

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM AND SUPPLEMENTARY INSPECTION NEW / ADDITIONAL PREMISES (Independent Higher Education)

INSTITUTION: AKTO (Art & Design)

ADDRESS: Plateia Centre
43 Tsimiski Street
2nd floor
546 23
Thessaloniki
Greece

HEAD OF INSTITUTION: Dr Stella Kyrimi

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 19–20 November 2025

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation, 25 June 2026

PART A – INTRODUCTION

1. Background to the institution

AKTO Art and Design School (AKTO/the Institution) is a privately owned institution based in Greece that offers undergraduate and postgraduate courses in art and design validated by Middlesex University in the United Kingdom (UK). The Institution also awards its own certificates for vocational training courses, short courses and flexible modes of study.

The inspection relates only to AKTO's higher education programmes that are validated by Middlesex University and delivered in person or in a blended format.

The Institution has two campuses, one in central Athens and one in central Thessaloniki. The Athens campus provides facilities across seven floors. The Thessaloniki campus occupies one floor of a commercial and office complex.

The Institution aims to foster an innovative and transformative student experience as the leading private art and design college in Greece with an international presence.

Overall governance is provided by a Board of Directors that includes the Chief Executive Officer (CEO). The CEO is supported by the Executive Academic Management Group, a quality assurance department and a Senior Leadership Team (SLT), all of whom report to the Board of Directors. Academic staff are managed by programme leaders, who report to the undergraduate and postgraduate co-ordinators.

AKTO was established in 1971 as a private provider of arts education in Greece by Dr and Mrs Velliou. The ownership of the Institution changed in March 2020 from the National Bank of Greece Investment Branch (NBGI). AKTO now operates as a Société Anonyme (SA) organisation, with five stakeholders forming the executive management council.

Since the previous inspection, the titles of programmes and awards for courses validated by Middlesex University have changed following revalidation.

The Master of Arts (MA) in Photography and Visual Language and the MA in Digital Design and Interactive Applications are no longer being offered. At the time of inspection, the MA in Fashion Brand Communication and Styling and the Bachelor of Arts (BA) in Game Design are being taught out.

In January 2024, the Thessaloniki campus relocated to its current city centre premises.

2. Brief description of the current provision

AKTO currently offers eight undergraduate and two postgraduate programmes validated by Middlesex University. The undergraduate degrees are BA Honours programmes in Graphic Design, Product Design, Interior Architecture, Animation, Fine Art, Photography with Video, Fashion Design, and Comics and Cartoon. The postgraduate programmes are MA degrees in Design and Fine Art. Most of AKTO's programmes offer specialisation pathways, as reflected in the degree qualification.

All programmes are taught and assessed in Greek. All undergraduate and postgraduate programmes are available in Athens, and most are also offered in Thessaloniki. Both campuses follow identical administrative and quality assurance procedures.

At the time of the inspection, 934 students were enrolled. The majority of students are female and are studying full time. The current capacity for the Athens campus is approximately 1,000 students and for the Thessaloniki campus approximately 130 students. All students are aged over 18 years, with the majority being over 21. Almost all students are from Greece. The few students who come from Cyprus are typically dual nationals and have family in Greece.

The Institution runs over a normal academic year starting each September. The majority of students enrol in September, with an additional intake in February.

The Institution's entry and enrolment criteria for each course are agreed with and approved by Middlesex University. Enrolment is based on previous learning and subject experience. Successful completion of high school is required for students enrolling on AKTO's programmes. This means that almost all students are aged 18 or older when they start.

3. Inspection process

The on-site inspection at the Thessaloniki campus was conducted over two days by a single inspector. The inspector held meetings with the CEO, the Chief Operating Officer, the Thessaloniki Campus Manager, the Quality Assurance Officer and other managers. Meetings were held with a group of students and with academic and administrative staff. Lessons were observed and the premises inspected, including a spot check of the Athens premises. A wide range of documentation was provided electronically for scrutiny. The Institution co-operated fully before, during and after the inspection.

4. Background to the supplementary inspection

Since the previous inspection, there has been a change of premises in Thessaloniki. As a result, a supplementary inspection was carried out to review the new premises in full.

5. Inspection history

Inspection type	Date
Full Accreditation	18–19 January 2005
Interim	17 May 2006
Re-accreditation	1–2 November 2010
Re-accreditation	28–29 April 2014
Interim	26 February 2016
Re-accreditation	31 October and 1 November 2018
Interim and Supplementary	30 November 2020
Re-accreditation	31 October & 2–3 November 2022

PART B – JUDGEMENTS AND EVIDENCE

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

1. Significant changes since the last inspection

Since the previous inspection, courses have undergone revalidation. As a result, there have been changes to the titles of programmes and awards for courses validated by Middlesex University. The revalidated programmes include changes and updates to the programme structure and content to ensure that courses continue to meet the needs of industry and students. A review of course handbooks, revalidation documents and assessments and discussions with academic staff and students confirm that the revalidated courses are fit for purpose, reflecting the contemporary nature of the art and design industries and the needs of employers.

Following revalidation, students can choose from a range of programme pathways that better reflect the content of the elective modules they select. For example, the MA in Design now offers four pathways to meet students' needs and career aspirations, including sustainability and product innovation, visual communication, urban vision and interior architecture, and digital spaces and interactive media. Each pathway has a clear course handbook that sets out the core and elective modules for each programme. This ensures that students are clear about what they will be studying and how they will be assessed on each pathway.

In January 2024, the Thessaloniki campus relocated to city centre premises, providing students with a more accessible location. The premises have been subject to an extensive renovation to provide staff and students with a modern, well-furnished and comfortable environment for study and work.

Since the previous inspection, the quality assurance department has been strengthened with the appointment of a new Quality Assurance Officer. A review of the Curricula Vitae (CVs) and discussions with managers confirm that the members of the quality assurance department are suitably experienced and qualified for their roles.

Managers have introduced academic co-ordinators who are allocated to student year groups. Co-ordinators are the main point of contact for students who may need additional academic or pastoral support. Discussions with staff and students confirm that co-ordinators are accessible, and students highly value their support and responsiveness in answering questions and queries.

2. Response to action points in last report

6.7 Leaders and managers must ensure that the performance of non-academic staff is monitored through a clearly documented and transparent appraisal system.

This action has not been met.

Leaders have designed an appropriate appraisal procedure that is clearly documented. The procedure makes use of a suitable appraisal template, which includes a self-assessment and manager assessment covering a range of relevant performance indicators. However, the appraisal process has yet to be implemented with non-academic staff.

3. Response to recommended areas for improvement in last report

The Institution's key strategic goals should be more widely communicated outside the Institution.

The recommendation has been met.

AKTO's mission, values and key strategic goals are communicated externally on the Institution's website and by managers' links with key industry representatives. This ensures external stakeholders understand AKTO's educational direction and key priorities.

It is recommended that the details of someone who can be contacted in the event of an emergency are obtained and suitably recorded for every student.

The recommendation has been met.

Managers use clear, reliable management information systems to record student information, including emergency contact details. This ensures staff can promptly retrieve essential information in the event of an emergency.

It is recommended that references are taken up for all staff.

The recommendation has been met.

Discussions with managers and staff and a review of staff files and documentation confirm that managers assess staff suitability. For example, academic staff are required to be formally registered with the Ministry of Education, which includes a criminal record background check. Managers also request references and recommendations for new staff and review examples of previous professional experience. These arrangements provide managers with helpful information to inform their recruitment and selection decisions.

Managers should consider making additional inside space available for students to socialise and consume food at the Athens campus.

The recommendation has been met.

Two rooms at the Athens campus have been repurposed and refurbished to serve as break-out spaces for students. An online tour of the rooms confirms that these are suitably furnished and equipped, providing students with a comfortable space in which to socialise and eat.

Managers should explore ways to gain higher response rates to online student satisfaction surveys.

The recommendation has been met.

Managers have explored initiatives to gain higher response rates to online student satisfaction surveys. For example, student orientation and induction events promote students' awareness of feedback surveys and their importance. During the feedback window, a communication campaign is implemented to raise the profile of surveys to encourage completion. Managers notify academic staff during the survey period to encourage them to dedicate class time so students can complete it in class.

Managers have also introduced academic co-ordinators who notify their student cohorts via e-mail and in person to encourage participation. These arrangements help raise the profile of online student satisfaction surveys and ensure that as many students as possible complete them.

4. Compliance with BAC accreditation requirements

4.1 Governance, Strategy and Financial Management (spot check)

The standards are judged to be:

☒ Met

☐ Partially Met

☐ Not Met

Comments

The Institution is effectively and responsibly governed. A review of organisational charts and the staff handbook and discussions with managers and staff confirm that AKTO has a very clear, well-defined, documented and communicated organisational structure

The Executive Academic Management Group is the senior committee with decision-making authority on academic matters. The group ensures that academic integrity is protected. The staff handbook clearly shows the link between governance and management.

Discussions with managers and staff confirm that business risks, including legal, financial, and academic risks, are regularly assessed, and that appropriate action is taken when needed to mitigate these.

A review of formal agreements with education organisations, such as Middlesex University, demonstrates that partnerships are formally defined and transparent.

The Institution has a clear strategy that sets out appropriate strategic goals, supported by relevant implementation strategies. Discussions with managers and staff and a review of meeting records confirm that managers have opportunities to inform staff of the strategy through the committee and meeting structure.

The Institution's strategy is communicated effectively internally in meetings and committees and externally on the Institution's website and by managers' key industry contacts. This ensures that both internal and external stakeholders understand AKTO's educational direction and key priorities.

Managers systematically review their own performance during the annual monitoring and engagement reporting process that is completed for each programme. This approach allows managers to assess and evaluate their overall performance effectively in relation to key strategic targets.

The Institution conducts its financial matters professionally, transparently and with appropriate probity, including through regular independent external audits.

4.2 General and Academic Management and Administration (spot check)

The standards are judged to be:

☐ Met ☒ Partially Met ☐ Not Met

Comments

The Institution is effectively managed. A review of organisational charts and job descriptions demonstrates that the Institution has a clearly defined and documented management structure that meets the Institution's needs. There are clear reporting lines at all levels on both, and between, campuses.

A review of committee meeting records shows that the Institution maintains an effective committee structure, with clear reporting lines that support informed management decision-making. Committees have appropriate terms of reference, meet regularly and maintain records of their discussions and actions.

Discussions with managers and a review of documentation confirm that appropriate arrangements are in place to monitor the accuracy and consistency of information provided internally and externally.

The Institution is administered effectively. Discussions with managers, staff and students confirm that the well-organised administrative support meets the Institution's needs. The administrative support available is well defined and documented in clear handbooks and policy documents.

A review of policy documents and discussions with staff show that policies and procedures are regularly reviewed and updated and are effectively disseminated across the Institution.

A review of timetables, discussions with staff and students and observations of teaching confirm that classes are scheduled in suitable rooms, such as classrooms, lecture theatres, art studios and computer suites. All teaching rooms are appropriately equipped with relevant design and illustration software.

Scrutiny of the Institution's online management information systems demonstrates that the Institution has comprehensive and secure student and staff records that are properly maintained and up to date. Students' emergency contact information is held electronically and is easily accessible if required.

A review of external examiner reports confirms that effective internal and external moderation arrangements are in place, ensuring the accuracy and validity of assessment outcomes.

Discussions with staff and students and a review of the Institution's online management information systems confirm that the Institution makes student records and transcripts available to its students in a timely manner. Students can make requests to view their records easily and efficiently using the Institution's innovative e-secretary, ensuring that the information they require is made available to them promptly.

The Institution employs and supports appropriately qualified and experienced staff. A review of CVs and meetings with managers and staff confirm that staff are suitably qualified and experienced for their roles and are effective in carrying these out. There are clear and appropriate job specifications for all staff. Academic staff have substantial industry experience, which ensures they can help students connect theory to practice effectively.

6.7 Managers have developed a clearly documented appraisal system, but it is not yet fully implemented to formally monitor and review the performance of all staff.

Academic management is effective. Scrutiny of revalidation documents and reports confirms the Institution has clear and effective procedures for the proposal, design and validation of programmes of study. Programme handbooks are comprehensive and clearly articulate the intended learning outcomes. This information ensures students clearly understand the course content and assessment methods.

The Institution takes care to recruit and enrol suitable students for its courses. Discussions with students and staff and a review of course information and student files confirm that the entry criteria for each programme are set at an appropriate level. Entry requirements are clearly communicated to prospective students on the Institution's website and in programme specifications and handbooks.

Discussions with managers and academic staff confirm that they are supported effectively to engage in relevant scholarly activities. A variety of academic staff development activities are available to support ongoing professional development, including training in online learning technologies.

A review of publicity materials, both printed and electronic, confirms they contain comprehensive, up-to-date and accurate descriptions of the Institution and its curriculum. This ensures that students can make informed decisions about those programmes that will best support their career development.

4.3 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

☒ Met ☐ Partially Met ☐ Not Met

Comments

Academic staff are effective in supporting student learning. Observations of teaching, discussions with students and staff, and a review of CVs confirm that academic staff have the required subject knowledge, pedagogical and communicative skills, and experience to teach the course content to the required level.

Academic staff have relevant, recent industry experience, which they use effectively to help students develop the practical design skills they need for progression and achievement.

Observations of teaching confirm that academic staff use an effective mix of group and individual activities to engage all students and support their learning. Real-world client projects help students connect theory with practice.

A review of resources held on the Institution's Virtual Learning Environment (VLE) shows the resources to be effective in supporting students to develop their independent learning skills.

Students and academic staff have access to appropriate learning and study materials, as well as other resources that support students' progress. For example, managers have recently invested in 3-D printing equipment, which helps architecture students to visualise their interior designs. Students at the Thessaloniki campus make use of good learning resources. They do not currently have access to professional photography equipment that would be useful to record their portfolio work.

Meetings with students and staff and a review of assessments and marked student work show that assessments are fair and appropriate for the level and nature of the courses. Students receive prompt, constructive feedback on their work, which helps them identify strengths and weaknesses and thus make improvements.

Observations of teaching confirm that academic staff use a wide range of teaching aids and learning resources effectively, including specialist design software and practical resources. This helps students develop their applied art and design skills. In addition to course-specific materials, students can access modern study spaces in the library to use online learning resources.

4.4 Student Support, Guidance and Progression (spot check)

The standards are judged to be:

☒ Met

☐ Partially Met

☐ Not Met

Comments

Students receive effective pastoral support that is appropriate to their age, background and circumstances. Discussions with staff and students confirm that the Institution employs appropriately qualified and experienced staff to support students' welfare needs.

Students benefit from access to a professional counselling centre, which provides effective mental health support and guidance. Academic co-ordinators provide constructive academic and pastoral support to students at each campus. In meetings, students confirmed that they feel well supported by staff and that their individual welfare needs are effectively addressed. Inspection findings confirm this view.

Discussions with staff and students confirm that dedicated technical staff provide students with the support they need to resolve technical issues. Students can contact academic and support staff by e-mail, and students confirm that they receive timely responses to their enquiries, including those made during out-of-office hours. Inspection findings confirm this view.

The Institution has implemented effective arrangements to protect students from the risks associated with radicalisation and extremism. A suitable policy, risk assessment and relevant training ensure that staff understand their roles and responsibilities in keeping students safe from radicalisation.

International students receive relevant guidance on travel, their programme of study, support services and local information as needed.

Discussions with students and staff and scrutiny of attendance recording systems confirm that student attendance is effectively recorded and that appropriate remedial action is taken where necessary.

Discussions with managers, staff and students demonstrate that the Institution provides an appropriate social programme for students. Trips to museums, galleries and printing studios help students to explore and to apply their art and design skills. End-of-semester showcase events provide students with opportunities to share their work with peers.

At the Thessaloniki campus, a more varied programme of social activities and guest speakers would further enhance the students' experience.

4.5 Premises, Facilities and Learning Resources (supplementary inspection)

The numbers below refer to the standards as presented in the Independent Higher Education scheme document and main full inspection report

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

20.1	The institution has secure tenure on its premises.	☒ Yes	☐ No
20.2	The institution has the legal right to use these premises for the delivery of higher education.	☒ Yes	☐ No
20.3	Where required, the institution has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature.	☒ Yes	☐ No ☐ NA

This standard is judged to be:

☒ Met ☐ Partially Met ☐ Not Met

Comments

The Institution has secure tenure of both premises and the legal right to use them for the delivery of higher education. The premises are inspected, approved and licensed by the Greek Department of Education.

AKTO occasionally uses suitable external premises for exhibitions and graduation ceremonies.

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

21.1	Access to the premises is appropriately restricted and secured.	☐ Yes	☒ No
21.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	☒ Yes	☐ No
21.3	There are specific safety rules in areas of particular hazard (e.g. science laboratories) that are brought to the attention of students, staff and visitors.	☒ Yes	☐ No ☐ NA
21.4	General guidance on health and safety is made available to students, staff and visitors.	☒ Yes	☐ No
21.5	There is adequate signage inside and outside the premises, and general information is displayed effectively.	☒ Yes	☐ No
21.6	There is adequate circulation space for the number of students and staff accommodated and a suitable area in which to receive visitors.	☒ Yes	☐ No
21.7	There are toilet and hand-washing facilities of an appropriate number and acceptable level of cleanliness.	☒ Yes	☐ No
21.8	There is adequate air conditioning, heating and ventilation in all rooms.	☒ Yes	☐ No

This standard is judged to be:

☐ Met ☒ Partially Met ☐ Not Met ☐ NA

Comments

The premises at both Athens and Thessaloniki provide staff and students with a modern and clean environment for study and work. The Thessaloniki campus has one main entrance, which is suitably restricted and secured.

21.1 At the Thessaloniki premises a secondary access point, used as a fire escape, is not currently adequately monitored to prevent unauthorised access.

A tour of the premises demonstrates that the new Thessaloniki campus has been specifically designed as a modern, contemporary space with a very high standard of decoration and cleanliness. Practical design workshops display relevant, specific safety rules that are brought to the attention of students, staff and visitors.

A tour of the premises and discussions with students and staff show that health and safety guidance is provided to students, staff and visitors. This guidance is clearly displayed on the premises and also included in the student and staff handbooks.

There is adequate signage inside and outside the premises to direct students, staff and visitors.

The premises provide adequate circulation for the current number of staff and students accommodated. Washrooms are clean and sufficient in number. Heating, ventilation and air conditioning are adequate.

22. Classrooms and other learning areas are appropriate for the programmes offered

- | | | | | |
|------|---|---|-----------------------------|-----------------------------|
| 22.1 | Classrooms and other learning areas provide adequate accommodation in size and number for the classes (e.g. lectures, seminars, tutorials) allocated to them. | ☒ Yes | ☐ No | ☐ NA |
| 22.2 | Classrooms and/or any specialised learning areas (e.g. laboratories, clinics, workshops, studios) are equipped to a level that allows for the effective delivery of each programme. | ☒ Yes | ☐ No | ☐ NA |
| 22.3 | There are facilities suitable for conducting assessments such as examinations. | ☒ Yes | ☐ No | ☐ NA |

This standard is judged to be:

☒ Met ☐ Partially Met ☐ Not Met ☐ NA

Comments

A tour of the new Thessaloniki premises, and a spot check of updates to the Athens premises, as well as observations of teaching, confirm that teaching sessions are held in suitable, well-equipped classrooms, studios, art rooms and workshops. Each space is appropriate for the number of students assigned to it.

Students have access to a range of specialist resources that support the development of their practical art and design skills. This includes suitable Information Technology (IT) equipment and design laboratories.

Each campus has appropriate facilities for conducting formal assessments, including practical assessments.

23. There are appropriate additional facilities for students and staff

- | | | | | |
|------|---|---|-----------------------------|-----------------------------|
| 23.1 | Students have access to sufficient space and suitable facilities for private individual study and group work. | ☒ Yes | ☐ No | ☐ NA |
| 23.2 | Academic staff have access to sufficient personal space for preparing lessons, marking work and consultations with students. | ☒ Yes | ☐ No | ☐ NA |
| 23.3 | Students and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. | ☒ Yes | ☐ No | ☐ NA |
| 23.4 | Students and staff have access to secure storage for personal possessions where appropriate. | ☒ Yes | ☐ No | ☐ NA |
| 23.5 | There are individual offices or rooms in which academic staff and senior management can hold private meetings and a room of sufficient size to hold staff meetings. | ☒ Yes | ☐ No | ☐ NA |
| 23.6 | Administrative offices are adequate in size and suitably resourced for the effective administration of the institution. | ☒ Yes | ☐ No | |

This standard is judged to be:

☒ Met ☐ Partially Met ☐ Not Met

Comments

The Institution provides appropriate facilities for students and staff. Students have access to individual and group workspaces, including a library.

Discussions with managers and staff confirm that many academic staff prepare lessons and mark work at home. However, adequate space is available on campus, including classrooms and the extensive library facilities, for meeting with students and preparation and marking, as required.

Students at the Athens campus have access to dedicated spaces for socialising and the consumption of food and drink.

Students in Thessaloniki have space on the premises for relaxation and for the consumption of food and drink. In addition, the central location of the new Thessaloniki campus provides easy access to an extensive range of facilities. In meetings, students say they value highly the location of the new premises and the access to extensive local facilities this provides. Inspection findings confirm this view.

Students at the Athens campus have access to lockers for storing personal belongings when necessary. Students have access to a supervised, shared storage space at the Thessaloniki campus when required.

Staff at both premises have access to office spaces and rooms for holding small and large private meetings. Administrators have adequate workspace and offices.

24. The library is appropriately stocked and provides a fit-for-purpose learning resource for the student body

24.1	There is sufficient provision of learning materials including books, journals and periodicals and online materials.	☒ Yes	☐ No
24.2	There are clear, systematic and effective means of ensuring the adequacy and currency of library stock to reflect staff and student needs.	☒ Yes	☐ No
24.3	The library has sufficient space for student independent study and group working.	☒ Yes	☐ No ☐ NA
24.4	There is a well-organised lending policy.	☒ Yes	☐ No
24.5	The library is adequately staffed with appropriately qualified and experienced staff.	☒ Yes	☐ No ☐ NA
24.6	Library opening times are sufficient to encourage and support students' independent learning.	☒ Yes	☐ No ☐ NA

This standard is judged to be:

☒ Met ☐ Partially Met ☐ Not Met

Comments

A tour of the facilities and a review of library stock confirm that the libraries at both campuses are appropriately stocked and provide a fit-for-purpose learning resource for students. Students have access to a wide range of hard-copy books, journals and relevant magazines related to classic and contemporary art, design and fashion.

Meetings with managers and staff confirm that there are clear, systematic and effective means of ensuring the adequacy and currency of both physical and digital library stock that reflects staff and student needs.

Students have access to a clear, professional online library catalogue to check available resources. A range of electronic books and journals are also available to meet the needs of students who are studying at a distance.

The book stock is professionally catalogued and referenced. Students can scan and copy relevant information when needed. Sufficient copies of key texts are always available to meet students' needs.

Library staff are suitably experienced and professionally qualified. They provide effective support and guidance to students and assist them in developing research skills.

The library opening hours are sufficient to meet the needs of students attending classes at different times of the day.

25. The information technology resources are well managed, effective and provide a fit-for-purpose learning resource for the student body

25.1	There is appropriate technological access and sufficient connectivity to enable students to study flexibly.	☒ Yes	☐ No	
25.2	Students have effective online resources that assist with their learning, optimise interaction between the institution and the student, and enhance instructional and educational services.	☒ Yes	☐ No	☐ NA
25.3	There is provision of appropriate, up-to-date software and virtual learning environments that reflect the needs of the programmes.	☒ Yes	☐ No	☐ NA
25.4	There is an effective means of ensuring the renewal of hardware and software to ensure efficiency and currency.	☒ Yes	☐ No	
25.5	The institution has access to the services of an experienced Information Technology (IT) technician who can ensure that systems are operative at all times and provide support to students, academic staff, and students and staff working remotely.	☒ Yes	☐ No	
25.6	The institution makes effective provision for students to access conventional and online resources.	☒ Yes	☐ No	

This standard is judged to be:

☒ Met ☐ Partially Met ☐ Not Met

Comments

Meetings with students and staff and scrutiny of the IT resources confirm that resources are well managed, effective and provide a fit-for-purpose learning resource for students.

Managers have invested significantly in the IT infrastructure, updating hardware and software facilities to ensure students have the resources they need to study on campus and online. Students and staff confirm they have reliable access to wireless internet connectivity, and inspection findings confirm this view.

Students have access to reliable online resources that support their studies well, including a VLE, wireless internet connectivity, computer equipment and relevant software. E-mail communication, the VLE and online information systems are used effectively to improve communication and engagement between the Institution and students and to strengthen teaching and learning support.

The VLE provides students with access to relevant notes and resources that reflect well the requirements of their course and assessment. This helps students develop their independent learning skills and manage their own learning.

Discussions with managers and technical staff confirm that IT hardware and software are regularly reviewed and updated in response to programme leaders' requests. This ensures that students have reliable access to the specialist design and technical software they need to develop their specialist IT skills and to complete their modules and assessments.

IT managers provide effective oversight and have appropriate plans in place to ensure the Institution's IT infrastructure is reliable and meets the demands of students and staff.

IT technicians provide staff and students with effective technical support to ensure that they have consistent access to reliable IT services.

Reliable wireless internet services are available to support effective access to online resources and IT management systems. In inspection meetings, staff and students confirmed the suitability and reliability of the IT resources and support services. Inspection findings confirm this view.

4.6 Quality Management, Assurance and Enhancement (spot check)

The standards are judged to be:

☒ Met ☐ Partially Met ☐ Not Met

Comments

The Institution has effective systems for reviewing its standards and assessing its performance. Discussions with managers, staff and students and a review of documentation confirm that the Institution regularly collects and records student feedback, taking appropriate action when needed. This approach ensures that students' views are addressed and helps improve the overall student experience.

A review of quality management reports, policies and minutes of meetings and discussions with managers and staff demonstrate that the Institution undertakes regular and systematic monitoring of its operations.

Managers review institutional performance against clearly specified and appropriate performance indicators and produce regular reports that present the results of the Institution's reviews. Managers can therefore develop action plans that lead to continuous improvements.

Scrutiny of revalidation reports demonstrates that programmes are reviewed and updated on a regular basis and involve external assessors. Programme leaders consider feedback from external examiner reports in their annual monitoring reviews, ensuring that programmes are up to date, meet student needs and are effectively monitored.

The Institution has effective systems for identifying and sharing good practice. Discussions with managers and staff and a review of training schedules show that academic staff participate in useful workshops to share and learn from good practice.

4.7 Compliance Declaration

Declaration of compliance has been signed and dated.

☒ Yes ☐ No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

The Institution's partnership with Middlesex University is effective in assuring the quality of the programmes and in meeting the needs of students.

Academic staff have extensive and relevant industry experience and expertise, which are used effectively to develop students' theoretical and practical art and design skills.

Students benefit from high levels of personal and pastoral support, which helps them complete their course and achieve.

The Thessaloniki campus provides students with modern, well-furnished and centrally located premises that support their learning.

ACTIONS REQUIRED

6.7 Managers must ensure that the newly developed appropriate and clearly documented appraisal procedure is fully implemented for non-academic staff.	☒ High ☐ Medium ☐ Low
21.1 Managers must ensure that access to the Thessaloniki premises is appropriately monitored and restricted.	☒ High ☐ Medium ☐ Low

RECOMMENDED AREAS FOR IMPROVEMENT *(to be reviewed at the next inspection)*

Managers should consider providing students at the Thessaloniki campus with access to professional photography equipment to record their portfolio work.

It is recommended that managers review the range of social events and activities for students at the Thessaloniki campus.

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE

--

BAC OFFICE USE ONLY:	THE INSPECTION WAS CARRIED OUT BY:	
	Steve Ingle	Lead Inspector