



NATIONAL CENTER FOR
EDUCATIONAL QUALITY
ENHANCEMENT

Accreditation Expert Group Report on Higher Education Programme

Tourism, Bachelor's degree

Georgian International University GIU LLC
(former known as : Guram Tavartkiladze Tbilisi Teaching University)

2023-05-24

2023-06-26

Tbilisi

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Information about a Higher Education Institution ¹

Name of Institution Indicating its Organizational Legal Form	Georgian International University GIU LLC (former know as: Guram Tavartkiladze Tbilisi Teaching University) Limited Liability Company
Identification Code of Institution	20455524
Type of the Institution	Teaching University

Expert Panel Members

Chair (Alina Katunian, Vilniaus kolegija/Higher Education Institution, Lithuania)	
Member (Davit Sikharulidze, Ivane Javakhishvili Tbilisi State University, Georgia)	
Member (Tamar Gvianishvili, Business and Technology University, Georgia)	
Member (Davit Tepnadze, Georgian Aviation University, Georgia)	

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	First level (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 leisure
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	English
Number of ECTS credits	240 ECTS
Programme Status (Accredited/ Non-accredited/ Conditionally accredited/new/International accreditation) Indicating Relevant Decision (number, date)	Accredited 01/11/2022, MES 1 22 0001385357
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**

Scope of Tourism Bachelor's study programme is as required 240 ECTS. The qualification to be awarded Bachelor of Business Administration in Tourism. The tourism bachelor education program has 8 learning outcomes classified under knowledge and awareness, skills and responsibility and autonomy. Learning outcomes are measurable. The teaching-learning methods of each academic course of the bachelor's program in tourism correspond to the level of education. Common set of qualified academic and qualified invited staff ensures the sustainability of the program, all together there 39 people involved into implementation of the program. The current quality management system at the university defines a unified approach to quality management issues and at the same time implies the division of functions and powers between the central office and the quality assurance services created at the faculties.

▪ **Overview of the Accreditation Site Visit**

The site visit took place on the 2023-05-24. During the site visit appeared meetings with the administration, self-evaluation team, head of the study programme, academic and invited staff, students and alumni of the related study programme, employers, representative of the quality assurance office. During the inspection of the facilities the main resources and capacity were represented. The admission procedure to the programme complies with the existing legislation and university regulations.

• **Brief Overview of Education Programme Compliance with the Standards**

Generally the Tourism Bachelor's study programme meets the requirements of the Standards. The goal the programme is clearly defined. The tourism bachelor education program has 8 learning outcomes classified under knowledge and awareness, skills and responsibility and autonomy. Learning outcomes are measurable. The teaching-learning methods of each academic course of the bachelor's program in tourism correspond to the level of education, the content of the course, the learning outcomes, the requirements of the field characteristics. All in all the number of academic and visiting staff is adequate in terms of the number of the students. Common set of qualified

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

academic and qualified invited staff ensures the sustainability of the program, all together there 39 people involved into implementation of the program. The current quality management system at the university defines a unified approach to quality management issues and at the same time implies the division of functions and powers between the central office and the quality assurance services created at the faculties.

The analyzed study program complies with the standard requirements. To be precise standards: Educational Programme Objectives, Learning Outcomes and their Compliance with the Programme; Methodology and Organization of Teaching, Adequacy of Evaluations of Programme Mastering; Student Achievements and Individual Work with Them; Providing Teaching Resources; Teaching Quality Enhancement Opportunities – comply with requirements.

▪ **Recommendations**

- It is recommended to implement relevant activities in order to strengthen the involvement of stakeholders (academic staff, employers and students) in the process of developing learning outcomes.
- It is recommended that the institution provide strengthening of practical skills development activities in the direction of tourism, integrated in the programme.
- It recommended to include the tourism and hospitality reservation system(s) software into the study programme, in a adequate amount, taking into consideration the number of the students.

▪ **Suggestions for Programme Development**

- To plan and motivate staff to actively work on research in the field of Tourism, aiming to create relevant scientific production.
- To develop the tourism related facilities, for instance laboratories with the tourism and hospitality reservation system(s) software.

▪ **Brief Overview of the Best Practices (if applicable)⁵**

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

University agrees and shares the recommendations and suggestions provided by the experts, taking into consideration involvement of the stakeholders, practical skills development, adding the software of the reservation systems.

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

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

In order to prepare for re-accreditation of the program, a self-assessment working group (Rector's order # 01-01-97, 06.12.2022) was created, and tasked with checking compliance with accreditation standards, taking into account the recommendations of accreditation experts and preparing all necessary documentation. Members of the self- assessment group were administrative staff, heads of various structural units, student, graduate, and employer. When it comes to the program "Tourism", a document "Analysis of the results of internal and external evaluation of the English-language bachelor's program in tourism" was developed, which details the recommendations that were issued in order to improve the program (recommendations of the Accreditation Council, MES 1 22 0001385357, 01.11.2022) and actions taken to fulfill them.

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

At the Faculty of Business and Social Sciences of Tbilisi Educational University named after Guram Tavartkiladze LLC, an undergraduate tourism education program (English language) is implemented. The program has four specific objectives. According to the first objective, the student acquires theoretical knowledge and practical skills. The second objective is that the student will develop the ability to analyze the sectoral structure of tourism, current trends, and perspectives of sustainable development. According to the third objective, the skills of the student to analyze the problems raised in the field and give recommendations is formed, and according to the fourth goal, students will develop the ability to work in a team, taking into account the norms of corporate ethics and responsibility.

The goal of the program is clearly defined. From the objective, it can be seen that the program is focused on the training of qualified personnel who will have theoretical and practical knowledge, both in the field of business and tourism. The goal of the program is consistent with the institution's mission, considering labor market requirements and trends. Internationalizations of the program is given in the 2019-2025 strategic development plan of the university, where internationalization is declared as the third priority direction. The mentioned program is public and is posted on the university website.

Evidences/Indicators

- Tourism bachelor education program
- Labor market research results
- Strategic Development Plan 2019-2025

- University website: <http://gttu.edu.ge/>
- Interview results.

Recommendations:

- N/A

Suggestions for the Programme Development

- N/A

Evaluation

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
1.1 Programme Objectives	<input checked="" 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

The tourism bachelor education program has 8 learning outcomes classified under knowledge and awareness, skills and responsibility and autonomy. Learning outcomes are measurable. Active verbs are used when formulating programme learning outcomes. The learning outcomes are realistic and achievable, as the university has sufficient human and physical resources to achieve the learning outcomes. The structure and content of the program, including the literature used in the syllabi, enable the achievement of learning outcomes. When developing the learning outcomes, the sectoral characteristics of the field of tourism are considered and are based on the qualification framework. The results of the labor market research are also considered and correspond to the requirements of the fields of professional employment of the graduates.

The relationship between learning outcomes and academic courses, as well as the progress towards achieving learning outcomes (introduction, development courses, practical courses, master course) are provided through the learning outcomes map and are logically connected to each other.

Stakeholder interviews revealed that academic staff, students, and staff were more or less involved in developing the programme learning outcomes, however this involvement could be strengthened.

Evidences/Indicators

- • Tourism bachelor program;
- • Map of program goals and learning outcomes;
- • Analysis of the labor market and employers' requirements;
- • University website: <http://gttu.edu.ge/>
- • Interview results.

Recommendations:

- It is recommended to implement relevant activities in order to strengthen the involvement of stakeholders (academic staff, employers and students) in the process of developing learning outcomes.

Suggestions for Programme Development

- N/A

Evaluation

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
1.2 Programme Learning Outcomes		<input checked="" 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

The institution has developed the document "Methodology of formation and evaluation of learning outcomes of the program", according to which the mechanism of evaluation of learning outcomes of the program includes direct and indirect evaluation methods. Several maps have been developed to analyze the program content and planned results. One of the mechanisms for evaluating the program is considered to be confirmation of the correspondence between goals and results, as well as the possibility of achieving them. The alignment of the program's learning outcomes and objectives is illustrated by the alignment map (See Program Annex #2 "Goals and Outcomes Map"). Also, there is a map indicating which study course provides the development of which learning outcome in three progressive steps - 1. Familiarization; 2- deepening; 3 - reinforcement. (See Program Annex # 3 "Curriculum Map"). According to the above document, evaluation of an educational program is a process that determines how well students have achieved the learning outcomes of the program and how the program can be improved. All learning outcomes of the program must be assessed at the end of the program when these data are analyzed and compared to target marks. Indirect evaluation methods include student, graduate and employer surveys, course grades, program completion rate, etc. To evaluate the learning outcomes of the program, questionnaires prepared in advance are used, in which interested persons (students, graduates, employers, others) indicate their opinion. The direct mechanism for evaluating the learning outcomes of the program comprises the determination of the target marks of the program and monitoring of the progress of their achievement. To assess the achievement of learning outcomes, a map is used, on one side of which the learning outcomes of the program are presented, and on the other side - the mandatory components of the program, the assessment period (semester) and activities (eg, project, presentation, practice, bachelor's thesis, etc.), through which Confirmation/Evaluation of Program Outcome Achievement is carried out.. (See Program Appendix #4 "Evaluation of Learning Outcomes (Direct Method)"). A target mark (numerical indicator) is defined for the learning outcome of the program, which numerically expresses the achievement/confirmation of the program outcome (for example, 50% of students will receive 60-70% of the possible assessment). A "Gaussian curve" is used - for example, 20% of students will receive an A grade, 40% - a B grade; 20% - a C grade, 10% - a D grade, 5% - an E grade, 3% - an F grade, 2% - Fx. In addition to the above, the control of students' academic performance is used, the results of which are analyzed on a semester basis for each study course. Based on the results of the studied documentation and interviews, it should be noted that the institution has developed relevant mechanisms for evaluating the learning outcomes of the programs. Additionally, the documents submitted by the institution, the results of the interview and the above mentioned circumstances together led to the evaluation of this component of the standard as "Complies with requirements".

Evidences/Indicators

- Methodology of Program Study Results' Developemnt and Evaluation;
- Objectives and Outcomes Map (Program Annex #2);
- Curriculum Map (Program Annex #3);
- Assessment of Learning Outcomes: Direct Method (Program Annex #4);
- Interview results.

Recommendations:

- N/A

Suggestions for the Programme Development

- N/A

Evaluation

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	<input checked="" 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

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 site-visit, it was revealed that the program was compiled according to the procedures of planning, developing, approving, developing and cancelling the educational programs of Guram Tavartkiladze Tbilisi Teaching University LLC. The content, volume and complexity of the program correspond to the level of education; It is built in accordance with the rules established by Georgian legislation and in accordance with ECTS – the European system of transfer and accumulation of credits;

The qualification awarded for the bachelor education program in tourism is Bachelor of Tourism, it is 240 credits (8 semesters. One semester includes 18 weeks. One academic year is 2-semesters and includes an average of 60 ECTS credits).

The structure of the program is consistent, the courses are logically distributed according to semesters. The qualification awarded is Bachelor of Business Administration in Tourism. Accordingly, the structure of the program is represented by both business and tourism academic courses. In particular, the program includes the following subjects in the field of business: modern business basics, marketing basics, management basics, accounting principles, finance basics, strategic management, project management, risk management, sales management, human resources management in tourism, operations management. The following subjects are presented in the field of tourism: tourism economics, tourism policy and legal regulation, hotel and restaurant management, tour operating, transport industry and tourism, business (MICE) tourism, international reservations systems in tourism, guide art, cultural tourism, fundamentals of tourism-recreational resources, cultural Tourism, tourism statistics. In addition, calculus for business and research methods are taught within the program, which will help students to effectively complete their bachelor's thesis.

The educational program also includes elective courses, which includes 17 academic courses with 34 ECTS, free components with 48 ECTS. Foreign language courses with the volume of 28 ECTS. Based on the above analysis, it can be said that:

- The content and structure of the program are in accordance with the qualifications awarded and ensure the achievements of the learning outcomes of the program;
- The content, volume and complexity of the program correspond to the level of education;
- The structure of the program is consistent; The educational components included in the program are logically arranged and develop in content; Prerequisites for admission to the next component are adequate;

From the interview, it is clear that HEI ensures publicity and availability of information about the program. The program is posted on the website of University.

Evidences/Indicators

- Tourism bachelor Education Program
- Methodology of planning, development and development of educational programs
- the results of the survey
- University website: <http://gttu.edu.ge/>

Recommendations:

- N/A

Suggestions for the programme development

- N/A

Evaluation

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 checked="" 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 can be stated that the content and scope of the academic subjects separately and together ensure the achievement of the learning outcomes. The ration of contact and independent hours is also suitable and takes the characteristics of the study course into consideration. The learning outcomes of the compulsory study courses correspond to the program's learning outcomes. After the site visit it can be declared, that study materials are up to date and ensure the achievement of the learning outcomes.

Evidences/Indicators

- Syllabus of the training courses/components included in the bachelor education program tourism;
- Books and digital fund of the library.

Recommendations:

- N/A

Suggestions for the programme development

- N/A

Evaluation

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
1.5. Academic Course/Subject	☒			

Compliance of the Programme with the Standard

1. Educational programme objectives, learning outcomes and their compliance with the programme	Complies with requirements	☒
	Substantially complies with requirements	
	Partially complies with requirements	
	Does not comply with requirements	

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

The admission procedure to the programme complies with the existing legislation and university regulations. Programme admission preconditions are logically linked to programme content, learning outcomes, level of education, the qualification to be awarded and the instruction language.

Citizens of Georgia with a full general education certificate have the right to enroll in the English-language undergraduate education programme of tourism, based on the results of the unified national exams (Georgian language and literature, English language (at least 60 points in the English language, mathematics/history/geography)).

Admission of the students to the educational university without unified national exams is allowed for citizens of foreign countries in accordance with the rules established by Georgian legislations (Law of Georgia on Higher Education, Article 52). The B2 english language competence level is a requirement for enrollment.

Evidences/Indicators

- The regulation of the educational process;
- The rule of determining language competence;
- Website of the University.

Recommendations:

- N/A

Suggestions for the programme development

- N/A

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	<input checked="" 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

According to the documents presented by the University, it is established that the bachelor's program in tourism ensures the development of students' practical, basic research and transfer skills in accordance with the learning outcomes. This is confirmed by various characteristics. In particular, internship in tourism industry and a bachelor's project are provided within the program. In the case of internship, the University has signed memoranda, within the framework of which organizations

are ready to accept students and graduated for internships. Students acquire practical skills in accordance with the requirements of the labor market in travel companies, the National Tourism Administration, travel agencies, hotels, museums. Examining the syllabi also reveals that the development of practical skills is served by the various academic courses of the program through case studies, projects.

However, during the interviews, students reported that they experienced a lack of practical activities related to tourism, can be stated that more of this shall be developed seeking to achieve the requirements of the labor market.

Various extra-curricular activities such as scientific research conferences, business competitions, intellectual games, master classes of successful businessmen are regularly carries out in the University.

Evidences/Indicators

- Bachelor program in tourism
- Interview results
- Syllabus
- Bachelor theses

Recommendations:

- It is recommended that the institution provide strengthening of practical skills development activities in the direction of tourism.

Suggestions for the programme development

- N/A

Evaluation

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

The teaching-learning methods of each academic course of the bachelor's program in tourism correspond to the level of education, the content of the course, the learning outcomes, the requirements of the field characteristics.

In the process of implementing the academic course, relevant teaching-learning methods are used to achieve the learning outcomes, such as: lecture, seminar, practical work, working in groups. For this, depending on the specifics of the academic course, the following activities are carried out: interactive teaching, cooperative; group (collaborative) work; problem-based learning (PBL); case study (Case study); Brain storming; role-playing and situational games; to demonstrate induction; deduction; analysis; synthesis; verbal or oral; written work; explanation; Action-oriented learning.

Depending on the objectives of the programs, the teaching and learning methods for each study course are selected taking into account the content of the relevant study material and the learning outcomes to be achieved. Specific methods of teaching and learning are presented in detail in the syllabi of the academic courses, taking into account their content and specificity.

The teaching-learning methods of the program are flexible and take into account the individual needs of the students. The teaching-learning methods of the program ensure the active involvement of students in the learning process and are aimed at the development of various skills by the student, including critical and analytical skills;

The bachelor's program provides for the completion of a bachelor's thesis. The teaching-learning methods listed above are flexible and take into account the individual needs of students. Teaching-learning methods ensure the active involvement of students in the learning process, are aimed at the development of various skills by the students, including – critical and analytical skills.

Evidences/Indicators

- Bachelor program in tourism
- Academic course Syllabus
- Interview results

Recommendations:

- N/A

Suggestions for the programme development

- N/A

Evaluation

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
2.3. Teaching and learning methods	<input checked="" 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

The student evaluation scheme presented in the educational program is realistic and achievable as evidenced in the self-evaluation report (SER), Program and syllabi and interviews at site visit. The evaluation system is based on requirements of Georgian legislation. Within the framework of each course, individual methods, forms and components of student evaluation are presented and written out in every syllabus and assessment of course objectives and learning outcomes achieved through specific and measurable criteria and rubrics.

The student's knowledge assessment system provides for:

a) Five types of positive assessment:

A.A) (A) Excellent - 91-100 evaluation points;

A.B) (B) Very good – 81-90 points of the maximum assessment;

A.C) (C) good – 71-80 points of the maximum assessment;

A.D) (D) Satisfactory - 61-70 points of the maximum assessment;

A.E) (E) Sufficient – 51-60 points of the maximum assessment.

b) two types of negative assessment:

BA) (FX) failed – 41-50 points of the maximum assessment, which means that the student needs more work to pass and is allowed to take one additional exam with independent work;

bb) (F) did not passed– 40 points of the maximum assessment and less, which means that the work done by the student is not enough and he has to study the subject again. In case of acceptance of FX in the component of the educational program, the student has the right to take an additional exam in the same semester, not less than 5 days after the announcement of the final exam result. The number of points obtained in the final assessment is not added to the grade received by the student in the additional exam. The grade obtained on the additional exam is the final grade and is reflected in the final grade of the educational program component. In case of receiving 0-50 points in the final evaluation of the educational component, taking into account the evaluation received at the additional exam, the student is assigned an F-0 score.

The distribution and components of midterm and final assessments are determined by the course lecturer based on his own views and the needs of the course. By default, the ratio of midterm and final assessments can be 70/30 or 60/40.

A prerequisite for admission to the final exam is overcoming the competence threshold with intermediate assessments. Minimum competency thresholds are outlined in the course/component syllabi. A prerequisite for granting credit is to score at least 51 points out of 100 and pass the minimum competency threshold for midterm assessments and the final exam.

Evaluation components Transparent evaluation components and criteria are used in the assessment of student knowledge, which ensures the awareness of the student about the achieved results, shortcomings and ways of improvement. The assessment criteria and components in the educational university are in accordance with the norms established by the Georgian legislation and it is multi-component. Students' assessment appeal process is transparent and objective.

Assessment forms and criteria are detailed in the syllabi of the training courses/components.

Evidences/Indicators

- Program and Syllabi
- Interview results

Recommendations:

- N/A

Suggestions for the programme development

- N/A

Evaluation

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

Compliance with the programme standards

2. Methodology and Organisation of Teaching, Adequacy of Evaluation of Programme Mastering	Complies with requirements	<input checked="" type="checkbox"/>
	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

GTTU has various students services implemented focused on students development and support activities. Students are involved in HEI everyday life and are represented in decision making units. From self-evaluation report and site visit students and graduates noted that they were involved in program development and self-evaluation stages. Also, after every semester they are evaluating academic/ invited staff, program, administration etc.

During interview students expressed general satisfaction about university administration and mentioned that at the university they feel like home and relations with administration and academic staff is like with their family members. Apart from the learning process university offers students interesting extracurricular activities. As students noted on interview, they had excursions in different places (some of excursions were under the cooperation agreement with partner companies, were students had opportunity to see their future work places), usually have various sport championships. We need to mention that employers expressed their willingness to get students on internship. With fact is formalized in memorandums between HEI and partner companies. At the beginning of interviews was mentioned that internships will conduct not only in Georgian companies but with Chinese partners who are owners of university itself and chain of hotels and touristic agencies. That's why there are English and Chinese language clubs and where students are improving their language skills.

Students have opportunity to participate in different exchange programs with partner universities in Europe and it is planned to start exchange programs with Chinese universities too.

Students also noted about job fairs which was already held at the campus and next event was planned in June 2023. At job fair students have meetings with future employers.

Evidences/Indicators

- Self-evaluation report
- Memorandums
- Interview results

Recommendations:

- N/A

Suggestions for Programme Development

- N/A

Evaluation

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
3.1 Student Consulting and Support Services	<input checked="" 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

-

Evidences/Indicators

- -

Recommendations:

- -

Suggestions for the programme development

○ -

Evaluation

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	-	-	-	-

Compliance with the programme standards

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

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

All in all the number of academic and visiting staff is adequate in terms of the number of the students. Common set of qualified academic and qualified invited staff ensures the sustainability of the program, all together there 39 people involved into implementation of the program: 19 academic staff and 20 – invited specialists. The administration and support team is engaged into the implementation of the study programme. Head of the study programme is a tourism professional with a required amount of experience and both: practical and theoretical knowledge. The ration of staff and students is adequate.

Number of the staff involved in the programme (including academic, scientific, and invited staff)	Number of Programme Staff	Including the staff with sectoral expertise⁶	Including the staff holding PhD degree in the sectoral direction⁷	Among them, the affiliated staff
Total number of academic staff	19	10	4	10
- Professor	7		2	1
- Associate Professor	5			3
- Assistant-Professor	7			6
- Assistant				
Visiting Staff	20	10	2	
Scientific Staff				

According to the table, it is evident that the program is executed with the involvement of 39 academic and visiting staff members. Among them 19 individuals are academic staff, consisting of 7 professors, 5 associate professors, and 7 assistant professors. Additionally, there are 20 invited staff members participating in the program. A careful examination of the personal profiles of the academic staff reveals that there are 2 individuals with sectoral expertise. Similarly among the invited staff 12 individuals possess sectoral expertise, with 2 of them holding PhD degrees. Furthermore, the program is supported by 10 affiliated staff members.

Evidences/Indicators

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

- Job description, qualification requirements;
- Meetings with the teaching staff;
- Academic visiting staff workload scheme;

Recommendations:

- N/A

Suggestions for Programme Development

- N/A

Evaluation

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

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

-

Evidences/Indicators

- -

Recommendations:

- -

Suggestions for the programme development

- -

Evaluation

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
4.2 Qualification of Supervisors of Master's and Doctoral Students	-	-	-	-

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

The University on the regular basis evaluates the personnel involved in the programme and analyzes the results. The process of development of the academic staff of the educational university is carried out in two main directions: scientific and pedagogical. Training and seminars for the teaching and scientific staff are organized and financed by the Professional Development Center and Research Promotion Center

Staff in experienced in the research activities, however, panel members would suggest to plan and motivate staff to actively work on researches in the field of Tourism, aiming to create the relevant scientific production, there could be more annual tourism related researches and publications.

Evidences/Indicators

- The results of the staff performance assessment and satisfaction survey;
- Interviews with the staff;
- Documentation of measures implemented for the purpose of development of academic and visiting staff;

Recommendations:

- N/A

Suggestions for the programme development

- To plan and motivate staff to actively work on researches in the field of Tourism, aiming to create the relevant scientific production.

Evaluation

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
4.3 Professional development of academic, scientific and invited staff	☒			

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

The program is provided with the necessary infrastructure, information resources. During the site visit were evaluated the equipped auditoriums, library, academic staff working rooms etc. The electronic educational process management system has been implemented and is functioning at the University. In the library of the University can be found the mandatory literature defined by the syllabus, both online and offline.

Seeking to achieve the learning outcomes and meet the needs of the industry partners (which were as well mentioned during the meeting) it would be highly recommended by the panel members to include the tourism and hospitality reservation system(s) software into the study programme, develop the tourism related facilities, for instance tourism laboratories. During the site visit there was detected the lack of tourism and hospitality reservation system(s) software.

Evidences/Indicators

- Interviews with the social partners and alumni;
- Material-technical infrastructure;
- Library and electronic access to the e-funds.

Recommendations:

- To include the tourism and hospitality reservation system(s) software into the study programme, in a adequate amount, taking into consideration the number of the students.

Suggestions for the programme development

- To develop the tourism related facilities, for instance laboratories with the tourism and hospitality reservation system(s) software.

Evaluation

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
4.4 Material Resources		☒		

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

Allocation of financial resources provided by the program budget is economically achievable and corresponds to the needs of the program. The budget provides sources of financial support for the implementation of the programme, includes both remuneration of the existing human resources and measures to increase the qualification and research potential of the staff.

Evidences/Indicators

- Budget of English-language undergraduate educational program of tourism.

Recommendations:

- N/A

Suggestions for the programme development

- N/A

Evaluation

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	☒			

Compliance with the programme standard

4. Providing Teaching Resources	Complies with requirements	☒
	Substantially complies with requirements	
	Partly complies with requirements	
	Does not comply with requirements	

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

The current quality management system at the university defines a unified approach to quality management issues and at the same time implies the division of functions and powers between the central office and the quality assurance services created at the faculties (the central office coordinates the work of quality assurance services created at the faculties). Institutional requirements for quality

assurance, as well as program design, evaluation, and development are outlined in several documents ("Quality Assurance Mechanisms and Assessment System", Rules of planning, development and cancellation of the program", Methodology of Program Study Results' Development and Evaluation) that regulate such issues as, for example, main objects/areas of quality assurance, quality assurance assessment mechanisms, internal quality assessment, its stages, periodicity and tools, external evaluation, etc. and, also, determine the rules of development and planning of the program, requirements for the program, principles of formation and evaluation of program results, stages of program evaluation, issues of program development, rules for introducing changes in program, etc. According to the documents indicated above, the institution uses the PDCA principle. However, it should be noted here that the program is new and due to objective circumstances, it is not possible to fully use this principle at this stage. According to the above documents, internal quality assessment is carried out with the involvement of academic and invited staff, students, graduates and employers, using pre-established assessment mechanisms, tools and procedures for responding to assessment results. The use of these documents in the process of assessment (and self- assessment) ensures the transparency and complexity of the process - all procedures are regulated, the functions of the participants in this process are defined, unified forms created in advance are used, the content of the program and provision of resources, existing experience, opinions are subject to study and evaluation stakeholders (students and graduates, academic and invited staff, employers), etc. The documents also define the sphere of activity of the program manager, the composition of the program's working group, their functions, etc. In order to prepare for re-accreditation of the program, a self-assessment working group (Rector's order # 01-01-97, 06.12.2022) was created, and tasked with checking compliance with accreditation standards, taking into account the recommendations of accreditation experts and preparing all necessary documentation. Members of the self- assessment group were administrative staff, heads of various structural units, student, graduate, and employer. When it comes to the program "Tourism", a document "Analysis of the results of internal and external evaluation of the English-language bachelor's program in tourism" was developed, which details the recommendations that were issued in order to improve the program (recommendations of the Accreditation Council, MES 1 22 0001385357, 01.11.2022) and actions taken to fulfill them. The persons participating in the meetings with the experts noted that at the very beginning the functions were distributed among the members of the working group, in the format of periodic meetings the work performed and the work to be performed was discussed, and relevant issues for the program were studied. In these processes, the quality assurance office collaborated with the self-assessment team, providing them with informational support and feedback to stakeholders. All interview participants confirmed this circumstance and noted the role of the quality assurance service in this process (consultations, trainings, informational meeting, etc.). The academic staff of the program also noted that their activities are systematically assessed and their awareness of the results of the assessment is ensured, their opinions and needs are studied, conducting various activities to support their professional development (for example, trainings and were named). In addition, the interview participants confirmed the consistency of quality assessment

Based on the reviewed documents and the results of the interviews, it should be noted that:

- The institution has a unified policy and requirements in matters of quality assurance, which ensures the operation and sustainability of a uniform internal quality assessment system. The program design and development approach, as well as the quality assessment mechanisms and

procedures, are appropriate and sufficient for the program. Specially developed forms of the program and syllabus are used.

- The participants and their functions in the process of assessing the quality of the program are identified. Representatives of the institution, students, graduates and employers participate in this process. Relevant information for the program was studied by the working group (for example, similar programs of foreign universities), an external evaluation of the program was carried out by an independent external expert, etc. At the same time, it is desirable that the self-assessment report be more informative.
- The quality assurance office ensures the organization of systematic evaluation of programs and informs about the evaluation results, cooperates with the program personnel and provides their consulting support.

The documents submitted by the institution, the results of the interview and the above-mentioned circumstances together led to the evaluation of this component of the standard as "Complies with requirements".

Evidences/Indicators

- "Quality Assurance Mechanisms and Assessment System";
- Rules of planning, development and cancellation of the program";
- "Methodology of Program Study Results' Developemnt and Evaluation";
- "Analysis of the results of internal and external evaluation of the English-language bachelor's program in tourism";
- Self- evaluation report;
- "Bachelor's Program in Tourism. analysis document (benchmarking)“;
- External assessments of the program by independent experts;
- Objectives and Outcomes Map (Program Annex #2);
- Curriculum Map (Program Annex #3);
- Assessment of Learning Outcomes: Direct Method (Program Annex #4);
- Evaluation of program courses (Georgian-language Tourism Program);
- Evaluation analysis of academic and visiting staff (Georgian-language Tourism Program);
- Analysis of program evaluation by partner organizations (Georgian-language Tourism Program);
- Analysis of assessment of achievement of learning outcomes by partner organizations (Georgian-language Tourism Program);
- Analysis of program evaluations by graduates (Georgian-language Tourism Program)
- Evaluation of the achievement of the learning outcomes of the programs by the graduates (Georgian-language Tourism Program);
- Analysis of program evaluation by staff (Georgian-language Tourism Program);
- Analysis of the achievement of the learning outcomes of the program by staff (Georgian-language Tourism Program);
- Analysis of program evaluations by students (Georgian-language Tourism Program);
- Evaluation of the achievement of the learning outcomes of the programs by the students (Georgian-language Tourism Program);
- Interview results.

Recommendations:

- N/A

Suggestions for the programme development

- N/A

Evaluation

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
5.1 Internal quality evaluation	☒			

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

According to the regulations in force in the institution, the external evaluation of the program is the evaluations and recommendations received during the accreditation process. The program presented by the institution is accredited (see: self-assessment report "Information about the educational program"). During this external evaluation in 2022, certain recommendations were made. Their performance was carried out as follows:

#	Recommendation	Implementation of the recommendation
1.	It is recommended the modification of the "Tourism" Bachelor Educational program goals (1,2,3) and accreditation standard 1. Substandard 1.1. Formulation according to criteria - "the goal of the program must be clearly defined, it must be realistic, achievable and measurable"	see: Program Curriculum (Program Objectives)
2.	It is recommended that mandatory courses in the curriculum of the program (fundamentals of tourism, tourism policy and legal regulation, fundamentals of tourism-recreational resources, project management,	see: Program Curriculum (Distribution of academic courses according to semesters)

	introduction to research methods, statistics of tourism) be distributed according to the hierarchical levels, according to semesters, logically and consistently.	
3.	It is recommended that prerequisites be set for courses (Tourism Policy and Legal Regulation, Hotel and Restaurant Management, Business Tourism, Guiding Art, Tourism Statistics, Risk Management and Safety Management in Tourism, Introduction to Research Methods, Wine Tourism, Religious Tourism, Adventure Tourism, Medical and Wellness Tourism, International Tourism, agrotourism, ecotourism and environmental protection, gastronomic tourism, museum art, brand management, foreign language: Georgian, Chinese, Russian, Turkish, German part 2, 3, 4)	see: syllabuses of the academic courses; Program Curriculum
4.	It is recommended not to take into account the main study course - sectoral foreign language (English) for tourism in the curriculum of the program, because the language of instruction in the undergraduate education program of tourism is English.	see: Program Curriculum
5.	It is recommended that the educational material/list of issues/content presented in the syllabi of the academic courses (Basics of Marketing, Tourism Marketing, Hotel and Restaurant Management, Human Resource Management in Tourism, Risk Management and Safety Management in Tourism, Leadership) be corrected and/or the textbooks be changed. The syllabi of the training courses should be aligned with the learning outcomes	see: syllabi of the specified academic courses; document: „Analysis of the results of the internal and external evaluation of the Tourism English-language Bachelor's program“)
6.	For the successful implementation of the Tourism English-language Bachelor's program, it is recommended that the USD provide academic/invited personnel with appropriate qualifications and experience in the field.	see: information about academic and invited personnels
7.	It is recommended that the quality assurance service of the faculty strengthen control at all stages of program evaluation (development, implementation) and jointly discuss the results of the verification with the personnel implementing the program, which will ensure timely identification and elimination of deficiencies	The recommendation is considered, it is confirmed by the results of the interview
8.	It is necessary to correct the shortcoming in the document “Evaluation of learning outcomes (direct method)” - instead of the teaching methods indicated in the assessment tools for all program results, it is necessary to indicate methods / assessment tools that provide confirmation and measurement of the achievement of this result	see: Program Annex #4 - Assessment of Learning Outcomes: Direct Method

According to the head of the program, the working group studied and shared the recommendations given by both the Accreditation Council and the employers. The program is positively evaluated by potential employers. Also, there is an opportunity to involve employers in the process of systematic external evaluation of programs (all employers have confirmed their high interest in the program and their willingness to cooperate further). In addition to the above the external evaluation of the program was also carried out by Georgian and foreign specialists not affiliated with the institution (their opinions and positive assessments are presented in the form of official letters).

The documents submitted by the institution, the results of the interview and the above-mentioned circumstances together led to the evaluation of this component of the standard as "Complies with requirements".

Evidences/Indicators

- Program Curriculum (Program Objectives; Distribution of academic courses according to semesters);
- Syllabus of the above mentioned courses;
- Document: „Analysis of the results of the internal and external evaluation of the Tourism English-language Bachelor's program“;
- Program Annex #4 - Assessment of Learning Outcomes: Direct Method;
- Informarion about academic and invited personnels;
- External assessments of the program by independent experts;
- Interview results.

Recommendations:

- N/A

Suggestions for the programme development

- N/A

Evaluation

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
5.2. External Quality Evaluation	<input checked="" 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 institutional requirements for program evaluation and development are set out in several documents (Quality Assurance Mechanisms and Evaluation System, Rules for Program Planning, Development and Cancellation, Methodology for the Development and Evaluation of Program Research Results) that govern program implementation and evaluation processes. According to the mentioned documents and interview results, program evaluation is a regular process. Various evaluation mechanisms are used (for example, survey results of students, graduates, program staff, employers; program evaluation using direct and indirect methods, etc.).

The program presented for accreditation is new. Therefore, due to objective circumstances, all the mechanisms stipulated by the institution's regulatory documents could not be used. So, for example, according to the specified documents, the institution uses the PDCA principle. However, it should be noted here that the program is new and due to objective circumstances, it is not possible to fully use this principle at this stage. Below are the mechanisms that were used for the Georgian-language Tourism program operating in the institution. The use of these mechanisms is confirmed in some cases - by documents submitted by the institution, and in some cases - by interview results: the head of the program, the academic staff of the program, students and graduates noted the systematicity of the evaluations and confirmed their participation in the evaluations (surveys). The assessment process uses direct and indirect assessment methods. For example, the documents provided confirm student surveys and analysis of results, analysis of the evaluation of academic and visiting staff, opinion polls of graduates and employers, evaluation of academic staff, evaluation of program learning outcomes, and so on. The direct mechanism of learning outcomes of the program involves several activities, namely, the development of the evaluation system of the program learning outcomes which encompasses specific outcomes of the program, the course, activity, exam, or other means by which the evaluation is undertaken. The direct mechanism for evaluating the learning outcomes of the program comprises the determination of the target marks of the program and monitoring of the progress of their achievement. In the case of active programs, the annual evaluation of the program is used: the level of the training courses of the program is subject to observation and evaluation, overcoming these components and comparing them with the established target marks. The target marks are verified twice a year - at the end of the semester, the indicators of all completed training courses are studied, and once a year the results of the entire program are summarized. The results of the assessment are subject to study and analysis, based on which mechanisms and recommendations will be developed to improve the circumstances. Achieving the results of the program as a whole and comparing them with the established target marks (if necessary - their correction) will take place after the completion of the entire program implementation cycle.

In addition to the evaluation of the program, the mechanism for perfecting the program is the study of Georgian higher education institutions and international experience (similar programs). The use of this mechanism is confirmed by the document presented by the institution "Bachelor's Program in Tourism. Analysis document (benchmarking)" the goals, results, structure of these programs were analyzed. According to the program head, the results of the analysis were used in the process of

developing the program. This was confirmed by the program staff, who spoke about the approaches they used to create individual academic courses. Also, during the interview, QA representatives spoke about the application of the PDCA principle and the implementation of the requirements of the quality management system operating in the institution (implementation of quality assurance methods, their planning and use; analysis of the results obtained, planning and implementation of measures aimed at improvement; monitoring the achievement of results and their study and etc.) The documents submitted by the institution, the results of the interview and the above-mentioned circumstances together led to the evaluation of this component of the standard as "Complies with requirements".

Evidences/Indicators

- "Quality Assurance Mechanisms and Assessment System";
- "Rules of planning, development and cancellation of the program";
- "Methodology of Program Study Results' Development and Evaluation";
- "Analysis of the results of internal and external evaluation of the English-language bachelor's Program in Tourism";
- "Bachelor's Program in Tourism. analysis document (benchmarking)“;
- Objectives and Outcomes Map (Program Annex #2);
- Curriculum Map (Program Annex #3);
- Assessment of Learning Outcomes: Direct Method (Program Annex #4);
- Evaluation of program courses (Georgian-language Tourism Program);
- Evaluation analysis of academic and visiting staff (Georgian-language Tourism Program)
- Analysis of program evaluation by partner organizations (Georgian-language Tourism Program);
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- Analysis of program evaluations by graduates (Georgian-language Tourism Program);
- Evaluation of the achievement of the learning outcomes of the programs by the graduates (Georgian-language Tourism Program);
- Analysis of program evaluation by staff (Georgian-language Tourism Program);
- Analysis of the achievement of the learning outcomes of the program by staff (Georgian-language Tourism Program);
- Analysis of program evaluations by students (Georgian-language Tourism Program);
- Evaluation of the achievement of the learning outcomes of the programs by the students (Georgian-language Tourism Program);
- Interview results.

Recommendations:

- N/A

Suggestions for the programme development

- N/A

Evaluation

Component	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
5.3. Programme monitoring and periodic review	☒			

Compliance with the programme standards

5. Teaching Quality Enhancement Opportunities	Complies with requirements	☒
	Substantially complies with requirements	
	Partially complies with requirements	
	Does not comply with requirements	

Attached documentation (if applicable):

Name of the Higher Education Institution: Georgian International University GIU LLC (former know as : Guram Tavartkiladze Tbilisi Teaching University)

Name of Higher Education Programme, Level: Tourism, Bachelor’s degree

Compliance with the Programme Standards

Evaluation	Complies with requirements	Substantially complies with requirements	Partially complies with requirements	Does not comply with requirements
Standards				

1. Education Programme Objectives, Learning Outcomes and their Compliance with the Programme	☒			
2. Teaching Methodology and Organisation, Adequacy Evaluation of Programme Mastering	☒			
3. Student Achievements, Individual Work with them	☒			
4. Providing Teaching Resources	☒			
5. Teaching Quality Enhancement Opportunities	☒			

Signatures:

Chair of Accreditation Expert Panel

Alina Katunian, signature



Accreditation Expert Panel Members

Davit Sikharulidze, signature



Tamar Gvianishvili, signature



Davit Tepnadze, signature

