



Doc. 300.1.2

07.14.074.002

Higher Education Institution's Response

Conventional-face-to-face programme of study

Date: 20/05/2023

- **Higher Education Institution:**
Frederick Institute of Technology
- **Campus:** Nicosia
- **Sector:** Technical Professions
- **Programme(s) of study under evaluation**
Name (Duration, ECTS, Cycle)

Programme

In Greek:

Τεχνικός Μηχανολογικών Εγκαταστάσεων (2 ακαδημαϊκά έτη, 120 ECTS, Δίπλωμα)

In English:

Mechanical Installation Technician (2 academic years, 120 ECTS, Diploma)

Language(s) of instruction: Greek & English

- **Specializations (if any):**

In Greek:

- (1) Μηχανολογικών Εγκαταστάσεων Κτιρίων,
- (2) Μεταλλικών Κατασκευών

In English:

- (1) Mechanical Systems in Buildings,
- (2) Metal Structures

Programme's Status: Currently Operating



The present document has been prepared within the framework of the authority and competencies of the Cyprus Agency of Quality Assurance and Accreditation in Higher Education, according to the provisions of the “Quality Assurance and Accreditation of Higher Education and the Establishment and Operation of an Agency on Related Matters Laws of 2015 to 2019” [N. 136 (I)/2015 to N. 35(I)/2019].

A. Guidelines on content and structure of the report

- *The Higher Education Institution (HEI) based on the External Evaluation Committee's (EEC's) evaluation report (Doc.300.3.1) must justify whether actions have been taken in improving the quality of the department in each assessment area.*
- *In particular, under each assessment area, the HEI must respond on without changing the format of the report:*
 - *the findings, strengths, areas of improvement and recommendations of the EEC*
 - *the deficiencies noted under the quality indicators (criteria)*
 - *the conclusions and final remarks noted by the EEC*
- *The HEI's response must follow below the EEC's comments, which must be copied from the external evaluation report (Doc. 300.3.1).*
- *In case of annexes, those should be attached and sent on a separate document.*

1. Study programme and study programme's design and development

(ESG 1.1, 1.2, 1.7, 1.8, 1.9)

All areas marked as compliant

Areas of improvement and recommendations

1.a. The programme under evaluation should be better advertised and promoted in markets of interest where seems to be a strong need for professionals qualified and graduated by the programme.

Department's Response:

We would like to express our sincere gratitude to the EEC for providing feedback on our program of study and for sharing their valuable insights and recommendations.

Regarding the identified areas of improvement by the committee, we acknowledge that the aforementioned programme of study should be better advertised and promoted in markets of interest. The strong need for professionals in the field and our robust cooperation with businesses involved in the field, must be better communicated to candidates and other interested parties. As a result, we have already planned and implemented the following marketing and promotional activities:

- Proclamation of 20% discount on the annual fees for the academic year 2023-24, strategically designed to promote the program of study and attract prospective students with an appealing cost-saving opportunity.
- Radio advertisements to connect our institution and the specific programme of study with an established audience that exceeds the day-to-day reach of our institution. Radio Advertising will run in the following national and local radio stations in July, August and September:
 - RADIO PROTO
 - KISS FM
 - ASTRA

- KLIK FM
 - RADIO DEE JAY
 - SUPER FM
 - MIX FM
 - LOVE RADIO
 - RADIO SFERA
 - SUPER SPORT
 - ΔΙΕΣΗ
 - ΚΑΝΑΛΙ 6
 - RADIO PAPHOS
 - ANTENNA FM
 - CAPITAL
 - RADIO ZENITH
 - DROMOS
 - ACTIVE FM
- Furthermore, a comprehensive advertising campaign has been initiated, leveraging the power of both social media and Google. Specifically, social media advertising campaigns on Facebook and Instagram have been launched with the aim of reaching and engaging our target audience. These campaigns will remain active until the end of September 2023, ensuring continuous exposure and interaction. In addition, Google ads under the category of search engine marketing (SEM) have been implemented. It involves creating and running paid advertisements on search engine result pages, such as Google, to appear when users search for relevant keywords or phrases. These ads typically appear at the top or bottom of the search results, providing visibility to potential customers actively looking for information or products related to the advertised offerings.
- The above ads are directing users to this landing page: [TECHNIKA EPAGGELMATATA \(frederick.ac.cy\)](https://www.frederick.ac.cy/TECHNIKA_EPAGGELMATATA)
- Also, a press release will be issued announcing the program accreditation and interviews / articles with students' testimonials will be published in online media. For your reference this press release is attached in Annex1.
- The Frederick Summer Interactive Program "Student for a week" is specifically designed for graduate students from technical schools in Cyprus, which includes demonstrations and workshops for mechanical installations, HVAC, and welding processes, and is held between 6th and 9th of June 2023 in the Engineering labs of Frederick Institute of Technology.



- STEM camp for girls aged 13-16 which will take place at the institution premises between 3rd and 7th of July.
- The organisation of social events, such as the end-of-year party in "Guaba beach bar" in Limassol on 25/05/2023.



2. Student – centred learning, teaching and assessment

(ESG 1.3)

All areas marked as compliant

Areas of improvement and recommendations

2.a. **The situation is healthy** and the need is to keep it continuously up to date to the internationally evolving quality standards.

Department's Response:

We would like to extend our heartfelt appreciation to the EEC for their invaluable contribution in evaluating the teaching and learning processes incorporated within our program of study. Their constructive feedback, insightful perspectives, and valuable recommendations have been instrumental in enhancing the quality and effectiveness of our educational offerings.

We are truly pleased that the committee concluded that we have healthy procedures in place and that our teaching staff inspires the students, creating in this way a sustainable condition for our programme of study. We will obviously keep improving and be up-to-date with the internationally evolving quality standards.

3. Teaching staff

(ESG 1.5)

All areas marked as compliant

Areas of improvement and recommendations

3.a. The Institute is encouraged to support the teachers to advertise their work in professional networks and markets.

Department's Response:

We would like to express our sincere gratitude to the EEC for providing feedback on the teaching staff of our program of study, and for sharing their valuable insights and recommendations.

It is really important for us that the committee concluded that there is a good balance between theoretical and practical content, that we have adopted all the necessary evaluation and safety procedures, and that our facilities comply with the highest certification standards.

Regarding the recommendation that the institute should encourage the academic staff to advertise their work in professional networks and markets, we have already done so through the website of the institution and other professional networks and social media, such as linkedin (refer to the table below for the links). Posting the research and industrial work of our academic staff will help us grow our brand awareness and possibly reach a new audience.

Name	Link
Dr. Constantinos Hadjiyiannis	https://www.linkedin.com/in/constantinos-hadjiyiannis-15368828/?originalSubdomain=uk
Dr.-Ing. Paris A. Fokaides	https://www.linkedin.com/in/paris-fokaides-72183189/?originalSubdomain=cy
Dr. Charalambos Chasos	https://www.linkedin.com/in/charalambos-chasos-

Name	Link
	b90a333a/?originalSubdomain=cy
Dr. Savvas Pericleous	https://www.linkedin.com/in/savvas-pericleous-b814b11ba/?originalSubdomain=cy
Dr. Antonios Lontos	https://www.linkedin.com/in/antonios-lontos-8ba78619/?originalSubdomain=cy
Ms. Vaso Peristiani	https://www.linkedin.com/in/vasso-peristiani-712868156/?originalSubdomain=cy
Mrs Irene Angastinioti	https://www.linkedin.com/in/irene-angastinioti-a74133182/?originalSubdomain=cy
Mr. Michalis Skoullou	https://www.linkedin.com/in/michalis-skoullou-1b73391bb/?originalSubdomain=cy
Mr. Panagiotis Anastasiou	https://www.linkedin.com/in/panagiotis-anastasiou-9832b3139/?originalSubdomain=cy
Dr. Stavros Hadjiyiannis	https://www.linkedin.com/in/stavros-hadjiyiannis-50aa0a46/?originalSubdomain=cy
Mr. Flouris Xeni	https://www.linkedin.com/in/flouris-xeni-bba57797/?originalSubdomain=cy



4. Student admission, progression, recognition and certification

(ESG 1.4)

All areas marked as compliant

Areas of improvement and recommendations

4.a. The related procedures seem to run smoothly so far, no major issues identified.

Department's Response:

We are delighted to know that all our procedures for student admission, progression, recognition and certification are in line with the relevant regulations and standards. Not only we aim at complying with the educational standards, but to also meet the market expectations.

5. Learning resources and student support

(ESG 1.6)

All areas marked as compliant

Areas of improvement and recommendations

- 5.a. Try to better and more promote and advertise the programme in order to attract more students since the available resources allow for it.

Department's Response:

We would like to express our sincere gratitude to the EEC for providing feedback regarding the need to better promote and advertise the aforementioned programme of study in order to attract more students.

As explained earlier in the response of the findings and recommendations of Section 1 "Study programme and study programme's design and development", our organization aims at improving its brand image by executing specific promotional activities. This will be achieved by hosting specific events, proclaiming a discount on the annual fees for the following academic year, and by carrying out digital media marketing and advertising campaigns.

6. Conclusions and final remarks

6.a. From the examination of the information contained in the Evaluation Application, from the study of the material that accompanies it, and from the on-site visit, the EEC concludes that **the study programme** under evaluation entitled "Mechanical Installations Technician" **fully satisfies current internationally applicable standards for a programme of this level.**

In addition, the proposed programme **satisfies** to a significant level **the evaluation criteria set.** The EEC got the impression that the programme under evaluation is in a **very good shape** in order to be further promoted and advertised in concerned industrial sectors and in the wider society in order to attract more students and so satisfy the identified need for more qualified professionals in the area in the coming years.

It is concluded that **the proposed programme is particularly robust, coherent and ambitious,** in terms of the intended goals and its implementation process, and is complete and harmonised with the international relevant good practices.

The fact that the relevant four-year programme in "Mechanical Engineering" already exists at Frederick University is positive, because:

- The sequence of the courses offered has been carefully considered, in order to greatly facilitate and effectively support the educational process.
- The programme has the required infrastructure and human resources in terms of main and auxiliary teaching and technical staff.
- There is the necessary experience in terms of organization, administration, etc.
- The required physical infrastructure is in place to support the programme, i.e. laboratories, equipment, classrooms and library.
- There is already the required interface with technical companies of mechanical installations to support the practical training as well as the technical training of the students



Department's Response:

We would like to express our sincerest appreciation to the EEC for their diligent work and invaluable feedback provided in both their evaluation report and during the discussions conducted during the visit.

We have fully implemented all of the recommendations and suggestions provided by the EEC, as evidenced by the responses given in sessions 1-5 above. We are confident that these recommendations will enhance the quality of our program and better meet the needs of our students. We take all recommendations and areas for improvement seriously and make every effort to implement them. The need to further promote and advertise the programme to relevant industrial sectors and the wider society, is already addressed as explained in the previous sections.

We are delighted that the EEC concluded that our programme is particularly robust, coherent and ambitious, in terms of the intended goals and its implementation process, and it is complete and harmonised with the international relevant good practices.

We are also pleased that the EEC observed our program's strong team of staff members, who are actively engaged in research and strongly connected to their professions. We are particularly grateful for the commendations regarding our program's rationale, community, and commitment to student-centered learning and welfare. Furthermore, it is really important for us to hear that our students have provided a positive feedback about the quality and transformative nature of their learning.

Once again, we express our gratitude to the EEC for their valuable feedback and insights. We look forward to continuing our efforts to provide the best possible education and support for our students.




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CYPRUS AGENCY OF QUALITY ASSURANCE AND ACCREDITATION IN HIGHER EDUCATION



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B. Higher Education Institution academic representatives

<i>Name</i>	<i>Position</i>	<i>Signature</i>
Dr Pavlos Mavromatides	Academic Director of Frederick Institute of Technology	

Date: 20/05/2023

