



NATIONAL CENTER FOR
EDUCATIONAL QUALITY
ENHANCEMENT

Accreditation Expert Group Draft Report on Higher Education Programme

Tourism, Bachelor

LLC – Kutaisi university

Evaluation Date(s): 11/05/2023

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Tbilisi

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Information about a Higher Education Institution ¹

Name of Institution Indicating its Organizational Legal Form	Kutaisi University Limited Liability Company
Identification Code of Institution	212677094
Type of the Institution	University

Expert Panel Members

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¹ In the case of joint education programme: Please indicate the HEIs that carry out the programme. The indication of an identification code and type of institution is not obligatory if a HEI is recognised in accordance with the legislation of a foreign country.

I. Information on the education programme

Name of Higher Education Programme (in Georgian)	ტურიზმი
Name of Higher Education Programme (in English)	Tourism
Level of Higher Education	6 th (Bachelor's degree)
Qualification to be Awarded ²	Bachelor of Business Administration in Tourism
Name and Code of the Detailed Field	1015 Travel, tourism and recreation
Indication of the right to provide the teaching of subject/subjects/group of subjects of the relevant cycle of the general education ³	-
Language of Instruction	Georgian
Number of ECTS credits	240
Programme Status (Accredited/ Non-accredited/ Conditionally accredited/new/International accreditation) Indicating Relevant Decision (number, date)	Accredited No. 261, 11.11.2011
Additional requirements for the programme admission (in the case of an art-creative and/or sports educational programme, passing a creative tour/internal competition, or in the case of another programme, specific requirements for admission to the programme/implementation of the programme)	-

² In case of implementing a joint higher education programme with a higher education institution recognized in accordance with the legislation of a foreign country, if the title of the qualification to be awarded differs, it shall be indicated separately for each institution.

³ In case of Integrated Bachelor's-Master's Teacher Training Educational Programme and Teacher Training Educational Programme

II. Accreditation Report Executive Summary

▪ General Information on Education Programme⁴

Accreditation has been conducted for higher educational programme of the Kutaisi University grouped in a cluster “Travel, Tourism and Recreation”: "Tourism" – Bachelor’s Educational Program. Bachelor’s programme “Tourism” was granted accreditation in 2011.

The volume of the undergraduate educational program "Tourism" is 240 credits including the main Major program - 180 credits, additional Minor program - 60 credits; the duration of the program is 4 (four) academic years, i.e. 8 (eight) semesters, and includes 240 ECTS (6000 hours).

▪ Overview of the Accreditation Site Visit

The accreditation visit to KU was carried out by the team of experts on May 11 and took place according to the pre-developed agenda. Accreditation has been conducted for higher educational programme of the Kutaisi University grouped in a cluster “Travel, Tourism and Recreation”: "Tourism" – Bachelor’s Educational Program. Bachelor’s programme “Tourism” was granted accreditation in 2011.

The volume of the undergraduate educational program "Tourism" is 240 credits including the main Major program - 180 credits, additional Minor program - 60 credits; the duration of the program is 4 (four) academic years, i.e. 8 (eight) semesters, and includes 240 ECTS (6000 hours). Accreditation site visit took place according to the pre-developed agenda. Interviews were conducted with Rector, Vice-Rector and Head of Administration, Dean, representatives of the Quality Assurance Office, Self-Evaluation Team, Head of the BA programme, academic and invited staff, students, alumni, and representatives of employers.

In addition to the interviews, it has been conducted the review of resources and HEI’s infrastructure. The visit was progressing in a collegial and constructive environment.

• Brief Overview of Education Programme Compliance with the Standards

- KU’s study programme Tourism mostly complies with the all standards.

▪ Recommendations

- The cooperation with employers regarding potential improvements of study programme should be strengthened.
- Update of the literature in some courses syllabi is needed.

▪ Suggestions for Programme Development

- The amount of lectures by invited staff from organizations could be increased.
- Institution might consider introducing recognition of practice for employed students.
- Pedagogical training of practice mentors from organizations would be beneficial.
- Increase the familiarity with soft skills, before the students enter practice.

⁴ When providing general information related to the programme, it is appropriate to also present the quantitative data analysis of the educational programme.

- It would be advisable if the practice mentors from organizations where students implement the practice would strengthen and update their pedagogical abilities from time to time.
 - Enhance the teaching of English (including sectoral English), for both staff and students.
- **Brief Overview of the Best Practices (if applicable)⁵**

▪ **Information on Sharing or Not Sharing the Argumentative Position of the HEI**

Experts received the argumentative position of the HEI, sent by email from EQE, on 15 June, 2023. The expressed concern regarding the correct classification of the third recommendation in the introduction of the report was perceived as justified and the report was corrected accordingly.

- **In case of re-accreditation, it is important to provide a brief overview of the achievements and/or the progress (if applicable)**

⁵ A practice that is exceptionally effective and that can serve as a benchmark or example for other educational programme/programmes.

III. Compliance of the Programme with Accreditation Standards

1. Educational Programme Objectives, Learning Outcomes and their Compliance with the Programme

A programme has clearly established objectives and learning outcomes, which are logically connected to each other. Programme objectives are consistent with the mission, objectives and strategic plan of the HEI. Programme learning outcomes are assessed on a regular basis to improve the programme. The content and consistent structure of the programme ensure the achievement of the set goals and expected learning outcomes.

1.1 Programme Objectives

Programme objectives consider the specificity of the field of study, level and educational programme, and define the set of knowledge, skills and competences a programme aims to develop in graduate students. They also illustrate the contribution of the programme to the development of the field and society.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

It has been ascertained that the mission, vision and values of the Kutaisi University (KU) are reflected in the bachelor study programme of Tourism. KU presented a table of correspondence between the mission of the university and the objectives of the study programme of Tourism, which demonstrates this compatibility. Experts confirm that the evaluated educational programme objectives lead to formation of competitive, socially responsible specialists in tourism, able to demonstrate their competencies when entering the labor market. Programme objectives are achievable and realistic.

During the interviews it has been confirmed the important role to the development of the field and the implementation of the national-state interests of Georgia.

The objectives of the evaluated educational program are publicly available on the Kutaisi University website: <https://www.unik.edu.ge>

Evidences/Indicators

- Undergraduate tourism education program and program appendices;
- Mission of Kutaisi University;
- The results of the survey of employers and graduates, the analysis of the results and the report on the use of the results;
- Protocol of the session of the committee of the tourism undergraduate educational program;
- Interviews
- Kutaisi University website: <https://www.unik.edu.ge/>.

Recommendations:

- There are no recommendations for this standard.

Suggestions for the Programme Development

- There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
1.1 Programme Objectives	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.2 Programme Learning Outcomes

- The learning outcomes of the programme are logically related to the programme objectives and the specifics of the study field.
- Programme learning outcomes describe knowledge, skills, and/or the responsibility and autonomy that students gain upon completion of the programme.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

Graduate of the bachelor educational programme Tourism at the KU achieve the following learning outcomes: 1. Describes the theoretical-methodological, organizational bases of the main functional areas of business and their interrelationships; Critically understands the theories of business environment regulation, complex issues of concepts and principles; Ways to increase the peculiarities and efficiency of tourism business activities; National and global economic environment of tourism; 2. Considers the role of consumption, savings and investment in the development of the tourism economy; Processes of activities in the field of tourism, issues of planning, implementation and management of tourism products and services; The results of the activities of the tourism enterprise, the driving forces of competition; 3. Identifies the qualitative characteristics of the tourist-recreational resources and potential of other countries of Georgia; Distinguishes the specialization of Georgian resort-recreational economy; 4. Presents the means and methods of obtaining marketing information, marketing and sales management principles; Collects and analyzes marketing data based on data collection, evaluation and linking trends in global and local tourism markets; Highlights perspective directions of tourism activities; Market segmentation, target market, develop new tourism product and customer-friendly marketing offers; 5. Uses proven methods and tools for the implementation of tourism activities, analyzes the results of a separate segment in the field of tourism; Prepares quality, safety and sustainable development programs in the tourism industry; 6. Discusses the solution of problems and achieves the desired results with specialists and non-specialists in the field of tourism, orally and in writing, argues his / her position, prepares public presentations and business documents using industry terminology and relevant information and communication technologies; 7. Prepares practical projects, reports and presentations using modern information-communication technologies in accordance with pre-defined instructions; Effectively uses geoinformation systems (GIS) and uses the maps created based

on it to present the tourism potential, resources and products in a new way; Can process textual and visual (photo / video) information of tourist routes and infrastructure facilities on the digital interactive GIS map; 8. Recognizes the need for recognized principles, established norms and professional ethical standards in the field of tourism. Performs the work performed on the practice facility to a high degree. Operates on the principles of individual and teamwork, adhering to corporate ethical norms and social responsibility.

It has been established through the documentation review and interviews with graduates and employers that the learning outcomes defined by the program correspond to the program objectives, which is also demonstrated by the programme objectives and learning outcomes correspondence map presented in the self-evaluation report.

The learning outcomes of the study programme are clearly defined, achievable and measurable, as evidenced by the learning outcomes map. The map clearly represents which training course will ensure the achievement of a specific outcome of the study programme. The map also shows to what degree it is possible to achieve a specific result (appendix No. 2 - Map of learning outcomes of the educational program).

Experts confirm that the learning outcomes of the bachelor study programme Tourism at KU correspond to the sixth level of the higher education qualifications framework (the first level of higher education - baccalaureate), detailed field descriptor and the qualification to be awarded.

The learning outcomes of the programme are perfectly in accordance with the qualifications awarded (Bachelor of Business Administration in Tourism).

The programme ensures the achievement of learning outcomes correspond to the National Qualifications Framework descriptions. Graduates are able to continue their studies on the master level.

All interested parties were involved in the development of the study programme. They expressed some recommendations, which were also included into the programme (e.g. Russian, German, and French language are now provided as optional courses, while sectoral English language was added to the curriculum as a compulsory course). Attached documents Stakeholder Survey Results Analysis and Results Utilization Report confirm this collaboration.

Evidences/Indicators

- Study programme Tourism and programme appendices;
- The results of the survey of interested parties, the analysis of the results and the report on the use of the results;
- Protocol of the Tourism Undergraduate Educational Program Committee Meeting.
- Interviews.

Recommendations:

There are no recommendations for this standard.

Suggestions for Programme Development

There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
1.2 Programme Learning Outcomes	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.3 Evaluation Mechanism of the Programme Learning Outcomes

- Evaluation mechanisms of the programme learning outcomes are defined; the programme learning outcomes evaluation cycle consists of defining, collecting and analyzing data necessary to measure learning outcomes;
- Programme learning outcomes assessment results are utilized for the improvement of the programme.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

KU rector approved the Methodology for the Assessment of the Learning Outcomes of the Educational Program in 2020, and this document is the basis for the evaluation of the student's achievement of the learning outcomes.

Learning outcome assessment map was defined with indicators for each learning outcome. They are used to evaluate the achievement of the learning outcome through five evaluation levels. These are: does not satisfy at all, does not satisfy, satisfies, largely satisfies, completely satisfies. Assessment rubrics are presented for each indicator and each assessment level.

Experts agreed that the programme learning outcomes evaluation cycle consists of defining, collecting and analyzing data necessary to measure learning, as intended.

At the KU they analyze what percentage of students in each learning component receive an A grade and an F grade. If more than 10% of students constantly receive a negative grade: F (failed) or if more than 10% of students consistently receive the highest grade: A (excellent) it is considered to apply special attention and study the problem.

When the analysis showed that a response is needed, they researched the roots of the problem through focus group and finally decided how to eliminate the problem. Among the possible reactions within the programme or course it is possible to change: teaching and learning methods, contact hours with the lecturer, or the assessment methods, etc.

As the content of the programme was updated in the 2020-2021, it wasn't possible to compare the results with the data of three years in total. But nevertheless, the statistics of academic performance and the analysis carried out were discussed at the committee meetings and meetings with students, the program leader, and the staff implementing the course. Teaching-learning methods in the syllabus of the Business Fundamentals course were modified, and the course was updated with more practical activities.

Also surveys of graduates and employers and analysis of survey results are used as an indirect method of evaluating learning outcomes set by the program, which indirectly allows the evaluation of the achievement of the learning outcomes of the program.

It has been ascertained that the programme learning outcomes assessment results are utilized for the improvement of the evaluated programme.

Evidences/Indicators

- Undergraduate tourism education program and program appendices.
- Methodology for evaluating the learning outcomes of the educational program of Kutaisi University LLC
- Analysis of the academic performance of the students of the bachelor's program in tourism, a report considering the results of the analysis.
- The results of the survey of graduates and employers, the analysis of the results and the report on the use of the results.
- Protocol of the Tourism Undergraduate Educational Program Committee Meeting.

Recommendations:

There are no recommendations for this standard.

Suggestions for the Programme Development

There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
1.3 Evaluation Mechanism of the Programme Learning Outcomes	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.4. Structure and Content of Education Programme

- The Programme is designed according to HEI's methodology for planning, designing and developing of education programmes.
 - The Programme structure is consistent and logical. The content and structure of the programme ensure the achievement of programme learning outcomes. The qualification to be granted is consistent with the content and learning outcomes of the programme.
-

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

KU developed study programme Tourism in accordance with the "procedures for planning, developing, approving, developing, making changes and cancelling educational programs" (approved by the rector, document No. 14 of September 17, 2020).

The duration of the programme is 4 (four) academic years, 8 (eight) semesters, and includes 240 ECTS (6000 hours). Components of the main field of study represent a volume of 180 credits. Among them, are the compulsory components of the main study field with a volume of 165 ECTS, and the elective components of the main study field with a volume of 15 ECTS. There are free components with the volume of 60 credits, which are focused on the development of general/transferable skills, including the mandatory training courses of the free component with the volume of 50 ECTS and the optional training courses of the free component with the volume of 10 ECTS.

The study programme envisages mandatory confirmation of knowledge of the English language at the B2 level or demands such achievement within the programme. The student confirms the level of knowledge of the English language in accordance with the "Rules for determining the language competence of Kutaisi University students". Syllabuses

Experts agree that the study programme offers a logical sequence of the formation of achievable competencies, determined by its content, structure, and curriculum. Prerequisites for admission are determined, as it is their sequence, the semester distribution of the credits of the components, the semester load of the student. It is also true that the content, scope, and structure of the study programme Tourism ensure education appropriate to the level of the program and the qualification awarded by the program (Bachelor of Business Administration in Tourism). Employers present at the interview didn't show proper understanding what is their role in the updating and improving of the study programme.

Employers expressed the opinion, that students when coming to practice lack general soft skills, like communication, teamwork and other interpersonal skills.

Syllabuses have been checked, they use Georgian-language literature and English-language literature (as additional literature), this makes possible the transfer of international and modern achievements in the field. But there are some courses which prescribe obsolete literature.

The university ensures publicity and availability of information about educational programs. Information about the educational program is publicly available on the Kutaisi University website: <https://unik.edu.ge>.

Evidences/Indicators

- Procedures for planning, developing, approving, developing, making changes and canceling educational programs of Kutaisi University LLC;
- Interviews;
- Undergraduate tourism education program and program appendices;
- Syllabi of the bachelor educational program of tourism;
- The results of the survey of interested parties, the analysis of the results and the report on the use of the results;
- Protocol of the session of the committee of the tourism undergraduate educational program;
- Kutaisi University website: <https://unik.edu.ge> .

Recommendations:

Strengthen the cooperation with employers regarding potential improvements of study programme.

Suggestions for the programme development

- Invite more lecturers from organizations.
- Recognition of practice for employed students.
- Pedagogical training of practice mentors from organizations.
- Increase the familiarity with soft skills, communication etc., before the students enter practice.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
1.4 Structure and Content of Educational Programme	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>

1.5. Academic Course/Subject

- The content of the academic course / subject and the number of credits ensure the achievement of the learning outcomes defined by this course / subject.
- The content and the learning outcomes of the academic course/subject of the main field of study ensure the achievement of the learning outcomes of the programme.
- The study materials indicated in the syllabus ensure the achievement of the learning outcomes of the programme.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

It has been established through the study of the documentation and interviews with various groups of stakeholders, that the learning outcomes of the study courses of the main field of study provided by the tourism study programme Tourism correspond to the learning outcomes defined by the

programme, and thus, their unity ensures the achievement of the learning outcomes set by the programme.

Experts have scrutinized the proposed map of learning outcomes. It has been established that every compulsory study course of the main field corresponds to at least one learning outcome of the evaluated programme and vice-versa.

The content and number of credits (volume of contact and independent hours) of all training courses provided by the program ensure the achievement of learning outcomes. Compulsory literature and other learning resources correspond to courses' learning outcomes. Compulsory literature and other teaching and learning resources listed in the syllabi also consider the latest research in the relevant field taking into account the specifics of the academic course, except for some courses: Tourism and Hospitality Management; Excursion Science and the Art of the Guide; and Marketing of Services.

Adequacy of the ratio of lecture and practical hours is also considered within the educational program's training courses. In courses focused on developing students' practical skills, most contact hours are devoted to group work/practical learning hours.

In order to achieve the learning outcomes of the programme's study courses, adequate teaching-learning methods and activities are provided by the implementing staff within the framework of each course.

Forms and methods of assessment of learning outcomes used within the study course are described in the syllabus of each study course. they are appropriate.

The number of credits allocated for each study course of the bachelor's program corresponds to the content of this course, and the ratio between contact and independent hours is adequate and takes into account the specifics of the study course.

Evidences/Indicators

- Undergraduate tourism education program and program appendices;
- Educational program syllabi;
- Interviews;
- Analysis of the academic performance of the students of the undergraduate education program in tourism, a report on the consideration of the results of the analysis;
- The results of the indirect evaluation of the study results of the undergraduate educational program of tourism, the report of the consideration of the results;
- Protocol of the Tourism Undergraduate Educational Program Committee Meeting.

Recommendations:

Update the compulsory literature in the following courses syllabi: Tourism and Hospitality Management; Excursion Science and the Art of the Guide; and Marketing of Services.

Suggestions for the programme development

There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
1.5. Academic Course/Subject	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>

Compliance of the Programme with the Standard

1. Educational programme objectives, learning and their compliance with the programme	Complies with requirements	<input type="checkbox"/>
	Substantially complies with requirements	X
	Partially complies with requirements	<input type="checkbox"/>
	Does not comply with requirements	<input type="checkbox"/>

2. Methodology and Organisation of Teaching, Adequacy of Evaluation of Programme Mastering

Prerequisites for admission to the programme, teaching-learning methods and student assessment consider the specificity of the study field, level requirements, student needs, and ensure the achievement of the objectives and expected learning outcomes of the programme.

2.1 Programme Admission Preconditions

The HEI has relevant, transparent, fair, public and accessible programme admission preconditions and procedures that ensure the engagement of individuals with relevant knowledge and skills in the programme to achieve learning outcomes.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

To enrol in the study programme Tourism, the applicant is obliged to pass the following subjects at the unified national exams: Georgian language and literature, (the entrant must pass the minimum competence limit established by the legislation); one of the following subjects from foreign languages: English language; German language; French Language; Russian language (the entrant must pass the minimum level of competence established by law); or one of the following subjects: history/mathematics/geography (the applicant must pass the minimum competence limit established by the law).

Based on the order of December 29, 2011 No. 224/N of the Minister of Education and Science of Georgia, persons might enrol in the programme also without passing the Georgian unified national exams. The same is possible for students on mobility.

Based on the above, the prerequisites for admission to the program are in accordance with the legislation in force in Georgia and ensure the admission of persons with the necessary knowledge and

skills to achieve the learning outcomes of the program. Information about the conditions for enrolling in the program is posted on the Kutaisi University website and is available to any interested person: <https://www.unik.edu.ge/>.

Evidences/Indicators

- Undergraduate tourism education program;
- The rule of determining the language competences of the student of Kutaisi University LLC;
- Interviews;
- Kutaisi University website: <https://www.unik.edu.ge/>.

Recommendations:

There are no recommendations for this standard.

Suggestions for the programme development

There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
2.1 Programme Admission Preconditions	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.2. The Development of Practical, Scientific/Research/Creative/Performing and Transferable Skills

Programme ensures the development of students' practical, scientific/research/creative/performing and transferable skills and/or their involvement in research projects, in accordance with the programme learning outcomes.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

The study programme Tourism allows the development of the student's practical, scientific/research and transferable skills. The practical component in the program is presented both as a practical component embedded in separate study courses and as an independent component, with a volume of 6 ECTS.

Used methods like problem-based learning, practical exercises, case analysis, cartographic training, teamwork, brainstorming, preparing a project etc. ensure the development and strengthening of practical skills.

Memorandums are stipulated with fourteen organisations to implement the practical component; each student spends 90 hours at one of these organisations. The selected organizations are

appropriate for the field for which the students of the programme Tourism are being educated. There is no information about the pedagogical experience and knowledge of mentors coming from these organisations.

Students are able to gain their research skills through courses "Business Research Methods" (5 ECTS), and "Academic Writing" (5 ECTS). Development of information, data acquisition, processing, analysis and interpretation skills is provided within these courses. There is also the task to develop a project (5 ECTS) in the 8th semester, which also serves to develop the research skills of students. The bachelor's project is completed in accordance with the "Rules for the completion of the bachelor's thesis" developed at Kutaisi University (approved by Rector on September 28, 2020 No. 36) in compliance with the general requirements and the additional requirements stipulated in the bachelor's project syllabus.

KU has developed "procedures and mechanisms for plagiarism detection, prevention, and response to plagiarism cases" (approved by the University Rector's Order No. 23 of September 17, 2020). They are using anti-plagiarism electronic program: StrikePlagiarism.com, which helps to detect plagiarism and provides students with academic communication skills. Students and staff attend different activities to increase the awareness of the importance of academic integrity.

Evidences/Indicators

- Undergraduate tourism education program and program appendices;
- Educational program syllabi;
- Interviews;
- The process and mechanisms of plagiarism detection, prevention, plagiarism investigation of Kutaisi University LLC;
- The procedure for performance and evaluation of the practical component of the educational program of Kutaisi University LLC;
- The procedure for completing the bachelor's thesis of Kutaisi University LLC;
- Memorandums of cooperation with practice facilities;
- Plagiarism detection program: <https://strikeplagiarism.com/en/>;
- Kutaisi University website: <https://www.unik.edu.ge>.

Recommendations:

There are no recommendations for this standard.

Suggestions for the programme development

It would be advisable if the practice mentors from organisations where students implement the practice would strengthen and update their pedagogical abilities from time to time.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with	Partially complies with	Does not comply with
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		requirements	requirements	requirements
2.2. The Development of practical, scientific/research/creative/performing and transferable skills	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.3. Teaching and Learning Methods

The programme is implemented by use student-oriented teaching and learning methods. Teaching and learning methods correspond to the level of education, course/subject content, learning outcomes, and ensure their achievement.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

Experts confirm that the study programme is implemented by using student-centred teaching and learning methods and that they correspond to the level of studies within the evaluated study programme.

The activities which are provided for teamwork and during practical training are: discussion/debate, teamwork, PBL - problem-based learning, action-based learning, TBL – task-based learning, case study, work on the book (source) and written work, induction, deduction, analysis, synthesis, brainstorming, teaching with electronic resources (E-learning), project-based learning, cartographic teaching, presentation, role-playing (business) game / simulation, the Socratic approach. Used methods are relevant and internationally comparable to similar programmes. They are suitable for transferring knowledge and strengthening students' competencies.

Experts have checked the compliance of the teaching and learning methods used within the program with the learning outcomes of the program and also to evaluate the achievement of the learning outcomes using them, with the aid of a map of the compliance of the teaching and learning methods with the learning outcomes. The mentioned map describes the teaching-learning methods used within the program which ensure the achievement of the learning result set by the program, and at the same time, the table indicates which method ensures the achievement of a particular learning result in a high, medium or low degree (appendix No. 3 - Teaching-learning methods/mapping the relevance of activities to learning outcomes).

Evidences/Indicators

- Undergraduate tourism education program and program appendices;
- Educational program syllabi;
- Methodology of development of individual curriculum of Kutaisi University LLC;
- Moodle electronic platform used for communication of materials: <http://unikmoodle.ge/>
- Interviews.

Recommendations:

There are no recommendations for this standard.

Suggestions for the programme development

There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
2.3. Teaching and learning methods	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.4. Student Evaluation

Student evaluation is conducted in accordance with the established procedures. It is transparent, reliable and complies with existing legislation.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

It has been ascertained that the evaluation system used within the programme is in accordance with the "Rules for calculating credits for higher education programs" approved by Order No. 3 of the Minister of Education and Science of Georgia on January 5, 2007.

For the intermediate and final evaluations of students' knowledge, diverse methods are being used, determined by the course staff. Among them are: test, open questions, essay, oral survey, discussion/debate, case/situation analysis, practical assignment, quiz, project, literature review, presentation, narration, listening, writing, and teamwork.

There are five types of positive assessment, from E to A, and two negative grades. First one is (FX) Didn't pass (on the first attempt) – 41-50 points, which means that the student needs more work to pass and is allowed to take one additional exam with independent work; and (F) Failed – 40 points or less, which means that the work done by the student is not sufficient and he/she has to retake the course.

Practice is being performed taking into account the instructions of the practice supervisor. At the end of the practice, the student writes a report, according to a predetermined form, and defends it before the commission. The knowledge and skills acquired by the student within the scope of the practice are evaluated by an intermediate assessment (60 points), which includes the assessments of the head of the practice and the mentor, and by a final assessment (40 points), during which the student presents a report on the practice.

The bachelor's project is evaluated according to the "rules for the execution of the bachelor's thesis" developed at Kutaisi University (approved by the order of the rector of the university dated September 28, 2020 No. 036) to evaluate the approaches established and provided for by the bachelor's project syllabus. The bachelor's project is evaluated by midterm and final evaluations.

Student evaluation procedures are transparent and fair to all students, students have the possibility to appeal regarding the received grade.

Evidences/Indicators

- Undergraduate tourism education programme and programme appendices;
- Educational programme syllabi;
- The rule of administration of the examination process of Kutaisi University LLC;
- The regulation of the educational process of Kutaisi University LLC;
- The procedure for performance and evaluation of the practical component of the educational program of Kutaisi University LLC;
- The procedure for completing the bachelor's thesis of Kutaisi University LLC;
- Moodle electronic platform used for communication of materials: <http://unikmoodle.ge/>;
- Kutaisi University electronic platform, student information system: <https://eunsis.unik.edu.ge/>.
- Interviews.

Recommendations:

There are no recommendations for this standard.

Suggestions for the programme development

There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
2.4. Student evaluation	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Compliance with the programme standards

2. Methodology and Organisation of Teaching, Adequacy of Evaluation of Programme Mastering	Complies with requirements	X
	Substantially complies with requirements	<input type="checkbox"/>
	Partly complies with requirements	<input type="checkbox"/>
	Does not comply with requirements	<input type="checkbox"/>

3. Student Achievements, Individual Work with Them

The programme ensures the creation of a student-centered environment by providing students with relevant services; promotes maximum student awareness, implements a variety of activities and facilitates student involvement in local and/or international projects; proper quality of scientific guidance is provided for master's and doctoral students.

3.1 Student Consulting and Support Services

Students receive consultation and support regarding the planning of learning process, improvement of

academic achievement, and career development from the people involved in the programme and/or structural units of the HEI. A student has an opportunity to have a diverse learning process and receive relevant information and recommendations from those involved in the programme.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

Kutaisi university takes into consideration the needs and interests of its students in order to offer them a better quality of Education. They use questionnaires to gather some data about students' needs and what they like about the program and what are some aspects they would like to change or improve. They use different types of questionnaires, some are used to understand what students think about the program and about the lecturers, how satisfied students are with the program; some are about general topics that students would like to change in general in the university or if they wish to plan something. Students' participation in this questionnaire is anonymous.

Whenever students of this program plan to have any kind of activities, feel free to ask the coordinator of their program and share their ideas and fulfil their plans.

Students have a chance to use the consultancy hours with the lecturers whenever they need to. They may visit them and get some kind of information or help after lectures. Students also mentioned that they are not restricted with specific times and days, they can use consultancy hours whenever there is a need for it.

There are several positive aspects that should be mentioned. Firstly, students have an opportunity to participate in different projects and prepare speeches. They can also use a chance and become exchange students but there is one factor which hinders some students from participating in the exchange programs, this is a language barrier. Not every student possesses the appropriate level of English language to become an exchange student. University offers some job fair events as well where students can meet the employers.

Students are informed about various local and international projects and events that are consistent with their teaching and research objectives.

After the meeting with the employers, a problem connected to insufficient language knowledge was shown at this stage as well.

After the discussion with the graduates of this program, students mentioned that some programs are updated and modified and it is much better now than during their study years.

Evidences/Indicators

- Interview with the students, alumni, rector, lecturer, program coordinator and Self evaluation team.
- Interview with the employers.

Recommendations:

There are no recommendations for this standard.

Suggestions for Programme Development

It would be beneficial for students if they will be offered more intensive courses in English Language so that everyone will have an equal opportunity to participate in the exchange programs and international projects

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
3.1 Student Consulting and Support Services	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.2. Master's and Doctoral Student Supervision

- A scientific supervisor provides proper support to master's and doctoral students to perform the scientific-research component successfully.
- Within master's and doctoral programmes, ration of students and supervisors enables to perform scientific supervision properly.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

Describe, analyse and evaluate the compliance of the education programme with the requirements of the component of the standard, based on the information collected through the self-evaluation report (SER), the enclosed documents and site-visit.

There are no master / doctoral students at this cluster.

Data related to the supervision of master's/ doctoral students	
Quantity of master/PhD theses	
Number of master's/doctoral students	
Ratio	

Evidences/Indicators

- Component evidences/indicators, including the relevant documents and interview results

Recommendations:

Not relevant.

Suggestions for the programme development

Not relevant.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
3.2. Master's and Doctoral Students Supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Compliance with the programme standards

3. Students Achievements, Individual Work with them	Complies with requirements	X
	Substantially complies with requirements	<input type="checkbox"/>
	Partly complies with requirements	<input type="checkbox"/>
	Does not comply with requirements	<input type="checkbox"/>

4. Providing Teaching Resources

Human, material, information and financial resources of educational programme ensure sustainable, stable, efficient and effective functioning of the programme and the achievement of the defined objectives.

4.1 Human Resources

- Programme staff consists of qualified persons, who have necessary competences in order to help students to achieve the programme learning outcomes.
- The number and workload of programme academic/scientific and invited staff ensures the sustainable running of the educational process and also, proper execution of their research/creative/performance activities and other assigned duties. Quantitative indicators related to academic/scientific/invited staff ensure programme sustainability.
- The Head of the Programme possesses necessary knowledge and experience required for programme elaboration, and also the appropriate competences in the field of study of the programme. He/she is personally involved in programme implementation.
- Programme students are provided with an adequate number of administrative and support staff of appropriate competence.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

Based on the self-evaluation report of the educational program, the documentation attached to it, and the information obtained as a result of the accreditation visit, we outline that 40 academic personnel are involved in the undergraduate tourism educational program implementation process, including 17 academic and 23 invited personnel. Among the academic staff, there are 5 professors (including 3 affiliated ones), 10 associated professors (including 4 affiliated), and 2 assistant professors (both affiliated). As a result of the study of the documentation submitted by the Higher Educational Institution and already carried out interviews, it was determined that the institution has developed and has been using the "Methodology for Determining Number of the Academic and Invited Staff", according to which the minimum number of academic staff involved in the educational program implementation process, is calculated based on the hours, spent in the mandatory academic courses of the program's major field of study, considering the number of students with active status (Rector's Order No. 16 of September 17, 2020).

There is the document "Kutaisi University Staff Selection Rule" (Rector's Order No. 261 of July 16, 2020) operating at the Higher Educational Institution, according to which the academic staff implementing the program is selected by the competition. As a result of checking the documents confirming the qualifications of the professors and invited staff involved in the program implementation process, presented by the Higher Educational Institution, as well as the carried out interviews with the academic and invited staff at the university, we outline that the people executing the program are in accordance with the legislation and internal regulations of the Higher Educational Institution. The expertise of personnel is in conformity with their qualification requirements, functions, and proper legislation.

The Higher Educational Institution has developed a "Semester Workload Scheme" for the academic and invited staff involved in the educational program implementation process, which ensures the proper execution of the educational process defined by the educational program, as well as the performance of scientific-research activities and other functions assigned to them. The study program syllabus also defines the number of counselling hours. The number of academic and visiting staff is adequate for the number of students. The ratio between academic and visiting staff ensures the sustainability of the programs. As a result of the study of the document "Quantitative Data of the Educational Program", presented by the Higher Educational Institution, and the conducted interviews, we emphasize that the rate of intensity of academic and invited staff turnover ensures the durability of the program.

The study of the documentation submitted by the Higher Educational Institution and the results of the interview with the program manager demonstrated that the program manager has the crucial professional knowledge, experience, skills, and competence for program development and successful implementation. The supervisor is actively involved in the program implementation, evaluation and progress, counselling of students, and various events planned within the framework of the program.

The visit to the institution revealed that the educational program is implemented with the support of the university administration and all relevant structural units. The administrative and support staff qualifications are in accordance with the duties assigned to them and the functions to be well performed.

Number of the staff involved in the programme (including academic, scientific, and invited staff)	Number of Programme Staff	Including the staff with sectoral expertise ⁶	Including the staff holding PhD degree in the sectoral direction ⁷	Among them, the affiliated staff
Total number of academic staff	40			
- Professor			5	3
- Associate Professor			10	4
- Assistant-Professor			2	2
- Assistant				
Visiting Staff	23	15	8	–
Scientific Staff				–

Evidences/Indicators

- Visit to the University and interviews with the staff involved in the program implementation process;
- CVs, diplomas, and list of accomplishments of academic and visiting staff;
- Tourism undergraduate educational program and relevant annexes;
- Educational program syllabi;
- Methodology for determining the number of academic and invited staff of Kutaisi University LLC;
- Kutaisi University LLC personnel selection procedure;
- Job descriptions and qualification requirements of Kutaisi University LLC staff;
- Documentation confirming the qualification of the head of program.

Recommendations:

There are no recommendations for this standard.

Suggestions for Programme Development

There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
4.1 Human Resources	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

⁶ Staff implementing the relevant components of the main field of study

⁷ Staff with relevant doctoral degrees implementing the components of the main field of study

4.2 Qualification of Supervisors of Master's and Doctoral Students

The Master's and Doctoral students have qualified supervisor/supervisors and, if necessary, co-supervisor/co-supervisors who have relevant scientific-research experience in the field of research.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

Describe, analyse and evaluate the compliance of the education programme with the requirements of the component of the standard, based on the information collected through the self-evaluation report (SER), the enclosed documents and site-visit.

There are no master / doctoral educational programmes in this cluster.

Number of supervisors of Master's/Doctoral theses	Thesis supervisors	Including the supervisors holding PhD degree in the sectoral direction	Among them, the affiliated staff
Number of supervisors of Master's/Doctoral thesis	-	-	-
- Professor	-	-	-
- Associate Professor	-	-	-
- Assistant-Professor	-	-	-
Visiting personnel	-	-	-
Scientific Staff	-	-	-

Evidences/Indicators

Not relevant.

Recommendations:

Not relevant.

Suggestions for the programme development

Not relevant.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
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4.2 Qualification of Supervisors of Master's and Doctoral Students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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4.3 Professional Development of Academic, Scientific and Invited Staff

- The HEI conducts the evaluation of programme staff and analyses evaluation results on a regular basis.
- The HEI fosters professional development of the academic, scientific and invited staff. Moreover, it fosters their scientific and research work.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

Based on the self-evaluation report of the educational program, the documentation attached to it, and the information obtained as a result of the accreditation visit, we outline that the evaluation of the staff implementing the bachelor's education program in tourism at Kutaisi University is carried out in several directions, namely:

1. Academic staff is evaluated according to the carried out scientific and research activities;
2. Academic and guest staff are also evaluated according to their academic activities (the evaluation process is regulated by the "Rule of Evaluation of Academic and Invited Staff of Kutaisi University LLC"), which means staff evaluation by the student, dean, program head, examination centre employees and training process management supervisors;
3. Evaluation of program implementation staff, which involves assessment of in-class activities. The evaluation process is regulated in accordance with the "Procedures for Evaluating the Auditorium Work of Kutaisi University LLC" (Rector's Order No.17 of September 17, 2020).

According to the interviews, the summary assessment results and the feedback are sent by the quality assurance service to the academic and visiting staff individually. It is important that, as a result of in-class activity assessment, the institution frequently offers various training courses to academic and visiting staff in order to improve the quality of teaching. The Center for the Promotion of Scientific and Research Activities is operating in the institution, which, in cooperation with the quality assurance service, evaluates the obtained results, analyses and determines the needs for the promotion of scientific and research activities for the academic staff, and plans the relevant activities. The institution also has a financial promotion mechanism for scientific and research activities, which provides financial incentives for academic and invited staff once a year. As a result of the interviews with the academic and invited personnel, it was revealed that the mechanisms and methods of their evaluation by the quality assurance service are known to them in advance, and they positively assess the ongoing process, actively participate and contribute to the process management. The active student involvement in the evaluation lecturers and training courses is also significant, which was outlined during the interviews with them.

There is an International Relations Department, operation in the Higher Educational Institution, which ensures the cooperation of students and professors with foreign educational and scientific entities. The Center for the Promotion of Scientific Research Activities of Higher Educational Institutions provides individual consultations and conducts training sessions for obtaining funding for scientific projects and international events from donor organisations.

Training sessions, workshops, and informational meetings are regularly held by the Center for the Promotion of Scientific and Research Activities, considering the needs and requirements of the personnel. It is important that 77,600 GEL has been allocated to the budget of the faculty for the financing and promoting of the scientific-research activities of the academic staff. Also, 10,000 GEL is provided in the budget of the faculty to finance scientific research projects.

Interviews with academic and invited staff of the program showed that the program personnel are actively involved in international projects and conferences, they publish research papers in international scientific journals.

Evidences/Indicators

- A visit to the University, interviews with the administration and the staff involved in the program implementation;
- The procedure for evaluating the academic and invited staff of Kutaisi University LLC;
- Evaluation results of academic and invited personnel, response reports on assessed results;
- Procedures for evaluating the in-class work of Kutaisi University LLC;
- In-class activity evaluation reports, issued feedback, and summary reports;
- Results of the general satisfaction survey of program staff, outcome analysis, and response reports;
- Rules of research financing in Kutaisi University LLC;
- 2021-2022 and current academic year report of the Center for the Promotion of Scientific and Research Activities;
- Report of the 2021-2022 academic year training centre for innovative methods of teaching on the training sessions conducted for the staff;
- 2022-2023 academic year budget of the Faculty of Social Sciences, Business and Law;
- Kutaisi University electronic platform, student information system: <https://eunsis.unik.edu.ge/>

Recommendations:

There are no recommendations for this standard.

Suggestions for the programme development

Enhance the teaching of English (including sectoral English), for both staff and students.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
4.3 Professional development of academic,	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.4. Material Resources

Programme is provided by necessary infrastructure, information resources relevant to the field of study and technical equipment required for achieving programme learning outcomes.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

Based on the self-assessment report of the educational program, the documentation attached to it, and the information obtained as a result of the accreditation visit, we outline that the infrastructure and technical equipment of the Higher Educational Institution quantitatively and qualitatively ensures the achievement of the goals and learning outcomes of the educational program. Auditoriums and conference halls in the Higher Educational Institution are equipped with appropriate inventory and information-communication technology. The university has computer classes equipped with modern computer equipment.

In the library of the institution, there is relevant literature defined by the syllabus, with the latest scientific periodicals. During the visit to the library, the literature determined in the syllabus was randomly checked. It is worth noting the high qualification of library employees and the electronic sources of educational literature adapted to students.

It is important that the electronic catalogue of the library and the electronic literature search system Openbiblio are available to any user of the library of the Higher Educational Institution, which is available on the university website, <https://unik.edu.ge/Library/72>.

The undergraduate tourism program submitted for evaluation by the higher educational institution is provided with appropriate material and technical resources. Students are informed about the possibility of using existing resources and the consumption rules.

Evidences/Indicators

- Visit to University, inspection of the material and technical base. interviews with the administration and staff involved in the implementation of the program;
- 2022-2023 academic year budget of the Faculty of Social Sciences, Business and Law;
- Electronic catalogue of the library on the university website: <https://unik.edu.ge/Library/72>;
- International electronic scientific databases: <https://unik.edu.ge/Library/73>;
- Kutaisi University website: <https://www.unik.edu.ge/>

Recommendations:

There are no recommendations for this standard.

Suggestions for the programme development

There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component		Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
4.4	Material Resources	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.5 Programme/Faculty/School Budget and Programme Financial Sustainability

The allocation of financial resources stipulated in the programme/faculty/school budget is economically feasible and corresponds to the programme needs.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

Based on the self-evaluation report of the educational program, the documentation attached to it, and the information obtained as a result of the accreditation visit, it is confirmed that the budget of the tourism educational program ensures its sustainability.

The presented budget provides for the development/training of academic and invited, administrative and support staff involved in the program implementation, as well as the development/training of students, the fulfilment of the educational program, the financing of research, conferences, and the publication of articles, the development of study materials and the library.

The expenses provided for in the budget of the program ensure its development and the promotion of its quality implementation. Allocation of financial resources provided by the program budget is economically achievable and corresponds to the program's needs.

Evidences/Indicators

- Kutaisi University LLC budgeting policy and procedures;
- 2022-2023 academic year budget of the Faculty of Social Sciences, Business and Law;
- Budget of Kutaisi University LLC for the 2022-2023 academic year;
- A visit to the University, interviews with the administration and the staff involved in the implementation of the program;

Recommendations:

There are no recommendations for this standard.

Suggestions for the programme development

There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
4.5. Programme/ Faculty/School Budget and Programme Financial Sustainability	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Compliance with the programme standard

4. Providing Teaching Resources	Complies with requirements	X
	Substantially complies with requirements	<input type="checkbox"/>
	Partly complies with requirements	<input type="checkbox"/>
	Does not comply with requirements	<input type="checkbox"/>

5. Teaching Quality Enhancement Opportunities

In order to enhance teaching quality, programme utilises internal and external quality assurance services and also, periodically conducts programme monitoring and programme review. Relevant data is collected, analysed and utilized for informed decision making and programme development.

5.1 Internal Quality Evaluation

Programme staff collaborates with internal quality assurance department(s)/staff available at the HEI when planning the process of programme quality assurance, developing assessment instruments, and implementing assessment process. Programme staff utilizes quality assurance results for programme improvement.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

After having interviews during the site visit and reviewing the self-evaluation report and its annexes provided by the Kutaisi University group of experts concluded that university Quality Assurance (QA) service carries out its activities in accordance with the the "Quality Assurance Policy". The quality assurance system works according the principle of »plan, implement, test, develop«. QA service mobilises and prepeares data, information and reports related to the program and self-evaluation reports.

Working group/program comitee and leader of program together with the QA service began preparation of educational program with the anaysis of the job market. In the process of working on update of the content of the educational program program leader had systematic

communication with the administration and QA service. In order to consider the best practices, analogical programs from Georgian and foreign institutions were analysed.

For monitoring and evaluation of the electronic/distance learning process Kutaisi University ensures the adaptation of internal quality assurance mechanisms by introducing special procedures and regulations for it, by development of special questionnaires about the quality of electronic/distance learning and by conducting the special surveys about electronic/distance learning.

Evidences/Indicators

- Quality assurance policy of Kutaisi University;
- Quality assurance mechanisms of Kutaisi University and procedures for using evaluation results;
- Results of evaluation of lecturers and courses by students, reports of response to the results;
- Results of survey of general satisfaction of students and staff, analysis of results and reports of response to results;
- Results of assessment of examination processes by students, analysis of results and reports of response to results;
- The results of the evaluation of the staff implementing the program by the administrative staff, reports of response to the results;
- The summary report of the assessment of the audit work, the report of the response to the results of the assessment;
- Analysis of students' academic performance, report on the use of analysis results; - Stakeholder survey results, results analysis and usage report;
- Undergraduate tourism education program and program appendices;
- Educational program syllabi;
- Minutes of the Tourism Undergraduate Educational Program Committee Meeting
- Interviews with the university/faculty administration, heads of programmes, academic and invited personnel, students, graduates and employers;
- Self-evaluation report of the university;

Recommendations:

There are no recommendations for this standard.

Suggestions for the programme development

There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
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5.1 Internal quality evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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5.2 External Quality Evaluation

Programme utilises the results of external quality assurance on a regular basis.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

In the 2020-2021 academic year, certain changes were made within the framework of the educational program. The basis of the mentioned changes was the results of the external evaluation, as well as the internal mechanisms of quality assurance developed in the university for the purpose of developing educational programs. The evaluation of the educational program by the Georgian National Center for Educational Quality Enhancement was carried out through unplanned monitoring. As a result of the monitoring of the tourism undergraduate education program, out of three standards (first, second and fourth standards), the program was evaluated in two standards (first and fourth standard) as fully compliant with the requirements, and in one (the second standard) as substantially relevant. The program was given recommendations and advice. University was obliged to submit a report on the implementation of the received recommendations within 6 months. The University submitted to the National Center a report on the implementation of the recommendations and advice received within the framework of the monitoring of the undergraduate education program in tourism. By the decision of the Accreditation Council of Higher Education Programs of April 1, 2022 (Decision No. MES 8 22 0000341650), the administrative proceedings started in connection with the unplanned monitoring of the program were terminated. "Tourism" was defined as the name of the educational program.

The undergraduate tourism education program was sent to an external evaluator from another Georgian institution of higher education for formative assessment. It was positively evaluated by an independent expert. The evaluator expressed certain recommendations, some of which were taken into account in the process of updating the program.

Evidences/Indicators

- Undergraduate tourism education program and program appendices;
- Educational program syllabi;
- Protocol of the meeting of the Accreditation Council of Higher Education Programs on September 10, 2021 No. 889999;
- Decision of the Accreditation Council of Higher Education Programs of April 1, 2022 No. MES 8 22 0000341650;
- Opinion of an external expert participating in the developmental evaluation process of the program;
- Interviews with the university/faculty administration, heads of programmes, academic and invited personnel, students, graduates and employers;
- Surveys of students, graduates, academic and invited personnel, Survey of employers
- Labour market analyses;
- Self-evaluation report of the university.

Recommendations:

There are no recommendations for this standard.

Suggestions for the programme development

There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
5.2. External Quality Evaluation	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5.3 Programme Monitoring and Periodic Review

Programme monitoring and periodic evaluation is conducted with the involvement of academic, scientific, invited, administrative, supporting staff, students, graduates, employers and other stakeholders through systematic data collection, study and analysis. Evaluation results are applied for the programme improvement.

Summary and Analysis of the Education Programme's Compliance with the Requirements of the Component of the Standard

The University has in place the mechanisms for the educational program evaluation. It is evaluated by the program leaders annually. The evaluation consists of different components, like evaluation of the achievement of the learning outcomes, analysis of the academic performance of students, results of the survey of interested parties/stakeholder, indicators of employment of graduates and etc. The results of the survey of the stakeholders are analysed and used for the development of the program. The results are discussed with the members of the program committee and appropriate changes are made if necessary. The teaching and research performance of the personnel is monitored through the systematic evaluation of personnel activities. The quality assurance service also evaluates the examination processes and other services provided by the University. The quality assurance service organises regular evaluations of the staff implementing educational programs, with the involvement of students and university administrative staff. At the end of each semester students evaluate the courses and lecturers through questionnaires. The progress of the educational process is evaluated through satisfaction surveys and if necessary the issues are sent to the relevant structural units for response.

Evidences/Indicators

- Quality assurance policy of Kutaisi University;
- Quality assurance mechanisms of Kutaisi University and procedures for using evaluation results;
- Guidelines for conducting satisfaction surveys of Kutaisi University ;
- Procedures for evaluating the auditorium work of Kutaisi University;

- Methodology for determining the number of academic and invited staff of Kutaisi University;
- The results of the survey of the interested parties, the analysis of the results and the consideration report;
- Annual evaluation report of undergraduate tourism education program;
- Analysis of students' academic performance, results of the analysis and a report on the consideration of the results;
- The summary report of the assessment of the audit work, the report of the response to the results of the assessment;
- The table for determining the number of academic and invited staff of the undergraduate tourism education program;
- The results of the evaluation of the staff implementing the program, the responses to the results of the evaluation;
- General satisfaction survey results, results analysis and results response reports;
- Results of assessment of examination processes, analysis of results and response reports of the examination centre;
- Undergraduate tourism education program and program appendices;
- Protocol of the session of the committee of the tourism undergraduate educational program;
- Comparison analysis of Kutaisi University undergraduate education program of tourism with similar programs.
- Interviews with the university/faculty administration, heads of programmes, academic and invited personnel, students, graduates and employers;
- Surveys of students, graduates, academic and invited personnel, Survey of employers
- Labour market analyses;
- Self-evaluation report of the university.

Recommendations:

There are no recommendations for this standard.

Suggestions for the programme development

There are no suggestions for this standard.

Evaluation

Please, evaluate the compliance of the programme with the component

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
5.3. Programme monitoring and periodic review	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Compliance with the programme standards

5. Teaching Quality Enhancement Opportunities	Complies with requirements	X
	Substantially complies with requirements	<input type="checkbox"/>
	Partially complies with requirements	<input type="checkbox"/>
	Does not comply with requirements	<input type="checkbox"/>

Attached documentation (if applicable):

Name of the Higher Education Institution:

Name of Higher Education Programme, Level:

Compliance with the Programme Standards

Evaluation Standards	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
1. Education Programme Objectives, Learning Outcomes and their Compliance with the Programme	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
2. Teaching Methodology and Organisation, Adequacy Evaluation of Programme Mastering	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Student Achievements, Individual Work with them	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Providing Teaching Resources	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Teaching Quality Enhancement Opportunities	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

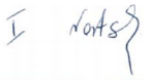
Expert Panel Chair's

Armand Faganel,

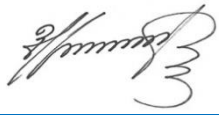


Expert Panel Members'

Ia Natsvlshvili



Valeri Arghutashvili,



Ia Butskhrikidze,

