions.

Small Group Teaching: Small Group Teaching is advantageous where the teaching situation in which dialogue and collaboration within the group are integral to learning.

The lecturer is still key to this learning. The lecturer's role is to facilitate rather than to direct, to coordinate as much as to communicate, to inspire rather than to inform.

In order to maintain a professional relationship between students and lecturers there are some responsibilities for all the parties involved.

Responsibilities of Lecturers

Lecturers are expected to:
- treat all students with equality.
- ensure individual performance of good communication practice is in line with this policy.
- gather relevant and required information in order to be effective in your role and supportive of the strategic direction of the Akademia College.
- take responsibility for communicating with stakeholders and keep them informed by using open channels of two-way communication.
- consider the need to communicate and ensure this happens in all work undertaken.
- take responsibility for communicating to the Director's Office about activity, news and successes.
- continually measure and evaluate communication to review success and achievement of the College's aims and objectives.
- act as ambassadors of Akademia College.

Responsibilities of Students

Akademia College regards its students as partners. A good foundation for this partnership is effective communication; in this case that means a shared responsibility in creating and continuing effective discourse and exchange of information.

Students are expected to:
- Participate actively in their learning.
- Communicate using their own words or by referencing the work of others.
- Understand and actively use communication tools and processes that are designed to improve and support the student experience.
- Respond to communications from the Akademia College or representatives of the College in a timely manner.
- Actively participate in formal and informal feedback processes that provide the College with an insight into how it might improve its service and infrastructure for students.
- Take an active role in student representation opportunities.
- Inform the Akademia College at the earliest opportunity of concerns or issues that have an effect on your ability to study.

GDPR Policy

Academia College is the data controller in relation to the processing activities described below. This means that the College decides why and how your personal information is processed.

What information do we collect?

Information that you give to us:

- By registering with the College, we create a file in your name. In this file we add the information you give us when you register.
- We hold general information about you, such as your name, address, modules and qualifications studied and fee payments, as well as examinations, assessments and course data and results.

You may give us information about 'special categories' of data, including your racial or ethnic origin, religious beliefs, physical or mental health and any criminal convictions.

Information that we automatically collect:

- Information about you (cookies) are automatically collected when you enter the college's network. Without this information, connection to the network is not possible, mainly for better service and security.

Information we receive from third parties:

- We may contact local authorities in order to determine your student visa or resident status in Cyprus or to help you in visa procedures.
- We may also contact another organisation or educational institution to confirm your qualifications or ask you to contact organisations and/or individuals to submit specific data and/or to certify information you have submitted.

How do we process your personal data?

- We collect and process a wide range of personal data in order to deliver our services and to support you, effectively manage our operations and meet our legal responsibilities.
- We use your 'special categories' of data for activities including: monitoring equal opportunities, identifying if you need support (in combination with other learning analytics data), informing academic research, providing you with relevant opportunities, and ensuring that the views of students with specific protected characteristics are represented. Information about any disabilities and special requirements you have will also be used to inform the provision of reasonable adjustments and other provisions for your study.
- You may submit additional 'special category' information to us, e.g., medical proof for funding, information about your religion concerning special circumstances needed for an examination, or information relevant to an enquiry or complaint. We only use this information for the purpose for which it was provided.

- We only process the personal data you provide us when we have a legitimate reason to do so such as:
  - Consent has been given by you
  - It is in the context of fulfilling a contract we have with you
  - Compliance with a legal obligation is enforced by the college
  - It is essential to protect your vital interest (humanitarian purposes e.g., medical emergencies, disaster response)
  - It is part of a task performed in the public interest or in the exercise of public authority by the college
  - It is part of the College's legitimate interest
- We undertake to achieve a fair and equitable treatment of your personal data, subject to the provisions of the General Data Protection Regulations (2016/679) and any amendments thereto by applying good practices for the protection of your personal data. Security in maintaining your personal information is a basic principle and any transfer within the college aims to support learning, research and the provision of quality higher education to you.

Students' use of personal data
- Students are not usually expected to collect or use personal data as part of their studies in Academia College, but if you need to, you must get the agreement of your lecturer or supervisor that the processing is necessary, e.g., for your assignments or projects. You must also immediately tell our Student Welfare Officer
- If you do need to process personal data, the College will be the data controller for these actions as long as you have followed the advice above. Otherwise, you will be the data controller for the personal data you process, and be fully responsible for it.

Your rights
The General Data Protection Regulation recognizes certain rights as the subject of personal data. The Regulation aims at strengthening the fundamental rights and freedoms of natural persons, in particular the protection of personal data and their free movement. For the exercise of any right, please contact us using the details at the end of this section.

Your rights are as follows:
- Right to be informed: You are entitled to be informed about the processing of your personal data, the reasons that it is collected, processed and by whom, and with whom we share your personal data. You are also entitled to receive copies of documents relevant to you.
- Right of access: You are entitled to request and obtain a copy of any information held about you by submitting a request for this purpose.

- Right to rectification: You are entitled to correct inaccurate or incorrect information as well as to fill in incomplete data concerning you.
- Right to erasure: You are entitled, when you no longer wish to process and maintain your personal data, to request their deletion, provided that the data is not respected for a particular legitimate and stated purpose.
- Right to restrict processing: You are entitled to request the controller to restrict the processing when the accuracy of the data is contested or illegal or the data controller no longer requires personal data for processing purposes or when the controller is about to delete them and you have reasons not to want it.
- Right to data portability: You are entitled to receive data for further private use as well as to transfer personal data from one controller to another. You can ask the controller to receive your data in a commonly recognizable format, as well as direct transmission of the data to another controller, if technically possible.
- Right to object: You are entitled to oppose, at any time for personal reasons, the processing of personal data. In addition, when your personal data is being processed for purposes of direct marketing (including profiling), you are entitled to oppose such processing.
- Rights in relation to automated decision making and profiling: You are entitled to oppose decisions based on automated processing of personal data. You can ask for decisions to be made by natural persons and not just by computers.
- If you are concerned about the way we have processed your personal information, you can complain either to the administration officer of the Academia College or to the Commissioner for Personal Data Protection.

Contacts
Data Protection at Academia College
Eleftheria Avenue 116,
Deryneia 5380
PO Box 36118, Deryneia 5386
CYPRUS
info@akc.ac.cy
(+357) 23010023

Office of the Commissioner for Personal Data Protection
Iasonos 1. 1082 Nicosia
T.G. 23378 | 1682 Nicosia
Tel. +357 22818456
Fax: +357 22304565
E-mail: commissioner@dataprotection.gov.cy

Health and Safety

As a student of the College, you share responsibility for the safety of yourself and others. You must be aware of and follow all the regulations and safety codes necessary for a safe learning environment. Please help to keep it safe by reporting any incidents, accidents or unsafe situations to a member of the College staff as soon as possible.

In case of an emergency for police/fire/emergency please call 112 and follow evacuation procedures and assemble at the designated meeting point. Please see Fire Emergency Procedures in the college premises.

Quality Assurance Policy

ACC Akademia College Quality Assurance Policy (QAP) (a) is based on the standards and guidelines of the Cyprus Agency of Quality Assurance and Accreditation in Higher Education and (b) forms the basis for implementation of the college's mission.

Both internal and external stakeholders form an integral part of development, revision, and implementation of the QAP participate and cooperate in the development and implementation of the Policy.

ACC Akademia College Quality Assurance Policy is published on the college's website: https://www.akc.ac.cy/about-us/information/quality-assurance-accreditation

Internal Quality Committee

Akademia College has set up an Internal Quality Committee, which will carry out continuous audits to ensure the quality and transparency of the College.

The role of the Internal Quality Committee is to coordinate the preparation and submission of specific self-evaluation reports for external audit purposes. The Committee will meet regularly and invite representatives from various departments of the College, to inform and exchange views on how to improve the services offered.

The structure of the committee is formed according to the article 13 of The Quality Assurance and Accreditation in Higher Education and the Establishment and Operation of an Agency on Related Matters Laws, 2015 and 2016.

Intellectual Property

Copyright and Intellectual Property Policy

ACC Akademia College is committed to upholding the rights of authors and creators of original material while ensuring compliance with copyright laws. This policy applies to all members of the college community, including academic staff, administration staff, and students. It outlines guidelines for copyright protection, intellectual property ownership, and the responsibilities of the Academic Committee and Internal Quality Committee.

Photocopying and Scanning

Copying for the purposes of private study or research for a non-commercial purpose, may be done without having to ask the permission of the copyright holder. However, the following rules apply:

- stay within the limits of so-called safe copying i.e. one article from any one issue of a journal/one chapter or 5% from a published work;
- only make single copies as multiple copies require a copying licence;
- digital copies must not be placed on a network. This requires permission or a licence;
- all copies should be acknowledged except where this is impractical.

Works in electronic form

- Downloading or printing material for the purpose of private study or research for a non-commercial purpose, you can do without having to ask the permission of the copyright holder;
- When copying from web pages you must carefully observe the copyright statements in their Terms of Use section and follow any specific copyright notices attached to individual items;
- Copying for research for a commercial purpose is illegal unless explicit permission is given on the website in question;
- The contractual conditions of that database should be used when using material from a subscription database;

Intellectual Property Rights

Copyright Rights of Employees

- Creations, patents, files, and documentation made by employees during their employment belong to ACC Akademia College.
- Scholarly contributions created by employees in their own time and at their own expense belong exclusively to the employees.

Copyright Rights of Students

- Students retain copyright for their work or research, unless it falls within their role as college employees or work performed for a grant or practicum.
- Students must maintain confidentiality when accessing confidential information on college premises.

Disciplinary Procedures & Rights

The purpose of the procedure is to regulate student behaviour in order to provide safety and security for College students and staff and to ensure the proper working of the College in the broadest sense.

- The procedure seeks to ensure that student disciplinary matters are dealt with fairly and promptly at the appropriate level by those with clear authority from the College.

The procedures apply to persons who are subject to the discipline of the College as set in the Internal Regulations.

- This procedure applies to all students from the point that the College confirms their acceptance of an offer of a place on a programme at the College. The procedure applies at all times and is not restricted to conduct during term time, on College premises, or in respect of College or College-related activities.

- All members of the College have a responsibility to support the maintenance of good order and a safe environment which is favourable to study, research, living and working. Members of staff are encouraged to address minor cases, such as general or low level anti-social behaviour, through early intervention, positively supporting students to develop their understanding of what constitutes acceptable behaviour before circumstances escalate towards disciplinary action.

- Where appropriate, the College reserves the right to refer to a concern raised under this procedure for consideration either separately or simultaneously under any other relevant College regulation or procedure at any time.

- In exceptional cases the College reserves the right at any stage of this procedure to vary the process it follows in the interests of fairness and/or health and safety.

- If a student's conduct may be in breach of the law, the College may at its discretion refer the matter to the police and/or other suitable authorities. In addition, where a police or other external investigation or criminal proceedings have been or may be initiated in relation to an alleged act of misconduct, the College may suspend its review of the matter under this or any other Regulation until such investigation and/or proceedings have been resolved. The College's review of a matter under this procedure may be resumed at any stage should the College consider it to be appropriate in the circumstances.

- Misconduct is defined as improper interference with the proper functioning or activities of the College, or of those who work or study in the College; or action which otherwise damages the College.

- Misconduct shall be assumed to fall under the jurisdiction of the College's internal disciplinary procedures where it meets one or more of the following criteria:
  (a) It is a breach of the College's own rules and regulations, policies and procedures.
  (b) It occurs on College premises.
  (c) It endangers or is harmful to other members of, or visitors to, the College.
  (d) It endangers or damages the good name and reputation of the College.

Violations of College regulations are reported directly to the Student Welfare Services. The Student Welfare Services reports the case to the Director of Administration & Finance and the Disciplinary Committee for further action. The Disciplinary Committee considers any problem related to the student discipline. Students who violate regulations of the college might be subjected to penalties for the student ranging from reprimand to suspension and dismissal.

Disciplinary action during the exams

- It is an academic offence to bring into the examination room any material related to the subject being examined.
- It is an academic offence to communicate or try to communicate with any other student, in any way during the examination session.
- It is an academic offence to present one's work as your own

Students who are found to have committed any of the above offences will be asked to leave the examination room and their case will be brought in front of the Disciplinary Committee.

The Disciplinary Committee has the right to allow the student to be re-examined (if it is a first offence) or to award the student with a grade F for the course if he has committed the offence (if this offence has been repeated in the past).

The date for the re-examination will be determined by the Academic Office.

Some other Disciplinary offences are:

- Cheating during exams
- Stealing examination papers
- Forgery of academic records
- Destroying college assets

A student who has been suspended, is not allowed to register in any programme of study at the college before his/her application is re-examined by the Academic Committee.

Complaints procedures

If you are unhappy with aspects of your College experience, we want to hear about it, so please talk to your Programme Coordinator or Student Welfare Service if they haven't delivered what you expected. We aim to resolve issues quickly and informally; however, if this isn't possible and you want to make a formal complaint, you can make a formal complaint.

Akademia College is committed to providing the highest quality service to all students. However, the College recognises that students may sometimes be dissatisfied and to improve the student experience we welcome feedback.

If you have a complaint about a College matter, we would encourage you to let us know as soon as possible so that we can work with you to resolve it quickly and make improvements for you and other students.

Student Grievance Procedures
Introduction
It is recognised that grievances can arise when a student is unhappy about their personal situation regarding their course, or in their dealings with other students or

with staff, and that a speedy resolution of such grievances is in the interests of all concerned.

The College adopts various procedures that aim to anticipate and to rapidly resolve any grievances, without recourse to formal proceedings wherever possible. It applies to all students of the College.

Informal procedure

In case of a grievance, before invoking the formal procedure every effort is made to resolve the issue informally by raising concerns with the person(s) involved. If this does not lead to a satisfactory outcome, the student may opt to invoke the formal grievance procedure.

If the grievance has been resolved informally, no record will be kept on file unless both parties wish to have a note of what has been agreed.

Formal procedure

A student may proceed from one stage of the procedure to the next only within the time scales detailed in each stage. If, other than by mutual agreement, the time allowed for any stage has elapsed and no decision has been taken to proceed to the next stage, then the matter is closed.

Stage 1

If the matter has not been resolved informally, the student should arrange to see the Student Welfare Services administration services who will establish the nature of the grievance. The Student Services adviser will make a written record of the grievance, to be signed by the student to confirm that this is an accurate representation. The document will be passed to the Students Welfare Services for action.

Stage 2

If the student's grievance is against another student the grievance must be submitted in writing within 2 working days to the Student Welfare Services. The Student Welfare Services will send a letter of acknowledgement within 5 working days and conduct an investigation.

Following investigation, written notification of the outcome will be given within 10 working days of the grievance being notified. The written notification will include reasons for the outcome, the student's right of appeal and an explanation of the appeal procedure.

If the grievance is against a member of staff, it will be referred immediately to the Director/Principal who will investigate the matter further. In case the Director/Principal decides the grievance should be further investigated, he authorises an ad hoc committee to do so. The ad hoc committee can decide to refer to the Internal Quality Committee for further action.

Appeals

If the student wishes to appeal against the outcome of the grievance the student should do so in writing within 10 working days of the decision being notified.

The outcome of the appeal will be notified to the student in writing within a further 5 working days.

It is the student's right to seek advice from outside the College at any stage of the proceedings.

Monitoring

The conduct of investigations and responses to grievances will be monitored by the Student Welfare Services.

Institution's Charter

<u>ACC Akademia College Charter</u>

The following outlines the standards of service you can expect from the ACC Akademia College Charter, and what the College expects of you

- The college will ensure that appropriate information, advice and support is provided to all. This will include information on:
  - Courses and qualifications available to help you make a choice that meets your needs. The College will respond promptly and efficiently to all requests for information on courses.
  - Charges and fees
  - Support services available
  - Opportunities for progression to other courses or career opportunities
- The college will respond to your application, and will invite you to an interview as soon as possible if your course requires one
- The college reserves the right to cancel a course or amend course delivery

Safeguarding: The College is committed to ensuring that all within the College community are safe.

On Your Course: The college will ensure that you have:
- An introduction to the college and your programme of study
- An appropriate safe and secure learning environment
- The highest quality learning experiences and opportunities
- Assessment standards and practices that meet the levels set by the external validating body
- Your work assessed/marked within, whenever possible, 15 working days unless an awarding body indicates a shorter or greater length of time within their own regulations
- Tutor support and action planning to set and achieve your learning goals
- An individual learning plan where appropriate
- Regular and constructive advice and feedback on your performance
- A right to appeal against assessment decisions
- Appropriate resources
- Careers advice and education
- Personal development opportunities
- The best possible opportunity to succeed

Support for Students: The college will make available to you:
- Advice on access to additional support if you have a learning difficulty or disability
- Information about transport, accommodation and possible financial assistance whilst studying

- The college counselling service to assist with personal problems
- Access to organisations that provide advice on health, housing, benefits, finance, careers and other support services
- Opportunities to learn more about staying healthy, safe and contributing to society

Students' Responsibilities: As a student you have to:
- Carry your student card whilst on the premises.
- Wear appropriate clothing including College excursions
- Show the highest standards of behaviour (unacceptable behaviour may result in disciplinary action).
- Treat fellow students, college staff and visitors with respect and courtesy and to not give offence to others by language or actions
- Fully participate in your learning
- Contribute to a cohesive college community
- Attend your classes regularly and punctually
- Work hard at your studies and complete assignments on time
- Support the Students Union and the class representative system
- Follow college policies and procedures.
- Treat the college's buildings and equipment with respect
- No smoking (except in the permitted areas)
- Turn off mobile phones and other personal electronic equipment in class
- Observe college and, if on work placement, employer health and safety regulations
- Ensure you maintain an effective balance in your college, social and work responsibilities
- Bring any concerns you have immediately to the attention of an appropriate person

Relationships with Employers:
- The college will ensure representation of employers in the college organisation
- Progress reports, where appropriate, will be provided to employers who send their employees on college courses
- Employers providing work placements can expect:
  - A clear statement of intended learning outcomes for the student on placement
  - Guidance on the respective responsibilities of college and employer
  - Well prepared students

The College's Performance: The college is committed to monitoring and continuously improving its standards of performance. It will:
- Seek regular feedback on the views of students, staff and employers and act appropriately on identified issues

- Encourage compliments, comments, suggestions and complaints, and will respond within 15 working days following receipt of any complaint or suggestion
- Publish its standards of performance in an annual report

You are encouraged to raise any concerns about your studies, course or the college with tutors, class representatives, student advisers, programme coordinators or Academic Director.

Equality and Diversity Opportunities: The College is committed to promoting Equality and Diversity and regularly reviews at all levels aspects of its operations to ensure that potential and existing students are not disadvantaged.

College Facilities

Akademia College is situated in Deryneia, next to the main and most popular tourist areas in Cyprus.

The college is located in a ground floor building offering easy access as well as a clean, safe and comfortable environment for students and staff.

Library

The Library is located on the ground floor of the college building situated in a quiet area, designed to provide students with a comfortable and well-equipped site, able to meet their academic requirements as well as the professional needs of the personnel. The library includes a large amount of curricular and co-curricular materials such as books, journals, magazines, tapes and CDs. The Library is designed to provide a seating capacity of approximately 6 seats. It provides internet connection, as well as a photocopier and a scanner.

The library is open 6 days a week and the hours of operation are Monday to Friday from 9:00 am to 7:00 pm and on Saturday from 9:00 am to 2:00 pm.

The Library has 4 computers to be used by the librarian and students for accessing the College online library catalogue (KOHA – library.akc.ac.cy) and online books and journal databases (DOAJ, DOAB, University of Cyprus Library, Cyprus University of Technology Library, Collective Catalogue of Cypriot Libraries, Google Scholar). The College is a member of the Institute of Hospitality in the UK and our faculty and all students have access to their online library database, EBSCO and other resources.

The librarian together with the administration staff, provide guidance and support to the students. Currently the College is updating the textbooks and journals to the latest editions. The book section covers a variety of areas such as hospitality, business, computer science, accounting, humanities, social sciences and literature.

The College is a member of the Cyprus Association of Librarian and Information Scientists, who are supporting and assisting with the development of our learning resources. Additionally, our library is a member of the University of Cyprus Library allowing our students and faculty access to their learning resources.

IT Facilities

IT facilities offer a computer laboratory on the ground floor which is available to students, from Monday to Friday, in order to provide them with full assistance on their course and for completion of any course work required. The computers have the latest Oracle Hospitality Suite 8 installed for the teaching of relevant course and student training.

Students at Akademia College have their own college e-mail accounts and have online access to all course materials through G Suite for Education platform provided by Google and also Moodle for access to all learning materials, academic support and communication. Students may bring their own laptop to the College to connect to the Wi-Fi network. The computer network is constantly being monitored and upgraded to offer modern computing facilities for up-to-date software applications, as well as others covering as many aspects of the college as possible.

Teaching Facilities

The College teaching staff employs a range of facilities designed to include the latest ICT facilities. Teaching rooms are equipped with projectors, interactive whiteboards and other infrastructure.

Lecture Rooms

All lecture rooms of the college are not only equipped with white-boards and state-of-the-art technology such as projectors, but they are also heated and air-conditioned, establishing a comfortable atmosphere in order to ensure the best methods of education. The main lecture room has been acoustically enhanced to ensure a more harmonious learning environment for both lecturers and students.

Student Cafeteria

The cafeteria is on the ground floor at the main entrance and it is available to all students and staff for breakfast, a quick snack in between classes, lunch or just meeting, relaxing and socialising in an accommodating environment with a cup of coffee. It is equipped with coffee and vending machines. Students can also bring their own breakfast/lunch at the cafeteria if they wish. There are also supermarkets, bakeries and shops located near the college offering more choice.

Administration

Administration offices are located on the ground floor of the college building, comprising administration, library as well as offices equipped with all necessary and up-to-date IT facilities such as printers, scanners, personal computers etc.

Faculty Office

The faculty office is situated on the ground floor fully furnished, heated, air-conditioned and equipped with personal computers, whiteboards and projectors.

Parking Facilities

- The College provides approved parking for all students and staff at the rear of the building and with additional space a short walk away (100m).

- There is also provision for disabled parking and access to the building.
- Please park in a civilised and orderly way respecting all spaces provided.
- Avoid parking in traffic lanes or other restricted areas (i.e., access areas, fire points, pedestrian ways, etc.) that might cause potential hazards or other forms of damage.
- Avoid parking in disability spaces, unless you are a holder of the appropriate permit.
- Avoid parking on pavements or other municipal areas that might cause potential public hazards or other damage.
- Parking areas are usually unattended, therefore, parking in all designated areas is at your own risk.
- The College bears no responsibility for any accidents or damages that may occur in any of the parking facilities.

Accommodation

ACC Akademia College can facilitate the students in order to find their own private accommodation should they wish, by providing assistance with local real estate companies.

Sports Centre

Akademia College is able to arrange for the provision of work out facilities for the students in cooperation with local sport gyms very close to the main college building. The college also has a collaboration agreement with Anagennisi Athletic Club for students to use their facilities which include football and volleyball fields and billiard tables. Please contact the Student Welfare Office for more information.

College Committees

Academic Committee

The Academic Committee is responsible for all academic matters and more specifically:
- Entry Requirements
- Programmes and curriculum
- Teaching methods
- Regulations and exams procedure
- Promotion and graduation requirements
- Review of teaching material
- Academic calendar
- Academic issues

The Academic Committee meets six times every academic year and ad hoc when necessary. The composition of the Academic Committee is as follows:

- Academic Director (Chairperson)
- Coordinator of the Hotel Administration Programme
- Admissions and Registrar Officer
- One Teaching Staff Representative
- One Student Representative

Administrative Committee

The Administrative Committee deals with administrative issues of the faculty and makes recommendations on issues related to the College's policy on the following issues:
- Student associations
- Financial Management Issues
- Library operation
- Lecture room and terms of use
- Student welfare/accommodation
- Student safety
- Other relevant matters

The Administrative Committee meets regularly at least four times a year and ad hoc when necessary. The composition of the Administrative Committee is as follows
- Director of Administration and Finance (Chairperson)
- Admissions and Registrar
- Heads of Administration and Accounts
- Student Welfare officer
- IT officer
- Librarian

Disciplinary Committee

The Disciplinary Committee is responsible for all matters relating to discipline and the proper functioning in College. Specifically, the Disciplinary Committee deals with disciplinary problems and misconduct of the students and staff, which are brought to the committee by the Program Coordinator/Academic Director, and the Director of Administration and Finance.

The Disciplinary Committee meets when necessary and in cases of student misconduct. The composition of the Disciplinary Committee is as follows:
- Program Coordinator/Academic Director (Chairperson)
- Director of Administration and Finance
- One Teaching Staff Representative
- One representative of Student Welfare Services
- One Student Representative

Internal Quality Committee

The Internal Quality Committee is responsible for the implementation of the standards and for ensuring the internal quality according to article 12 of the Law 136 (I) 2015.

The Internal Quality Committee coordinates the preparation of the specific self-assessment reports in relation to the external evaluations of the College in accordance with the standards applicable to these reports, which are defined and issued by the Agency on the basis of quality criteria and indicators provided for by Article 6 and in accordance with the provisions of Law 136 (I) 2015 on external evaluations. The Internal Assessment reports refer to the internal quality management mechanisms established by the College and to any improvements to those mechanisms introduced in the period following the submission of the previous Internal Evaluation Report. The College is responsible for submitting every three (3) years a General Internal Evaluation Report.

The Internal Quality Committee meets regularly at least two times a year and ad hoc when necessary. The composition of the Internal Evaluation Committee is as follows
- Program Coordinator/Academic Director (Chairperson)
- One Academic staff from the Hotel Programme
- Administration staff representative
- An external consultant specialising in issues of quality assurance
- One undergraduate Student Representative