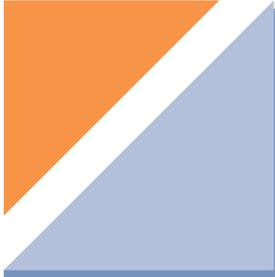
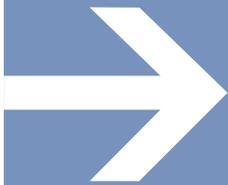


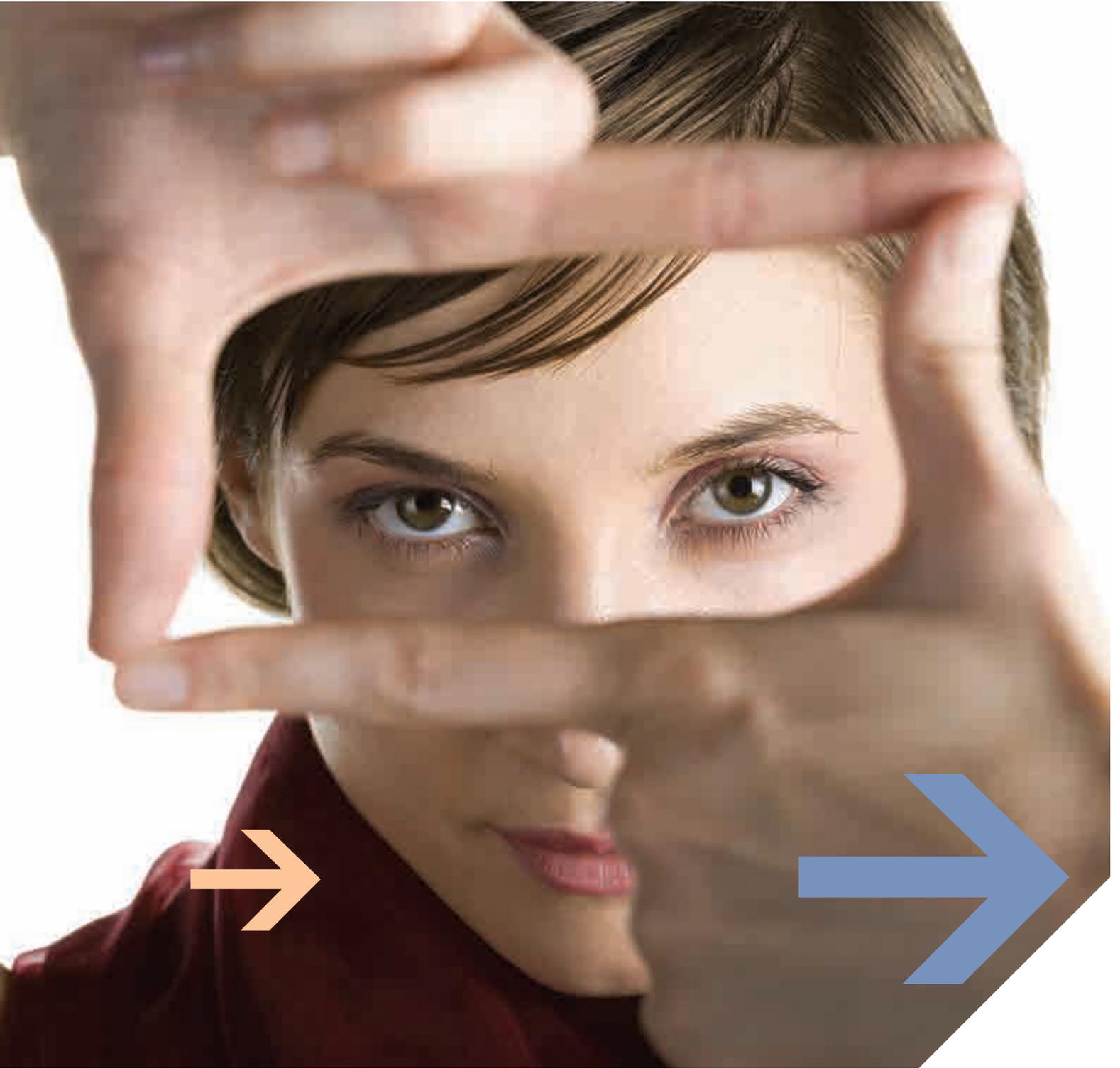
2023|24



InterNapa College
PROSPECTUS



 **your vision... our mission** 





Letter from the managing director



On behalf of all my colleagues I am delighted to welcome you to InterNapa College (INC). The aim of the College Prospectus is to provide you with detailed knowledge about INC and allow you to make an informed decision about your choice of college and program of study.

The choice for InterNapa College we trust is a worthwhile one. It is located close to an acclaimed tourist region and very close to some of the most enchanting and popular beaches of Europe.

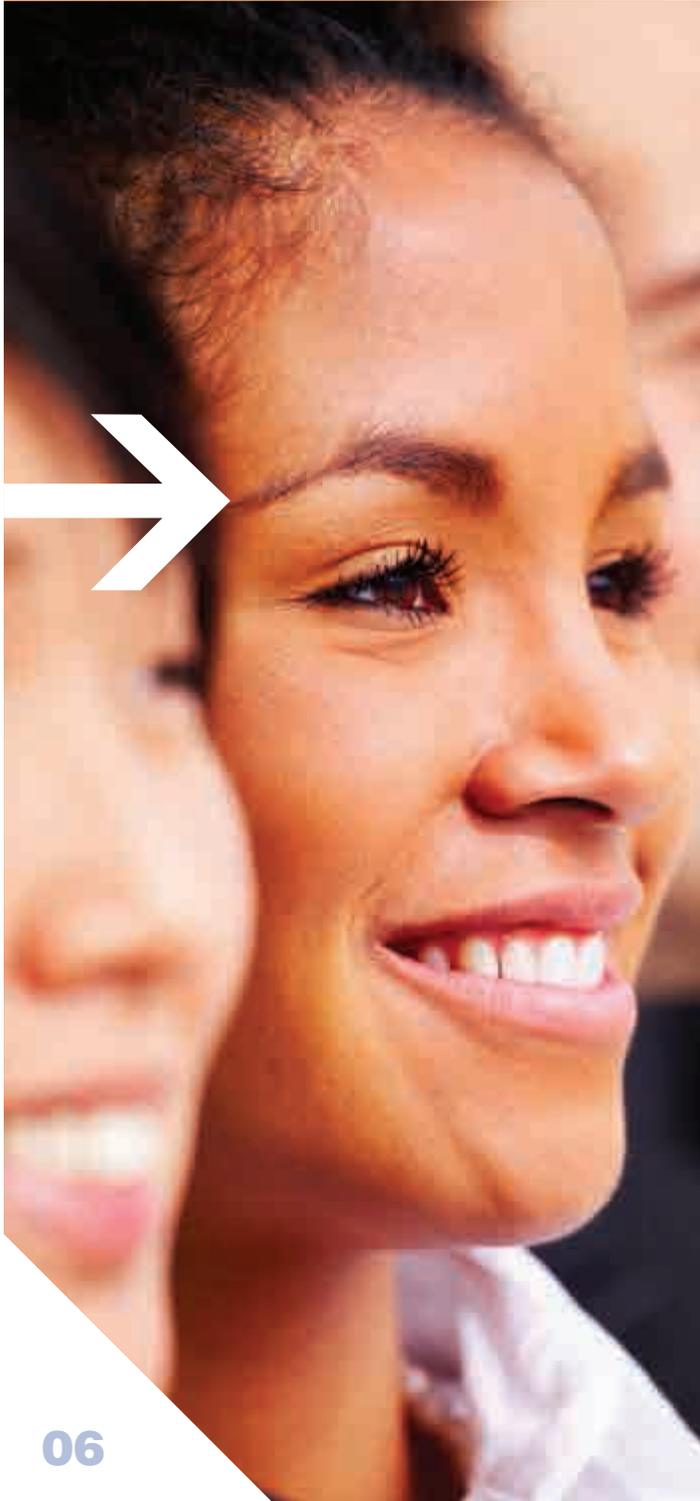
The programs of INC offer a balanced curriculum maintaining academic rigour, imparting theoretical knowledge and having a strong professional and vocational orientation. These programs have been chosen to maximize your academic and career prospects on graduation. They are delivered to high teaching standards by well qualified academic faculty with extensive professional experience.

The area of Ayia Napa is very well known as the main tourist destination in Cyprus. Since we are very close to Ayia Napa, we specialise in Hotel programs such as, Hospitality and Tourism Management 4 years Bachelor, Hospitality and Tourism Management 2 years, Diploma, Culinary Arts, 2 years Diploma and our newly registered vocational certificate, 1 year Certificate in Professional Bartending.

On top, we offer an MBA graduate program for those who want to continue after the Bachelor Degree.

As you must have heard from our alumni INC, is a very caring college, putting the needs of its students foremost. The role of our student services is to make your time here a truly memorable one.

We look forward to you joining us at InterNapa College!



06

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→ **INC, a brand new aspect** →

InterNapa College

INC is a private institution of tertiary education registered with the Ministry of Education, Sports and Youth.

It offers: MBA, Bachelor Degrees, Diplomas and Certificate

Graduates of INC have the additional advantage of continuing their studies at Universities in Europe, Canada and the United States.

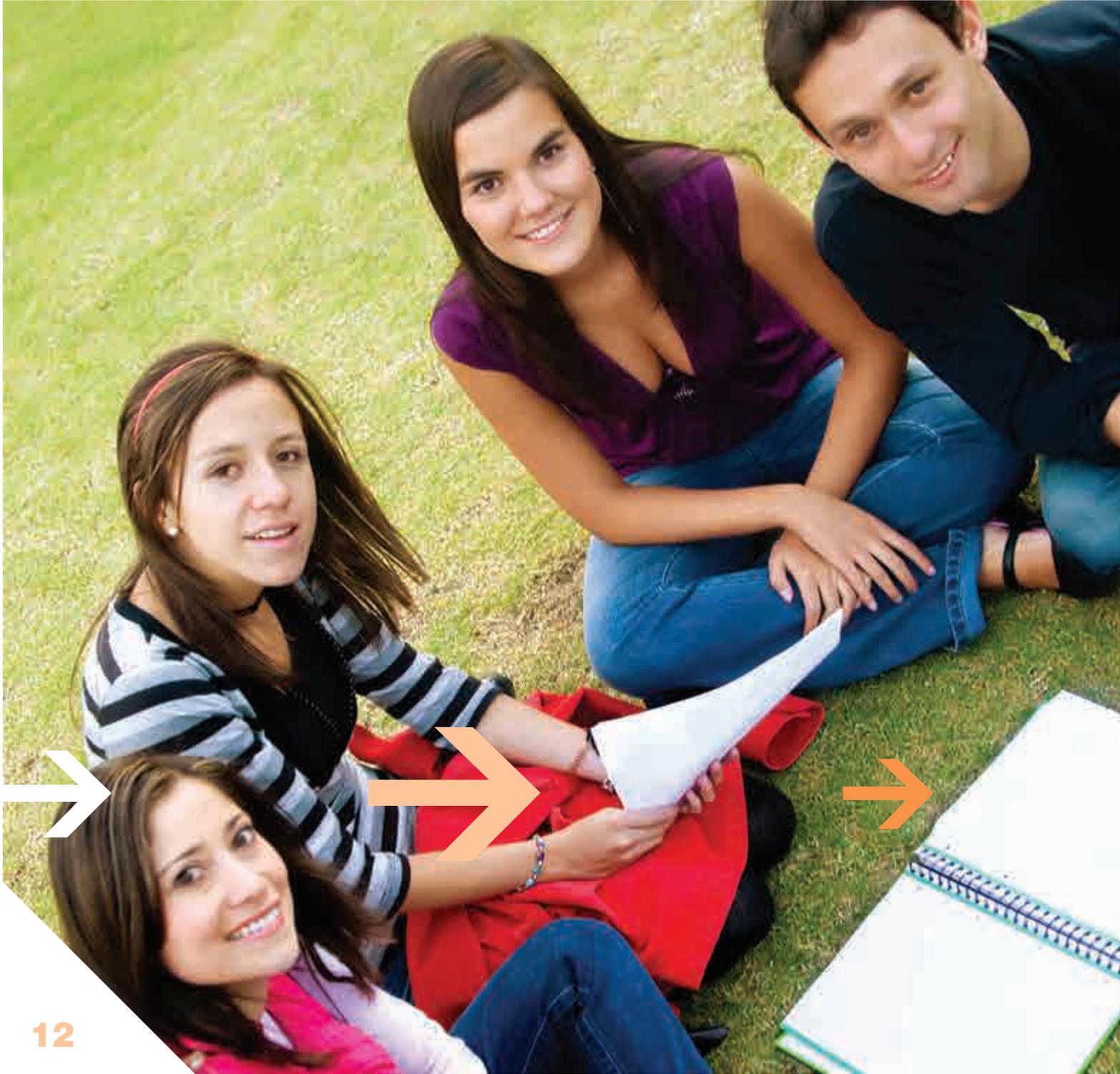
INC is committed to building an inclusive community, and providing resources and support to help students learn, develop and grow in their pursuits outside the classroom. INC offers a variety of services and support to students seeking to increase their level of involvement within INC.

Through a range of activities such as clubs and societies we encourage student involvement which supports student success and enhances student learning and development.

Although a recently established educational institution, INC has received wide acceptance in the Famagusta district. Our target is to continue to maintain a high standard of education and to establish INC within the wider Cyprus educational perspective.









The island of Cyprus

About Cyprus



The most important characteristic of Cyprus is the all-embracing warm hospitality of the Cypriot people.

Cyprus, the birthplace of 'Aphrodite', the Greek goddess of love, is the third largest island in the Mediterranean, found at the crossroads of Europe, Asia and Africa.

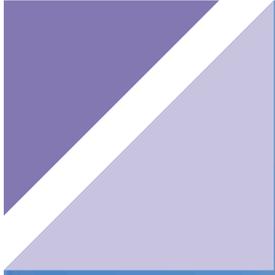
The island's strategic location has shaped its history and civilization throughout the centuries. According to archaeological evidence, cypriot civilization dates back to the 9th millennium BC.

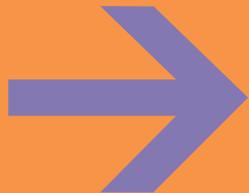
CYPRUS AND THE EUROPEAN UNION

As of May 1, 2004, Cyprus became a full member of the European Union. Cooperation within the European Union has broadened the horizons for education and research. Broad exchange of information contributes to the advancement of education, industry and the economy in general.



Today Cyprus is a modern country that effortlessly marries European culture with ancient enchantment.





INC →
**High educational
orientation**



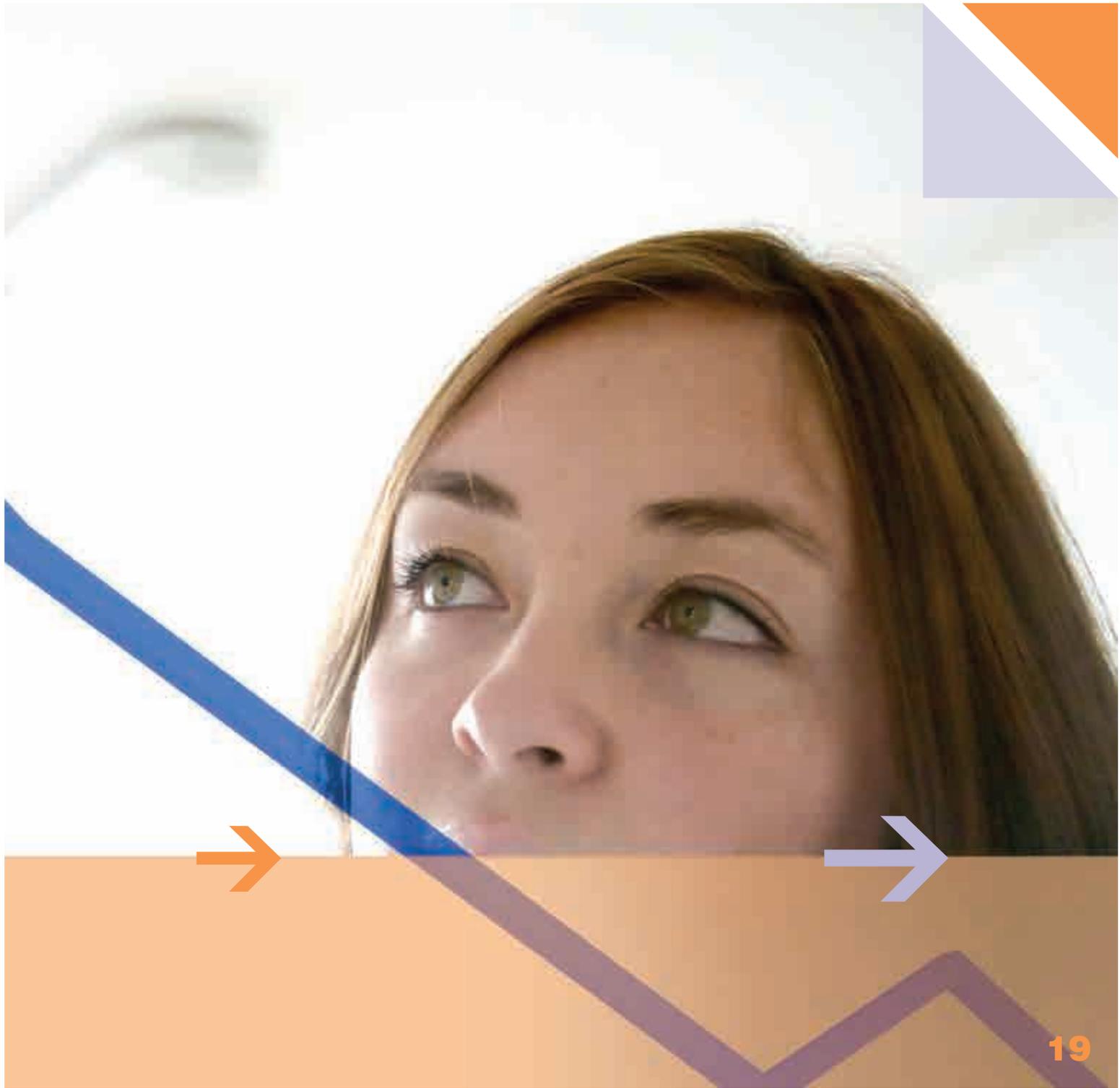
Mission

INC's mission is to continue to develop as a college of higher education by fostering a learning environment where students, faculty, personnel and stakeholders strive ethically to achieve their goals and fulfil their social responsibilities. We at INC will dedicate all our efforts to providing students personal support to excel academically, professionally and socially for today and the future.

Philosophy

INC is dedicated to providing educational programs that develop individual abilities, strengthen human relationships, enhance community welfare, and increase consciousness, with diversity as a source of renewal and vitality. Having academic freedom as a guiding principal, INC's programs are modeled on American and European educational standards, providing students with diverse transfer opportunities.

At INC assessment and adaptation is a fundamental tool in achieving educational quality, efficiency and continuous improvement and growth.





Objectives

The College's strategic goals guide decisions for the future development of the institution.



- INC's major objective is to transmit and create knowledge, pursue truth and honesty and encourage intellectual and moral development;
- To achieve the academic purpose through teaching, scholarly activity, analysis, debate, study and service;
- To provide a network of personnel and faculty who are always available to offer support to students experiencing either academic and/or personal issues;
- To prepare students to function effectively in a multi-cultural environment;
- To develop students' capacity to think, act and behave democratically;
- To offer quality programs which integrate liberal arts and science, with professional preparation;
- To act as incubators of ideas and knowledge transferors and contribute to society and the business community through programs that will support the general development and welfare of Cyprus;
- To select and retain qualified faculty and support their development;
- To support the educational programs through adequate human, physical and financial resources;
- Financial adequacy to support the future growth of the institution;
- To be acknowledged as an established accredited tertiary education institution offering a range of academic and vocational programs.





Facilities



The INC is a new, purpose designed building for the unique professional needs of the college that comprises all necessary educational facilities i.e. Library and reading room, spacious classrooms, computer lab, culinary arts lab, student cafeteria, staffroom, administration offices, sports facilities and ample parking.

LIBRARY

The library is a significant part of our educational environment. It consists of over 5000 books, academic journals and periodicals. A substantial part of the College's annual budget is spent on the development of the library. The library is organized according to the Dewey Decimal Classification System and supported by a specially designed computer network. The library is also connected to two databases – EBSCO and UNWTO with access to academic electronic books and journals. INC employs a specialized librarian, trained to handle the needs of academic staff, students and the public.

Opening Hours: Monday – Friday 08:00 – 16:00.
Hours are subject to change during exam times and holidays.
The Librarian of InterNapa College is Ms. Katerina Lysi

COMPUTER LAB

Computers enhance and enrich the process of education. Our computer Lab is equipped with 20 up-to-date personal computers all networked to share a high-speed internet connection.



CULINARY ARTS LAB

Culinary Arts Lab boasts a full kitchen that can accommodate 16 students at a time. In the Lab, students get hands-on experience doing prep work, stock and sauce preparation, ingredient stocking, pan and utensil selection, and menu creation. They learn about nutrition, basic and advanced food preparation, sanitation, safety and maintenance, as

well as organization and showmanship. Students actually prepare meals for a variety of college-sponsored luncheons, dinners, banquets. The Culinary Arts Department has working relationships with area hotels, and restaurants where students apply the art they acquire in the Culinary Arts Lab.



STUDENT ACCOMMODATION

INC provides assistance by finding a suitable place to stay in the nearby area. This procedure usually occurs through the Admissions Department. However, students are free to locate accommodation by themselves.

RECREATIONAL FACILITIES

INC has its own sports facilities where students can organize games of football, basketball, volleyball and tennis. Football games are also arranged in cooperation with the local football stadium 'Onisillos'.

STUDENT CAFETERIA

The student cafeteria is open during College office hours offering a variety of soft drinks and snacks. The cafeteria is the perfect place for students to relax, meet with friends, make new friends.

SPECIAL NEEDS

INC is a college of equal opportunities and is keen to help students who might be dealing with any such matter. The College provides a ramp and an elevator for the handicap or students / staff with mobility issues. A specially designated parking area is also available. Additionally, the College is agreeable to help students who might deal with ADHD or Dyslexia by providing more time during exams and using more efficient methods in the classroom.





The Office of Student Affairs is committed to enhancing and providing support throughout your time at INC and beyond.

The Student Affairs Office

We encourage you to take advantage of the available extracurricular opportunities and services which complement academic life on campus, and which are designed to enhance your intellectual, emotional, physical, cultural, ethical and social development in a safe and secure environment. Our door is always open.

You should always feel free to stop by the Student Affairs Office at any time to speak to someone about your interests, concerns, or questions. We are here to help you make the most of your college experience, and to do that we need to hear from you. We look forward to the opportunity.

PROFESSIONAL RELATIONSHIP

The Student Affairs Office provides support services which promote student learning and enhance the rights and welfare of students.

The Student Affairs Office respects each student's rights and responsibilities.

The Student Affairs Office promotes responsible behavior and refrains from any action that may demean the dignity and personal development of students.





CAREERS AND PLACEMENT

The Careers Office provides support and services for career planning and development.

Uncertainties and doubts about your career choice could lead to tremendous anxiety. Please do not hesitate to visit us for a consultation to help you clarify your doubts and to deal with your anxiety.

Training, workshops as well as internships are provided to enhance job search skills and to offer students valuable real work experiences.

The college organizes an Annual Job Fair in March each year, in cooperation with the local hoteliers to help students with their internship.



HEALTH AND COUNSELLING SERVICES

Your health is one of our major concerns because we believe that a caring and supportive environment enhances the educational process. Healthy students are better able to concentrate on their studies and reach their highest potential. We are always here to assist you in times of difficulty. We are here to provide support for all your concerns, including illness, stress, and other personal emergencies.



HEALTH INSURANCE

State run hospitals as well as private hospitals and clinics are to be found near the College offering care for those requiring it. Health insurance is compulsory for all non European students. The Student Affairs office will inform you further on the matter.

COUNSELLING SERVICES

Counselling and psychological support services are provided to all students through the College Counsellor. The key aim of the Office is to facilitate the smooth transition of students to early adult life and students' responsibilities in association with their personal growth. This can be obtained through individual and group meetings with the Counsellor, discussion groups, events and workshops in association with the Student Union.



The Student Affairs Office



The Student Affairs Office





CLUBS & SOCIETIES

We, at INC, have a very strong belief that the extracurricular activities bring responsibility, character and maturity to the participating students and promote high moral values and positive attitudes. Various clubs organize activities in which students participate enthusiastically.

INC has a wide range of student societies and therefore students enjoy being involved in extracurricular activities at any level.

We urge you to get involved and stay active!



STUDENT UNION

All enrolled students of the College undertaking a program of study are entitled to be members of the Student Union. The Student Union acts as a channel of communication between the College and its members promoting their welfare. It is autonomous, and its actions are based on the official Student Union Constitution.





Academic Year

An academic year is the period of formal instruction at INC. The INC academic year consists of two semesters (Fall & Spring) of 13 weeks each.

Each semester begins with class registration and ends with examination week. Students are able to join any of the two sessions in the Fall or Spring.

In the INC academic calendar, found at the end of this publication you will be able to find detailed helpful information.

➔ Grading and Credit System



Students are strongly advised to familiarize themselves with the policies and procedures outlined below.

CREDIT SYSTEM

One subject credit hour represents a 55 minute session per week of scheduled class time per semester.

Most courses are awarded 3 credit hours (6 ECTS). A three credit hour course would meet once, twice or three times a week.

SEMESTER CREDIT LOAD

The typical credit load for a full-time student is 15 to 18 credit hours per semester. Credit load below 15 credits is considered part-time attendance. Only European students may enrol as part-time students.

INTERNATIONAL STUDENTS

It is important to note that; in accordance to the Cyprus Immigration Authority regulations, non-European states' applicants must be registered for a minimum of 15 credit hours per semester.





Grading and Credit System

STUDENT CLASSIFICATION

Student classification is determined on the basis of total credits completed successfully:

Freshman 1-30

Sophomore 31-64

Junior 65-97

Senior 98-129

GRADING SYSTEM

The quality of a student's work is expressed in letter grades. The scale is:

| Letter Grade | Grade Point | % Grade |
|--------------|-------------|----------|
| A | 4 | 90-100 |
| B+ | 3.5 | 85-89 |
| B | 3 | 80-84 |
| C+ | 2.5 | 75-79 |
| C | 2 | 70-74 |
| D+ | 1.5 | 65-69 |
| D | 1 | 60-64 |
| F | 0 | Below 60 |



Grading and Credit System



The following grades are not calculated in the Grade Point Average (GPA)

| | | |
|-----------|---------------------------|---|
| I | Incomplete | Incomplete course work at the time the grades were published. |
| W | Withdrawal | Course Withdrawal. Credit hours for a course for which a grade of W is awarded will not be calculated in the student's Cumulative Grade Point Average. |
| AW | Administrative Withdrawal | A student may be administratively withdrawn from a course because of excessive absences or if the academic performance is judged to be not satisfactory. Credit hours for a course for which a grade of AW is awarded will not be calculated in the student's Cumulative Grade Point Average. |
| P | Pass | A pass received for a non credit subject, practicum, internship or for a credit by examination. |
| F | Fail | No credit earned. A student who receives this grade is obliged to repeat the course in order to receive a credit grade. |
| TR | Transfer Credits | Credits transferred from other colleges or universities. Grades earned from such courses are not calculated into the student's Cumulative Grade Point Average. |
| NP | Not Pass | Failing a non credit subject, practicum or internship. |
| R | Retake | Student failing a course or receiving a score less than C. Only the highest score obtained will be counted towards the cumulative G.P.A. |

GRADE REPORTS

Official grades are published at the end of every SEMESTER.







Student Rights and Responsibilities



Students are subject to the Laws of the Republic of Cyprus. they are also subject to disciplinary action, including suspension and expulsion, for breach of local laws or College rules and regulations, when such conduct is likely to have an adverse effect on the college, on the educational process, or affects the student's suitability as a member of the academic community.

Student Rights and Responsibilities

INC Student Handbook



Student's rights and responsibilities are outlined in the "INC Student Handbook", a copy of which is available to all students. It is the duty of all students to familiarize themselves with their rights and responsibilities.

STUDENT ORIENTATION

Student Orientation is designed to help new students become familiar with the campus and to prepare them for academic success. All new students are orientated with a tour of the campus, library and introduction to various administrative personnel as well as members of the student union. For International students, assistance is also provided in taking the legally required medical examinations, processing of their medical insurance, opening of a bank account and the issuance of their Pink Card that will show their status as students in Cyprus.

STUDENT UNION

The Student Union acts as a means of communication between the College and its students. It is autonomous and its actions are based on the official Student Union Constitution. The purpose of the Student Union is to promote the general welfare of its members, to act as the official organization representing all students attending courses of study at InterNapa College, to encourage student societies, sports and social activities and to pursue the solution of students' problems. Student Union representatives participate in all the committees of the College.

SOCIAL SUPPORT

Social and personal support to students is provided by the Student Affairs Department and the College Counsellor.

FINANCIAL AID

Scholarships are awarded by INC on the basis of academic merit, financial necessity and personal achievement to selected home and international students either at the beginning or during their studies.

ACADEMIC PROBATION

A student with less than satisfactory academic performance, as a condition of continued registration, may be placed on academic probation.



CLASS ATTENDANCE POLICY

Class attendance is compulsory. It is a key attribute to academic success. The value of college education depends upon full participation in the life of the college community. Because students are expected not merely to receive information passively or to pass examinations, but to participate actively in class, it is important that unnecessary class absences are avoided. Therefore, students are expected to be present for all classes and no absence, for whatever reason, will be automatically excused. Instructors may administratively withdraw students with absences exceeding 20%.

ACADEMIC MISCONDUCT

All students of the College community are expected to observe high standards of academic integrity and ethical behavior. Any practice or conduct by a student that seriously deviates from those ethical standards set by the College constitutes academic misconduct in violation to College policy.

BASIC PRINCIPLE OF HONESTY

At INC we are committed to the basic principle of honesty which is a fundamental principle in all academic activities, and those privileged to be members of an academic community have a special obligation to observe the highest standards of honesty and a right to expect the same standards of all others. Academic misconduct in any form is contrary to the purposes and functions of the College and therefore is unacceptable and strictly forbidden.

STUDENT RESPONSIBILITY

All students are responsible for being familiar with the definitions, policies, and procedures concerning academic misconduct. As a member of the College community, you must follow the regulations designed to ensure the integrity of your academic work. Claiming ignorance of the rules is not a defense. So; When in Doubt, Ask!

DISCIPLINARY ACTION

Misconduct cases are presented before a "Disciplinary Committee". Penalties for academic misconduct can be quite severe.



Student Rights and Responsibilities



Registration



Registration is mandatory for all students attending courses at INC.

No credit will be granted and no grade recorded for any course for which the student has not been properly registered.

Registration is not complete until payment is made, and the College reserves the right to drop a student from an individual class or from his or her entire program if payment is not made by the due date. Registration deadlines are published in the College academic calendar available with the Admissions Office.



LATE REGISTRATION

A late registration fee is charged for late registration (2 weeks after the beginning of classes). Late registration fees are not charged to international students that have arrived late due to reasons beyond their control.

ACADEMIC ADVISING

All academic staff are available to address student concerns; academic or otherwise. Academic advising plays a significant role in the student's academic life. It provides the unique opportunity to answer all queries relating to areas of study and college procedures.





Admission Requirements



ADMISSION POLICY STATEMENT

INC admits qualified students from varied geographical, cultural, economic, racial, and religious backgrounds. Applications will be considered on the basis of academic ability, character, activities, and motivation. No applicant will be discriminated against on grounds of gender, marital status, age, race, color, nationality, ethnic or national origin, disability, religious affiliation or sexual orientation.

ADMISSION ELIGIBILITY CRITERIA

The minimum admission requirement for a Certificate, Diploma or Bachelor Degree at INC is a minimum of 12 years schooling and a High School Leaving Certificate with an average of minimum 50% and above or equivalent qualification, as well as an IELTS certificate of 5.0 or TOEFL IBT 70 for non EU students. MBA candidates are required to possess a Bachelor Degree as well as and IELTS certificate of 5.5 or TOEFL IBT 80 for non EU students.

Admission Requirements

WHEN TO APPLY

INC subscribes to a rolling admissions policy. Applications for all courses are welcomed throughout the year. Prospective applicants must apply at least two months prior to the semester of their choice.

HOW TO APPLY

In order for an application to be considered, European member states' students must submit the following documents:

- INC Application Form
- Application Fee (Non-refundable)
- A Bachelor Degree and detailed transcripts for MBA candidates
- Attested copies of academic qualifications (plus translation in English)
- Passport copy, (personal information pages) valid for at least 2 years *

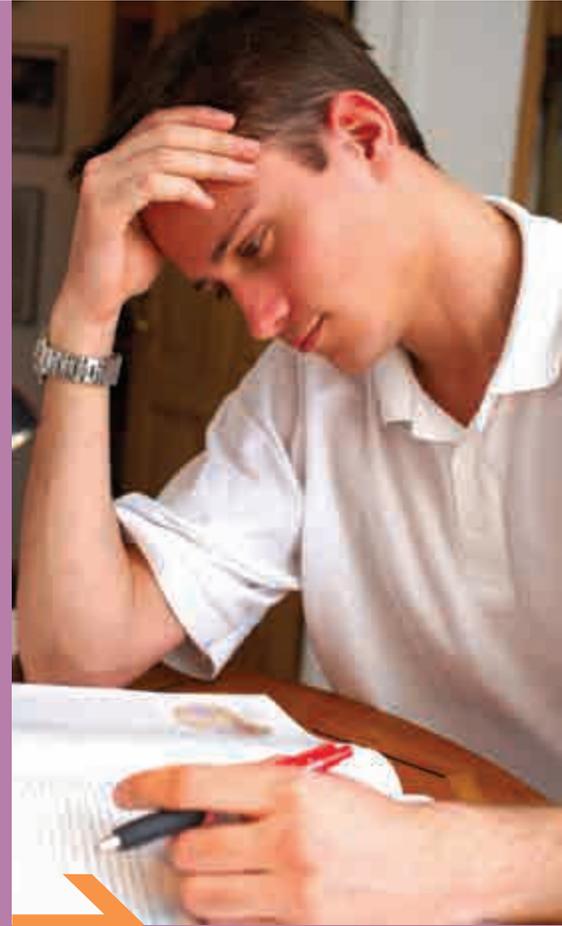
All non-European member states; international students are additionally * required to submit the following:

- Bank guarantee and bank statement with minimum €7000 for at least one month before the visa interview *
- Attested certificate of good conduct (PCC) *
- Medical report for Syphilis, HIV, Hepatitis B & C and chest X-rays report *
- IELTS minimum 5.0 for Certificate, Diploma and Bachelor
- IELTS minimum 5.5 and a Bachelor Degree for MBA candidates
- Medical reports for Syphilis, HIV I & II Antibodies, Hepatitis B & C and chest X-rays *

* Apostille or Ministry of Foreign Affairs and Cyprus Consulate / Embassy attestation is required

VISA PROCEDURE CHECKLIST

Non-European International Students require a visa to study in Cyprus. The College will apply to the Migration Authorities for issuance of entry visas. Applicants must send their full completed file to the Admissions Department within the specified deadline.





According to the
Cyprus
Immigration
Regulations a
student visa must
be obtained
BEFORE
submitting an
application

To make sure that entry to Cyprus is permitted please read the following carefully:

- According to the Cyprus Immigration Regulations a student visa must be obtained before an international student can enter Cyprus.
- A clear Criminal Record from the police Headquarters or Ministry of Justice of the student's country of residence valid for the period applied.
- A financial guaranteed letter issued by the student sponsor's bank which must state:
 - A recent date
 - The student's name
 - The sponsor's name (father or mother or himself/herself) and the account number
 - Commitment that the sponsor has at least €7000 to cover fees and the cost of living and studying in Cyprus.
- Medical report from a Governmental Hospital valid for 4 months before the student's arrival in Cyprus

Offer and Acceptance



CONDITIONAL OFFER

Candidates apply to the College and receive a conditional offer letter after submitting all necessary documents such as: Passport Copy, Academic Qualifications and an IELTS certificate of 5.0 and above. MBA candidates will additionally need a Bachelor Degree, detailed transcripts as well as an IELTS certificate of 5.5 and above.

TUITION DEPOSIT

Upon receipt of the college acceptance letter the prospective student is required to submit the total tuition fees for one year. In the event that the student is not able to attend classes or decides to withdraw for any other reason, the amount of €500 will be retained for incurred administrative expenses.

VISA DEPOSIT

Students must submit a visa deposit of €500. The visa deposit is refunded in full **only** upon completion of studies.

ENROLMENT

When students enrol they complete and sign an acceptance form constituting a contract between students and INC. By signing the acceptance form, students agree to abide by the INC rules and regulations.

EMPLOYMENT OPPORTUNITIES

According to new legislation in Cyprus (Aliens and Immigration Law No. 184(1)/2007), students are allowed to work after a period of six months from their arrival in Cyprus, part time 20 hours a week and during their holidays 38 hours per week. The professions in which they can work are set out by the Ministry of Employment. Additionally students following the courses that include internship have to do their training in relevant professions when fulfilling the required criteria and granted a permit from the Ministry of Education, Sports and Youth.



 **Financial
Obligations** 

Financial Information

| A/A | FEES AND CHARGES | 2022-2023 |
|-----|------------------------------------|-----------|
| 1 | Application fee – payable once | €100 |
| 2 | Registration fee-per semester | €100 |
| 3 | Late registration fee-per semester | €25 |
| 4 | Final examination fee-per semester | €20 |
| 5 | Computer lab fee-per semester | €30 |

| A/A | PROGRAMS OF STUDY | 2022-2023 |
|-----|---|------------------|
| 1 | Master in Business Administration 18 months, MBA | €7000 / Total |
| 2 | Hospitality & Tourism Management 4 Years, Bachelor of Arts | €5000/30 credits |
| 3 | Hospitality & Tourism Management 2 Years, Diploma | €5000/30 credits |
| 4 | Culinary Arts 2 Years, Diploma | €5000/30 credits |
| 5. | Professional Bartending 1 year, Certificate | €5000 / Total |

*The aforementioned fees have been approved by the Cyprus Ministry of Education, Culture, Sport and Youth.

Financial Aid

TUITION & FEES POLICY

Home students

Payment must be made in advance in full for each semester.

Payment by instalments is possible by prior arrangement with the College. This policy only applies to local students.

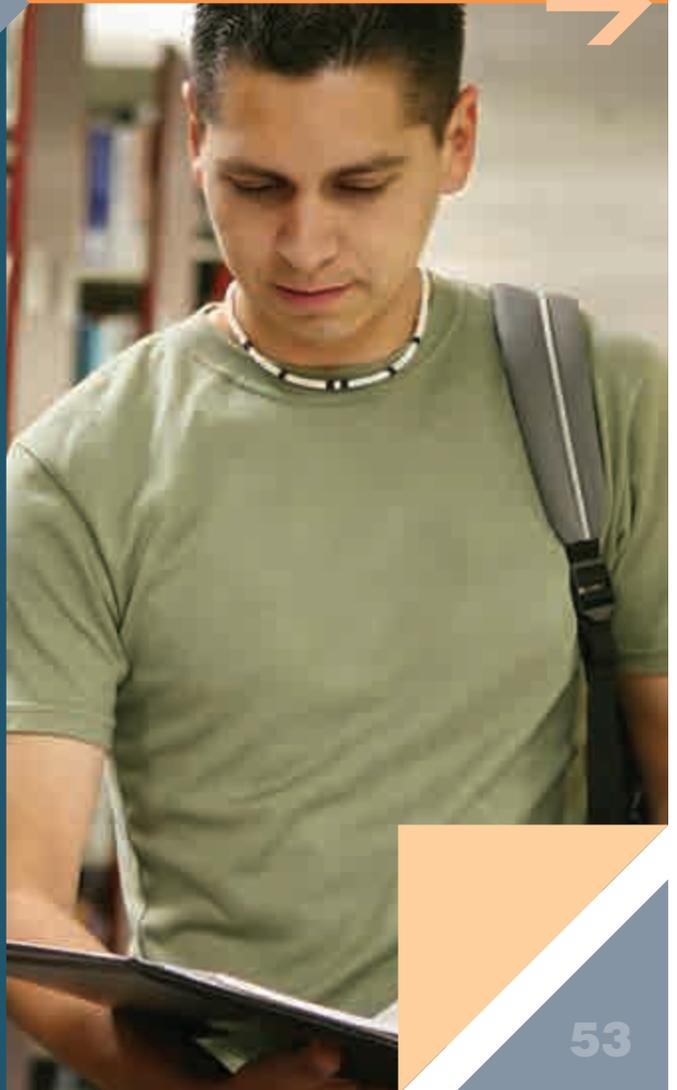
INTERNATIONAL STUDENTS

According to the requirements of Immigration Regulations tuition fees, for each academic year must be paid in advance in full.

OUTSTANDING FEES

Students are kindly requested that all fees are paid before the beginning of each semester. Failure to do so may result in exclusion from classes and /or examinations.

If at the end of the course a student has any outstanding balance with the College a Diploma or other certificate will not be issued.



Financial Aid



REFUND POLICY

Tuition refund policy:

| WITHDRAWAL PERIOD | YEARLY TUITION REFUND* | YEARLY TUITION OBLIGATION |
|--|------------------------|---------------------------|
| Withdrawal prior to the first day of the semester | 100% | -0- |
| Withdrawal during the first calendar week of the semester | 75% | 25% |
| Withdrawal during the second calendar week of the semester | 50% | 50% |
| Withdrawal during the third calendar week of the semester | 25% | 75% |
| Withdrawal after the third calendar week of the semester | -0- | 100% |

* Tuition Refund represents a percentage of the yearly tuition fees.

INTERNATIONAL STUDENT REFUNDS

For International students an additional 25% of their annual fees is detained to cover entry visa expenses etc.

The above refunds for international students are applicable only when:

The student ensures registration in another institution, by presenting all the necessary documents.

In case of interruption of their studies and departure from Cyprus during the above periods.

For returning students, after the first semester, two weeks after the commencement of classes for international students and three weeks for home students, tuition fees will not be refunded for any reason.

A refund (subject to bank charges) of tuition fees and visa deposit will be made if the visa is denied or the student does not come to Cyprus to study. The refund is made within 45 calendar days.



FINANCIAL AID

Academic scholarships supplement the funding for your education.



SCHOLARSHIP POLICY

Scholarships are awarded on the basis of academic merit, financial necessity and personal achievement.

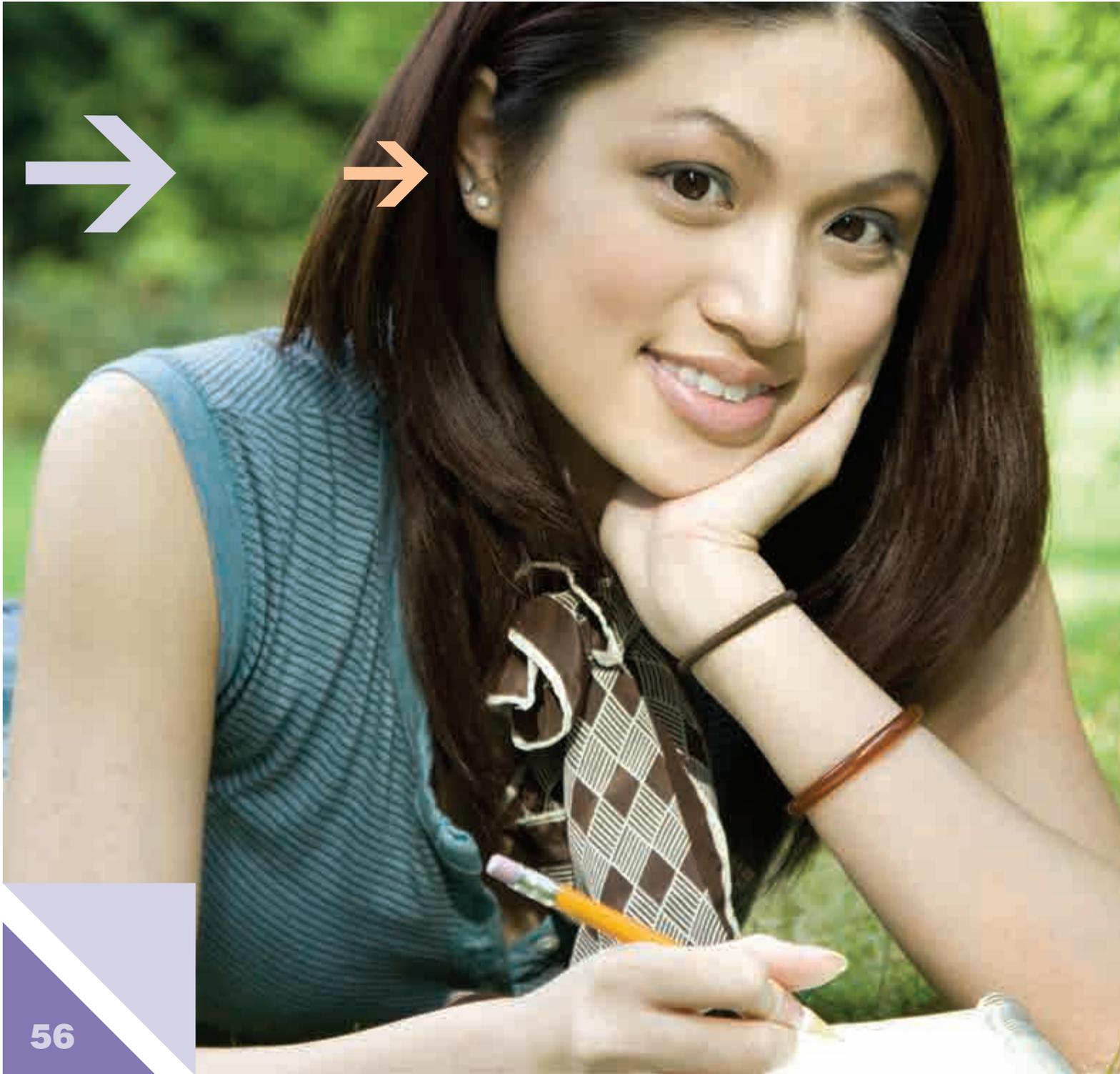
FRESHMAN YEAR SCHOLARSHIPS

INC awards full and partial Scholarships to newly admitted students who have obtained an 'A' average in their High School leaving certificate. A partial Freshman Year Scholarship covers the tuition fees for one semester whereas a full Freshman Year Scholarship covers the tuition fees for one academic year or two semesters.

CONTINUING STUDENT SCHOLARSHIPS

All home and international students are automatically considered for scholarships on the basis of their previous semester (minimum 15 credits-ECTS30) or previous year (minimum 30 credits-ECTS60) performance at INC.

| Cumulative GPA | € |
|----------------|-----|
| 4.00 | 650 |
| 3.50 - 3.99 | 450 |



→ Programs of study →

page

58 **MBA**
MASTER IN BUSINESS
ADMINISTRATION
18 months, MBA
This program of study is registered and is accredited by CYQAA.

62 **Bachelor of Arts**
HOSPITALITY AND TOURISM MANAGEMENT
4 years, Bachelor of Arts
This program of study is registered and is accredited by CYQAA.

66 **Diploma**
HOSPITALITY MANAGEMENT
2 years, Diploma
This program of study is registered and is accredited by CYQAA.

70 **CULINARY ARTS**
2 years, Diploma
This program of study is registered and is accredited by CYQAA.

74 **Certificate**
Professional Bartending, 1 year, Certificate
This program is registered and is accredited by CYQAA.

MBA

Master in Business Administration

Academic Standing Purpose

The program is accredited by the Cyprus Agency of Quality Assurance and Accreditation in Higher Education (CY.Q.A.A.) which is the competent Authority responsible for ensuring the quality of higher education in Cyprus and for the support of the processes provided by the relevant Legislation, for the continuous improvement and upgrading of higher education institutions and their programs of study.

The accreditation begins in the Fall semester of the academic year 2020-2021 and ceases to be in effect at the end of the Spring semester of the academic year 2024-2025.

The purpose of the INC MBA program is to provide business management education to students interested in deepening and broadening their management skills within the context of the service economy. Students will develop sound knowledge, intellectual and transferable business skills to interpret management concepts in a competitive and innovation driven business environments. The MBA program builds on information, theories, research and the creative synthesis of best practices from various disciplines including management, operations, marketing, accounting, economics, finance, digital business, human resources and talent management, innovation and strategic management.

As reflecting practitioners and through experiential learning, students will develop entrepreneurial competencies and a quality oriented management culture in order to apply leadership, decision - making and critical thinking techniques to a wide variety of business situations and organizational settings. Graduates will be able to be employed in various private or public sector organizations or continue their studies.

Master of Business Administration – 18 months

Subjects Taught

From the list of subjects shown below, students must complete a total of 90 ECTS in order to graduate. The syllabus of each subject is available at the Department of Academic Affairs of the College for Consultation.

Entrance Requirements

The basic requirements for entry to this program of study is a secondary school leaving certificate or equivalent. Students should additionally possess a Bachelor Degree from an accredited college/university.

Competence in English is essential. Students satisfy this requirement if their first degree was taught in English. Otherwise, they will need to present a minimum IELTS 6.0, IGCSE B, or TOEFL score of 550 (213 computer based), or other equivalent qualifications.

Duration of the Program

The normal duration of this study is 18 months (4 semesters), in which it is expected that the student will have completed successfully the required ECTS in order to graduate.

Language of Instruction

The language of instruction of this program of study is the English language.

Graduation Award

On the successful completion of this program of study, a student is awarded an MBA - Master of Business Administration.

Program Objectives

Upon successful completion of the program students will be able to:

- Comprehend strategic level understanding of current business practices and the relationships between core management disciplines and theories in order to reflect on business situations, organizational settings, change and innovation;
- Improve professional and personal competencies in order to implement sustainable solutions to complex issues requiring multiple managerial skills and diverse capabilities;
- Become reflective management practitioners and develop a global entrepreneurial mind - set through theoretical and experiential learning in order to navigate the complex demands of current dynamic business environments;
- Adopt ethical reasoning skills and professional values in performing their duties socially and responsibly as administrators;
- Establish critical thinking skills through the use of quantitative tools and qualitative mechanisms, theories and organizational context in order to solve business problems, make decisions, and develop new business opportunities;
- Develop research competencies and their ability to implement new ideas and use written and oral communication skills.

Master of Business Administration – 18 months

REQUIREMENTS

| | |
|-----------------------------|----------------|
| Program Requirements | 84 ECTS |
| Elective | 6 ECTS |
| Total to Graduate | 90 ECTS |

CODE AND SUBJECT

ECTS

REQUIREMENTS 84 ECTS

| | | |
|----------|---|----|
| TMBA-100 | Business Economics | 6 |
| TMBA-110 | Managing Financial Decisions & Accounting | 6 |
| TMBA-120 | Contemporary Marketing Management | 6 |
| TMBA-130 | Managing People & Human Talent | 6 |
| TMBA-140 | Business Intelligence & Decision Making Systems | 6 |
| TMBA-150 | Service Operations & Quality Management | 6 |
| TMBA-160 | Global Leadership | 6 |
| TMBA-170 | Business Policy & Strategic Innovation | 6 |
| TMBA-180 | Applied Research In Business | 6 |
| TMBA-200 | Dissertation | 30 |

ELECTIVE 6 ECTS

| | | |
|----------|--|---|
| TMBA-210 | E-Business & Digital Transformation | 6 |
| TMBA-220 | Project Management | 6 |
| TMBA-230 | Contemporary Issues in Business | 6 |
| TMBA-240 | Managing Organizational Development & Change | 6 |
| TMBA-250 | Organizational Behaviour | 6 |
| TMBA-260 | Business Ethics | 6 |





Hospitality and Tourism Management

Academic Standing Purpose

The program is accredited by the Cyprus Agency of Quality Assurance and Accreditation in Higher Education (CY.Q.A.A.) which is the competent Authority responsible for ensuring the quality of higher education in Cyprus and for the support of the processes provided by the relevant Legislation, for the continuous improvement and upgrading of higher education institutions and their programs of study. The accreditation begins in the Fall semester of the academic year 2021-2022 and ceases to be in effect at the end of the Spring semester of the academic year 2025-2026.

The purpose of the program is to provide students with academic, professional and managerial competences needed in the wider hospitality and tourism industry. Students will be exposed to a creative learning and entrepreneurial environment in order to develop strong leadership attributes and hospitality oriented professional culture. The program stimulates academic principles through reflective learning and critical thinking in theoretical and professional courses and like an incubator, it supports students in employing

multidisciplinary approaches in management, problem-solving, effective decision-making and business best practices. Along with the internships and working experience the program offers to students an opportunity for professional networking in order to advance their future career. Graduates will expect to be hired in supervisory/managerial positions and work across different organizations within the hospitality and tourism industry.

4 years, Bachelor of Arts

Major requirements have been formulated to give students a strong sense of the managerial responsibilities needed in hotels, restaurants and the tourist sector as well as the basic practical skills essential to supervise and later manage potential employees efficiently.

Graduates will expect to be hired in supervisory/managerial positions in hotels, restaurants, catering companies, travel agencies, airline companies and many other related businesses.

Program Objectives

Upon completion of this degree students are expected to:

- Gain a comprehensive knowledge concerning the scope and the operations in the hospitality and tourism industry
- Fuse experiential and classroom learning in implementing management concepts and theories in various hospitality business and tourism contexts
- Develop managerial 'soft skills' and technical skills
- Acquire the attributes of a supervisory-level employee, along with organizational and leadership abilities
- Lay the foundation for further education in the discipline and lifelong learning

Entrance Requirements

The basic requirement for entry to this program of study is a secondary school leaving certificate or equivalent. In addition, the student must have a good knowledge of the English language. Where necessary, a personal interview with the student will be carried out before registration.

Subjects Taught

From the list of subjects shown below, students must complete a total of 129 credits (ECTS 240) in order to graduate. The syllabus of each subject is available at the Department of Academic Affairs of the College for consultation.

Duration of the Program

The normal duration of this study is four years (eight semesters), in which it is expected that the student will have completed successfully the required credits in order to graduate.

Language of Instruction

The language of instruction of this program of study is the English language.

Graduation Award

On the successful completion of this program of study, a student is awarded the Bachelor of Arts in Hospitality and Tourism Management.

Hospitality and Tourism Management - 4 years, Bachelor of Arts

DEGREE REQUIREMENTS

| | |
|--|--------------------|
| Hospitality Requirements | 42 credits/84 ECTS |
| Tourism Requirements | 18 credits/36 ECTS |
| Hospitality and Tourism Electives | 15 credits/30 ECTS |
| Business Electives | 21 credits/42 ECTS |
| English Language Requirements | 6 credits/11 ECTS |
| Computer and Math requirements | 12 credits/16 ECTS |
| General Education Electives | 15 credits/21 ECTS |

Total to Graduate 129 credits/240 ECTS

CODE AND SUBJECT CREDITS ECTS

HOSPITALITY REQUIREMENTS

| | | | |
|----------|--|---|---|
| THOM-100 | Introduction to Hospitality Management | 3 | 6 |
| THOM-104 | Food & Beverage Service | 3 | 6 |
| THOM-108 | Internship I | 1 | 2 |
| THOM-120 | Culinary Management | 3 | 6 |
| THOM-150 | Rooms Division Management | 3 | 6 |
| THOM-202 | Restaurant Operations Management | 3 | 6 |
| THOM-204 | Food & Beverage Management | 3 | 6 |
| THOM-206 | Human Resource Management for the Hospitality Industry | 3 | 6 |
| THOM-208 | Internship II | 1 | 2 |
| THOM-300 | Meetings, Conferences & Incentives | 3 | 6 |
| THOM-308 | Internship III | 1 | 2 |
| THOM-320 | Hospitality Revenue & Cost Management | 3 | 6 |
| THOM-408 | Final Year Project | 3 | 6 |
| THOM-410 | Managing Service Quality | 3 | 6 |
| THOM-420 | Innovation & Creativity in Hospitality & Tourism | 3 | 6 |
| TRSH-350 | Research Methods | 3 | 6 |

CODE AND SUBJECT

CREDITS ECTS

TOURISM REQUIREMENTS

| | | | |
|----------|---|---|---|
| TTOU-100 | Introduction to Travel & Tourism | 3 | 6 |
| TTOU-110 | Marketing for Hospitality & Tourism | 3 | 6 |
| TTOU-210 | Entrepreneurship in Hospitality & Tourism | 3 | 6 |
| TTOU-225 | Special Interest Tourism | 3 | 6 |
| TTOU-310 | Tourism Destination Management | 3 | 6 |
| TTOU-400 | Sustainability in Hospitality & Tourism | 3 | 6 |

CODE AND SUBJECT

CREDITS ECTS

HOSPITALITY AND TOURISM ELECTIVES

| | | | |
|----------|--|---|---|
| THOM-230 | Wine & Beverage Appreciation | 3 | 6 |
| THOM-305 | Food & Beverage Cost Control | 3 | 6 |
| THOM-330 | Hospitality Information Systems | 3 | 6 |
| THOM-430 | Knowledge & Crisis Management | 3 | 6 |
| TTOU-230 | Consumer Behavior in Hospitality & Tourism | 3 | 6 |
| TTOU-330 | Cultural Tourism | 3 | 6 |
| TTOU-320 | International Tourism | 3 | 6 |

| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

BUSINESS REQUIREMENTS

| | | | |
|----------|--|---|---|
| TACC-100 | Introduction to Accounting I | 3 | 6 |
| TACC-102 | Introduction to Accounting II | 3 | 6 |
| TBUS-200 | Organizational Behavior | 3 | 6 |
| TECO-300 | Market Policy & Development in Tourism | 3 | 6 |
| TLAW-200 | Business Law | 3 | 6 |
| TMGT-200 | Introduction to Management | 3 | 6 |
| TMGT-420 | Strategic Management | 3 | 6 |

| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

ENGLISH LANGUAGE REQUIREMENTS

| | | | |
|----------|------------------|---|---|
| TENG-210 | College English | 3 | 5 |
| TENG-220 | Academic English | 3 | 6 |

| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

COMPUTER & MATH REQUIREMENTS

| | | | |
|----------|--|---|---|
| TCOM-150 | Interactive Communications in the Hospitality Industry | 3 | 4 |
| TCOM-200 | E-Commerce in Hospitality & Tourism | 3 | 4 |
| TMAT-120 | Business Mathematics | 3 | 4 |
| TMAT-202 | Statistical Applications in Business | 3 | 4 |

| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

GENERAL EDUCATION ELECTIVES

| | | | |
|----------|--|---|---|
| TFRE-110 | French for Hospitality I | 3 | 4 |
| TFRE-120 | French for Hospitality II | 3 | 4 |
| TGRE-110 | Greek for Hospitality I | 3 | 4 |
| TGRE-120 | Greek for Hospitality II | 3 | 4 |
| THIS-100 | Introduction to Cypriot History | 3 | 5 |
| TSOC-210 | Applied Ethics | 3 | 5 |
| TSOC-230 | Cultural Understanding & Etiquette or any other Elective available | 3 | 5 |

Hospitality and Tourism Management

Academic Standing

The program is accredited by the Cyprus Agency of Quality Assurance and Accreditation in Higher Education (CY.Q.A.A.) which is the competent Authority responsible for ensuring the quality of higher education in Cyprus and for the support of the processes provided by the relevant Legislation, for the continuous improvement and upgrading of higher education institutions and their programs of study.

The accreditation begins in the Fall semester of the academic year 2019-2020 and ceases to be in effect at the end of the Spring semester of the academic year 2023-2024.

2 years plus, Diploma

Purpose

The purpose of the program is to expose students to a range of cognitive, technical and transferable competencies, following industry trends and market needs. The program develops professional skills, giving students opportunities to assume different occupations in a changing work environment. A combination of classroom theory, practical application and industry training will allow students to cultivate a customer-oriented hospitality service culture and enhance communication skills. Courses in food and beverage operations, rooms division, hospitality, business and languages have been developed to give students the necessary knowledge and skills for supervisory responsibilities in hospitality operations.

Program Objectives

Upon completion of this diploma students are expected to:

- Develop an understanding of the hospitality industry and its operations;
- Facilitate a hospitality, customer-centric service culture;
- Comprehend the hospitality functions and their interlinkages;
- Apply effective supervisory techniques in hospitality operations.
- Communicate effectively to diverse audiences;

Entrance Requirements

The basic requirement for entry to this program of study is a secondary school leaving certificate or equivalent. In addition, the student must have a good knowledge of the English language. Where necessary, a personal interview with the student will be carried out before registration.

Subjects Taught

From the list of subjects shown below, students must complete a total of 64 credits in order to graduate. The syllabus of each subject is available at the Department of Academic Affairs of the College for consultation.

Duration of the Program

The normal duration of this study is two years (four semesters), in which it is expected that the student will have completed successfully the required credits in order to graduate.

Language of Instruction

The language of instruction of this program of study is the English language.

Graduation Award

On the successful completion of this program of study, a student is awarded the Hospitality Management Diploma.

Hospitality and Tourism Management - 2 years, Diploma

DIPLOMA REQUIREMENTS

| | |
|--------------------------------------|--------------------|
| Hospitality Requirements | 28 credits/56 ECTS |
| Tourism Requirements | 6 credits/12 ECTS |
| Business Requirements | 6 credits/12 ECTS |
| Computer Requirements | 3 credits/5 ECTS |
| Math Requirements | 3 credits/4 ECTS |
| English Language Requirements | 6 credits/11 ECTS |
| Foreign Language Requirements | 6 credits/ 8 ECTS |
| General Education Electives | 6 credits/12 ECTS |

Total to Graduate 64 credits/120 ECTS

CODE AND SUBJECT CREDITS ECTS

HOSPITALITY REQUIREMENTS

| | | | |
|----------|--|---|---|
| THOM-100 | Introduction to Hospitality Management | 3 | 6 |
| TCUA-100 | Introduction to Gastronomy & Culinary Theory | 3 | 6 |
| THOM-120 | Culinary Management | 3 | 6 |
| THOM-104 | Food & Beverage Service | 3 | 6 |
| THOM-106 | Housekeeping & Maintenance Management | 3 | 6 |
| THOM-108 | Internship I | 1 | 2 |
| THOM-110 | Front Office Operations | 3 | 6 |
| THOM-202 | Restaurant Operations Management | 3 | 6 |
| THOM-220 | Bar & Beverage Operations | 3 | 6 |
| THOM-222 | Banqueting & Events Operations | 3 | 6 |

CODE AND SUBJECT CREDITS ECTS

TOURISM REQUIREMENTS

| | | | |
|----------|-------------------------------------|---|---|
| TTOU-100 | Introduction to Travel & Tourism | 3 | 6 |
| TTOU-110 | Marketing for Hospitality & Tourism | 3 | 6 |

CODE AND SUBJECT CREDITS ECTS

BUSINESS REQUIREMENTS

| | | | |
|----------|------------------------------|---|---|
| TACC-100 | Introduction to Accounting I | 3 | 6 |
| TBUS-200 | Organizational Behavior | 3 | 6 |

CODE AND SUBJECT CREDITS ECTS

COMPUTER REQUIREMENTS

| | | | |
|----------|-----------------------|---|---|
| TCOM-100 | Computer Applications | 3 | 5 |
|----------|-----------------------|---|---|

CODE AND SUBJECT CREDITS ECTS

MATH REQUIREMENTS

| | | | |
|----------|----------------------|---|---|
| TMAT-120 | Business Mathematics | 3 | 4 |
|----------|----------------------|---|---|

CODE AND SUBJECT CREDITS ECTS

ENGLISH LANGUAGE REQUIREMENTS

| | | | |
|----------|------------------|---|---|
| TENG-210 | College English | 3 | 5 |
| TENG-220 | Academic English | 3 | 6 |

Hospitality Management Diploma



| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

ENGLISH LANGUAGE REQUIREMENTS

| | | | |
|----------|------------------|---|---|
| TENG-210 | College English | 3 | 5 |
| TENG-220 | Academic English | 3 | 6 |

| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

FOREIGN LANGUAGES REQUIREMENTS

| | | | |
|----------|--|---|---|
| TFRE-110 | French for Hospitality I | 3 | 4 |
| TFRE-120 | French for Hospitality II | 3 | 4 |
| TGRE-110 | Greek for Hospitality I | 3 | 4 |
| TGRE-120 | Greek for Hospitality II or any other foreign Language Elective | 3 | 4 |

| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

GENERAL EDUCATION ELECTIVES

| | | | |
|----------|---|---|---|
| TACC-102 | Introduction to Accounting II | 3 | 6 |
| TCOM-200 | E-Commerce in Hospitality & Tourism | 3 | 4 |
| THOM-206 | Human Resource Management for the Hospitality Industry | 3 | 6 |
| THOM-204 | Food & Beverage Management | 3 | 6 |
| TMGT-200 | Introduction to Management or any other Elective available | 3 | 6 |



Culinary Arts

Academic Standing

The program is accredited by the Cyprus Agency of Quality Assurance and Accreditation in Higher Education (CY.Q.A.A.) which is the competent Authority responsible for ensuring the quality of higher education in Cyprus and for the support of the processes provided by the relevant Legislation, for the continuous improvement and upgrading of higher education institutions and their programs of study.

The accreditation begins in the Fall semester of the academic year 2017-2018 and ceases to be in effect at the end of the Spring semester of the academic year 2021-2022.

2 years, Diploma

Subjects Taught

From the list of subjects shown below, students must complete a total of 67 credits (ECTS 120) in order to graduate. The syllabus of each subject is available at the Department of Academic Affairs of the College for consultation.

Duration of the Program

The normal duration of this study is two years (four semesters), in which it is expected that the student will have completed successfully the required credits in order to graduate.

Language of Instruction

The language of instruction of this program of study is the English language.

Graduation Award

On the successful completion of this program of study, a student is awarded the Culinary Arts Diploma.

Purpose

The Culinary Arts Diploma aims to prepare students for careers in the foodservice industry at entry level positions in restaurants or hotels that will lead to supervisory / managerial positions in the near future. The diploma program follows industry trends and market needs by applying modern concepts about food and food production systems. The program offers a combination of classroom theory, practical application and industrial training, allowing students to develop the needed skills in food production and preparation and kitchen management.

Entrance Requirements

The basic requirement for entry to this program of study is a secondary school leaving certificate or equivalent. In addition, the student must have a good knowledge of the English language. Where necessary, a personal interview with the student will be carried out before registration.

Program Objectives

Upon completion of this degree students are expected to:

- Distinguish the fundamentals of cooking, pastry and baking preparation through multivariate food, sweet and bread preparations
- Understand trends in culinary arts in the foodservice sector and in the management of businesses in this area.
- Become familiar with the basic principles and origins of International, European and Ethnic Cuisine.
- Appreciate the economic development of personnel and resources in a socio-economic setting with emphasis on human behavior, societal factors and business acumen.
- Foster an understanding of the basics of nutrition, food hygiene and sanitation.

Culinary Arts - 2 years , Diploma

DIPLOMA REQUIREMENTS

| | |
|--------------------------------------|--------------------|
| Culinary Arts Requirements | 31 credits/57 ECTS |
| Hospitality Requirements | 15 credits/30 ECTS |
| Business Requirements | 3 credits/6 ECTS |
| Computer Requirements | 3 credits/5 ECTS |
| English Language Requirements | 3 credits/5 ECTS |
| Foreign Language Requirements | 6 credits/ 8 ECTS |
| General Education Electives | 6 credits/9 ECTS |

Total to Graduate 67 credits/120 ECTS

| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

CULINARY REQUIREMENTS

| | | | |
|----------|--|---|---|
| TCUA-100 | Intro to Gastronomy & Culinary Theory | 3 | 6 |
| TCUA-102 | Fundamentals of Food Production | 3 | 5 |
| TCUA-104 | Introduction in Garde Manger | 3 | 5 |
| TCUA-106 | Introduction to Pastry Arts & Baking | 3 | 5 |
| TCUA-108 | Pasta, Grain and Vegetable Preparation | 3 | 5 |
| TCUA-120 | Internship | 1 | 2 |
| TCUA-200 | Meat, Fish and Poultry Preparations | 3 | 5 |
| TCUA-202 | Modern European and Cyprus Cuisine | 3 | 6 |
| TCUA-204 | Foods of the World – Ethnic Cuisine | 3 | 6 |
| TCUA-206 | Plate and Buffet Service | 3 | 6 |
| TCUA-208 | Contemporary Desserts and Baking | 3 | 6 |

| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

HOSPITALITY REQUIREMENTS

| | | | |
|----------|--|---|---|
| THOM-100 | Introduction to Hospitality Management | 3 | 6 |
| THOM-202 | Restaurant Operations Management | 3 | 6 |
| THOM-220 | Nutrition & Special Dietary Needs | 3 | 6 |
| THOM-230 | Wine & Beverage Appreciation | 3 | 6 |
| THOM-305 | Food & Beverage Cost Control | 3 | 6 |

| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

BUSINESS REQUIREMENTS

| | | | |
|----------|------------------------------|---|---|
| TACC-100 | Introduction to Accounting I | 3 | 6 |
|----------|------------------------------|---|---|

| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

FOREIGN LANGUAGE REQUIREMENTS

| | | | |
|----------|--------------------------------|---|---|
| TFRE-100 | French Language and Culture I | 3 | 4 |
| TFRE-102 | French Language and Culture II | 3 | 4 |

| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

ENGLISH LANGUAGE REQUIREMENTS

| | | | |
|----------|-----------------|---|---|
| TENG-210 | College English | 3 | 5 |
|----------|-----------------|---|---|

| CODE AND SUBJECT | CREDITS | ECTS |
|------------------|---------|------|
|------------------|---------|------|

COMPUTER REQUIREMENTS

| | | | |
|----------|-----------------------|---|---|
| TCOM-100 | Computer Applications | 3 | 5 |
|----------|-----------------------|---|---|



Professional Bartending

Academic Standing

The program is accredited by the Cyprus Agency of Quality Assurance and Accreditation in Higher Education (CY.Q.A.A.) which is the competent Authority responsible for ensuring the quality of higher education in Cyprus and for the support of the processes provided by the relevant Legislation, for the continuous improvement and upgrading of higher education institutions and their programs of study.

The accreditation begins in the Spring semester of the academic year 2021-2022 and ceases to be in effect at the end of the Fall semester of the academic year 2026-2027.

1 year, Certificate

Purpose

The InterNapa College (INC) Certificate in Bartending aims to prepare students for entry level bartending positions in various bar service settings. Students will be provided the basic vocational and technical skills in beverage preparation and service, cocktail making, modernist beverage mixology, flair bartending and barista skills. The program sets learning, professional knowledge and skills development as the solid foundations for students in building a customer-oriented service culture, adopt modern workplace best practices, and foster interpersonal communication capabilities. The program encourages students to enhance their career development by integrating both classroom theoretical and lab practical learning along with their internship experience in becoming sophisticated and classy bartenders.

Program Objectives

Upon completion of this Certificate students are expected to:

- Comprehend bar operations and their interlinkages;
- Prepare a variety of beverages through a classic, artisan or modernist approach;
- Develop an understanding of bar businesses augment;

Entrance Requirements

The basic requirement for entry to this program of study is a secondary school leaving certificate or equivalent. In addition, the student must have a good knowledge of the English language. Where necessary, a personal interview with the student will be carried out before registration.

Subjects Taught

From the list of subjects shown below, students must complete a total of 60 ECTS in order to graduate. The syllabus of each subject is available at the Department of Academic Affairs of the College for consultation.

Duration of the Program

The normal duration of this study is one year (two semesters), in which it is expected that the student will have completed successfully the required credit in order to graduate. (remove the rest)

Language of Instruction

The language of instruction of this program of study is the English language.

Graduation Award

On the successful completion of this program of study, a student is awarded the Professional Bartending Certificate.

Professional Bartending – 1 Year, Certificate

REQUIREMENTS

Program Requirements

60 ECTS

CODE AND SUBJECT

ECTS

PROGRAM REQUIREMENTS

| | | |
|----------|---|---|
| TBAR-100 | Barology | 3 |
| TBAR-102 | Beverage Identification & Sensory Analysis | 3 |
| TBAR-104 | The Bar in the New Digital Age | 3 |
| TBAR-106 | Communication & Customer Etiquette | 3 |
| TBAR-108 | Bar, Barista & Restaurant Beverage Service | 3 |
| TBAR-120 | Art & Craft of Cocktails & Mocktails | 5 |
| TBAR-122 | Mixology Infusion | 5 |
| TBAR-124 | Barista Artisan Skills | 4 |
| TBAR-130 | Beverage Hygiene & Safety | 3 |
| TBAR-132 | Menu Design & Sales Skills | 3 |
| TBAR-134 | Fermented, Distilled & Cask Beverages | 3 |
| TBAR-136 | Recruitment & People Development | 3 |
| TBAR-138 | Purchasing & Control Systems | 3 |
| TBAR-140 | Artisan Cocktails & Flair Bartending | 5 |
| TBAR-142 | Molecular & New Cocktail Development | 5 |
| TBAR-144 | Wine & Spirit Appreciation & Cellar Alchemies | 4 |
| TBAR-150 | Internship | 2 |



**→ Taught courses
in alphabetical →
code order**

Professional Bartending

TBAR - 100 Barology

The course introduces students to the bar industry, its developments and the various bar concepts. Students will have an opportunity to overview the industry's history, growth and progress, along with their distinguishing characteristics, trends, legal and current concerns. Moreover, the course exposes students to the bartender's role and responsibilities, leadership and bar operations. In addition, students will be introduced to career opportunities and employability skills needed to succeed in the bar industry.

TBAR - 102 Beverage Identification & Sensory Analysis

This course introduces students to the professional knowledge needed in using beverages and other ingredients in beverage and cocktail preparations. Students will examine the quality and technical characteristics, the functionality, production and mixing reactions and the storage of ingredients. Furthermore, the course offers an opportunity to explore product standards, specifications and selection criteria in purchasing and develop standardized recipes. Students will have an opportunity to learn the basic elements of taste and flavour in order to gain basic sensory analysis skills and understand its role in beverage and cocktail making and development.

TBAR - 104 The Bar in the New Digital Age

This course introduces students to the social media world and aspects of digital marketing. Students will have an opportunity to gain the necessary knowledge, skills and competencies in developing and using social media accounts in order to increase a bar's appearance in the digital world and to attract more customers. The course offers an opportunity to design and set-up effective advertisements and promotions in different social media.

TBAR-106 Communication & Customer Etiquette

The course focuses on customer service quality and etiquette and the social skills needed by a professional bartender to communicate effectively with customers. Students will develop appropriate personality attributes and a professional behaviour that enriches the customer experience. Therefore, the course builds on social and cultural concepts and skills and it prepares students in order to solve problems, communicate

effectively and deal with difficult customers in the service delivery process. Furthermore, students will study elements of the hospitality etiquette in all efforts employed to make a good personal impression to guests and achieve service excellence in a bar setting.

TBAR - 108 Bar, Barista & Restaurant Beverage Service

This course provides students with knowledge and skills for effective bar, barista and restaurant service. Students will examine the importance of menu to beverage service operations and they will explore service methods and techniques, tools and equipment used in beverage serving.

TBAR-120 Art & Craft of Cocktails & Mocktails

This course exposes students to the vocational and technical skills and professional knowledge needed in bartending. Students will prepare a variety of basic cocktails and mocktails by using appropriate types of glasses and serving equipment. The course will expose students to tools and equipment, beverages and ingredients, methods and techniques used in making different alcoholic and non-alcoholic drinks. Students will be able to work effectively at the front-line of a bar, consistently preparing quality beverages and correct any related production problems.

TBAR - 122 Mixology Infusion

This course exposes students to the bartending concept of cocktail mixology. Students will have an opportunity to learn the history, traditions, development, production and mixing methods behind each major category of alcoholic beverages. The course provides a comprehensive review of different flavour profiles. Students will prepare basic infusions, syrups, liqueurs, bitters, modernist garnishes and use botanicals, herbs or spices in order to create new or develop existing cocktail recipes.

TBAR - 124 Barista Artisan Skills

This course introduces students to artisan skills of coffee making and service. Moreover, students will study a variety of tea and other smoothies preparations. The course provides an overview of the history and development of coffee in the food service industry. Students will develop professional and practical skills needed in order to work as front-line baristas, being able to prepare different kind of coffees, smoothies and teas. The course focuses on service quality, as well as health and safety principles and customer service skills.

TBAR-130 Beverage Hygiene & Safety

This course introduces students to the study of beverage service hygiene and safety. The student will learn the basic principles and applications of HACCP (Hazard Analysis Critical Control Points) by taking into consideration personal hygiene, sanitary practices, beverage management and preparation process, control of illness caused by food contamination and work place safety standards. Also, students will have an opportunity to explore their professional and personal obligations in responsible alcohol service along with its impact on consumers' health.

TBAR - 132 Menu Design & Sales Skills

This course exposes students to the basic principles of menu design as a mean to drive sales. Students will learn how to practically stimulate bar consumers' behavior, select and implement appropriate bar promotional and in-house or off-house sales techniques. Also, the course explores key concepts of retail bar merchandising operations, design, presentation and pricing policies.

TBAR-134 Fermented, Distilled & Cask Beverage

The course introduces students to the family traditions of fermented and distilled beverages and the cask aging method. Students will have an opportunity to comprehensively review the history, developments, production and use of different alcoholic and non-alcoholic beverage categories.

TBAR-136 Recruitment & People Development

This course introduces students to the recruitment and people development functions. Students will explore the professional development process needed to support high performing individuals in a bar setting. Therefore, the course reflects on the supervisory and leadership skills needed for effective resource management to bar operations.

TBAR - 138 Purchasing & Control Systems

The course introduces students to the technical aspects of the food and beverage management process, paying particular attention on a bar's purchasing and control process. Students will get insights in menu design and development for different types of bars, as a part of an integrated control system. A system that starts with the development of the product catalogue, the writing of standard recipes and procedures and the development of menu product specifications. The course also includes stock taking procedures and an analysis of the popularity and the profitability of the items for sale.

TBAR-140 Artisans Cocktails & Flair Bartending

This course exposes students to artisan cocktail making. Students will learn how to build drinks and prepare artisan crafted cocktails, whilst demonstrating an array of fantastic flair competencies including napkin, glass, ice, garnish and multiple bottle tricks. The course builds on different flashy pours which improve a bartender's professional style and showmanship in the beverage making process. Students will further develop their skills in crafting cocktails by layering properly liquids, preparing advance garnishes and presenting cocktails in a unique and fashionable way.

TBAR-142 Molecular & New Cocktail Development

This course introduces students to the molecular beverage mixology and the trends of a dynamic and forward-thinking field in cocktail making. Students will advance their knowledge and bartending skills in modernist cocktail making techniques and ingredients used in beverage production. The course reviews different flavour profiles to assist students in modernist cocktail development and molecular techniques, using homemade infusions, syrups, liqueurs, bitters, garnishes and botanicals, herbs or spices from the bar's garden.

TBAR - 144 Wine & Spirit Appreciation & Cellar Alchemies

This course exposes students to the principles, properties and quality characteristics of wine and beverage appreciation and production. Students will study different wine varieties along with the principles of wine and food pairing. Moreover, the course introduces students to other alcoholic beverages such as beer, whiskey, brandy (cogniac) and spirits emphasizing its proper service, quality characteristics and pairing with food. Also, students will gain basic skills in maintaining a cellar collection and appropriate beverage storage.

TBAR – 150 Internship

The focus of this internship is to enable students to be trained for entry level positions in the hospitality and beverage industry. Students will get hands on experience and insights into the practical nature of the industry. The internship will give students an opportunity to apply classroom theories to practical issues by performing basic duties and responsibilities in the selected segment of the industry. Thus, students will be able to develop practical skills during the internship period, explore career opportunities, be exposed to industry standards and conditions, and also provide students with the opportunity to start their own professional network.

Culinary Arts

TCUA - 100 Introduction to Gastronomy & Culinary Theory

The course exposes the students to the history and the development of national and international cuisines, gastronomy and the tasting profiles around the world. Through the course, students will gain an understanding of the revolution, development and progress of the profession. As a foundation for developing professional competencies, students will learn about tools, equipment, basic cooking procedures, recipe structure, recipe use and basic kitchen sanitation and safety procedures. Emphasis is given to the structure and history of each group food, in order students to be ready to understand the different methods of cooking.

TCUA–102 Fundamentals of Food Production

This module is the basis for learning food preparation techniques. The course widens the horizon of students to the theoretical and practical aspects of food preparation, providing them the excessive theoretical information and practical familiarity to basic cooking preparations. Students will develop basic skills and become familiar with major cooking techniques. Students will also learn to follow cooking recipes and identify the basic factors influencing the quality of culinary ingredients. Additionally the course will help students to develop a professional attitude and appearance and to behave in a professional manner with the acquired professional skills.

TCUA – 104 Introduction to Garde Manger

The course will provide students a basic understanding, through theory and demonstration, of cold food preparation and cold food display techniques. Students will develop a basic understanding of the concept and study of salads, salad dressings, cold sauces, pickling, curing, smoking, sandwiches, hors d' oeuvres; finger food, canapés and other related subjects. Students will be able to explain the significance of the use of garnishes in food presentation, to create fruit and vegetable displays.

TCUA – 106 Introduction to Pastry Arts & Baking

This course introduces students to the practical and theoretical aspects of pastry, providing them the basic knowledge and practical experience. Also this course helps them develop a professional attitude and appearance, acquire professional skills and behave in a professional manner in a pastry lab. The main aim is to empower students with the ability to understand different pastry ingredients available in the market, select the right quality in a cost effective way. Comprehend the methods of pastry and identify the circumstances they are used.

TCUA–108 Pasta, Grain & Vegetable Preparation

This course is designed to provide students with a solid background and culinary education, in order to enhance their practical skills in cooking pasta, grains and vegetables. The varied food preparations of farinaceous products, grains and vegetables in cooking, made this food category highly important. Proper preparation and cooking of starches and vegetables is important, for the retention of colour, taste, texture and nutritional values. In this students will work on the methods and techniques used in preparing dishes from grains, starches to vegetables. The student will be able to identify the characteristics important to understanding the correct methods of cooking each of the types of ingredients.

TCUA – 120 Internship I

Focuses in enabling students to acquire practical experience from industry operations. It aims to give students an opportunity to apply classroom theories to practical issues in a business setting.

TCUA – 200 Meat, Fish, Poultry & Butchery Preparation

This course serves as a basis for learning more advanced food preparation techniques. The student learns the science of scratch cookery through small batch assignments. Areas of study include meats, poultry, game, shellfish, and fish. Extensive practice is provided for preparation, presentation and garnishing of food. Students will be able to understand the quality points of choosing fish and poultry and be able to identify the hygienic methods of receiving and storage of meat, fish, poultry and game based on HACCP rules.

TCUA – 202 Modern European & Cypriot Cuisine

This course covers European cuisine and exposes the student to culture, history, diversity in foods, and flavour profiles from around the world with special reference to the Cyprus cuisine.

TCUA - 204 Foods of the World–Ethnic Cuisine

This course covers Ethnic Cuisine and exposes the student to culture, history, diversity in foods, and flavour profiles from around the world.

TCUA – 206 Plate & Buffet Service

This course emphasizes student creativity and presentation skills. Beyond cooking skills students will be exposed to certain presentation techniques, both in plated service and buffet.

TCUA – 208 Contemporary Desserts & Baking

To expose student from theory and demonstration, to pastry and baking preparations. Furthermore, students will enrich and expand practical experience and gain an in-depth understanding of advance arts of pastry & baking methods in the modernized catering world.

TCOM – 100 Computer Applications

An introductory course in interactive communication skills, focusing on computer applications for the hospitality industry. It emphasizes file management, statistical tools such as excel & SPSS, database software, presentation software, and other related useful software, such as word editing, Photoshop and emailing clients.

TCOM-230 Management Information Systems

This course will help students to get an understanding of how information systems are used in business setting. The topics covered will include the fundamental of information systems, strategic use of information systems, decision support and expert systems. This course will also describe information systems planning, design and implementation.

THIS - 100 - Introduction to Cypriot History

The aim of this course is to cover in the form of a broad review the major historical periods in the history of Cyprus and introduce the students to the civilisations that flourished on

the island. In addition to political developments, social, economic and cultural aspects of the various eras are examined; particular attention is paid to material remains, such as artefacts and buildings.

TGRE-100 Greek Language & Culture I

To study the language and culture of Greek speakers. Students will develop rudimentary listening, speaking, reading and writing skills in Greek, and will study cultural, geographical and historical aspects of Greek and other large Greek-speaking populations. Emphasis is given to developing awareness and understanding of cultural differences, and non-biased attitudes toward cultures from our own.

TGRE-102 Greek Language & Culture II

To expand upon and improve the student's knowledge of Greek. To introduce new vocabulary and grammar. To enable the student to speak and read Greek at an

TMKT-100 Marketing Principles

To help students understand the fundamental functions of marketing and to examine in some depth the various factors making up the company's marketing environment. Students should get a broad picture of the marketing implications to business in issues like promotion, product life cycle, customer buying decision process as well as the major stages in marketing research process.

TMKT-230 Public Relations & Publicity

The development, practice, principles and tools of Public Relations with emphasis on preparing effective media publicity for institutions, corporations and others. The course will move from an introduction to the general theory of communication semiotics and media analysis to fundamental elements of public interaction, packaging information, and advertising, organizing press conferences and arranging visual presentations. intermediate level

TACC - 100 Introduction to Accounting I

The course introduces students to the basic accounting principles related to the preparation of financial reports and statements. The primary focus is to illuminate how accounting information is utilized in the decision-making process. Students will perform the basic accounting functions: the recognition, valuation, measurement and recording of the

most common business transactions and the preparation of final accounting statements.

TAAC – 102 Introduction to Accounting II

This course builds on the knowledge gained in TACC-100 and covers a range of advanced financial accounting concepts. The course is designed to help students construct financial statements, interpret financial statements and to develop a theoretical and analytical grasp of intermediate financial accounting issues.

TENG - 210 College English

In TENG 210, students will continue to develop proficiency in all areas of the language (listening, speaking, reading and writing)

TENG - 220 Academic English

The focus of TENG 220 is on reading and academic writing. In this course, students will develop an appreciation for literary texts and become acquainted with academic writing conventions.

TFRE - 100 French for Hospitality I

This course enables students to develop and practice specialist vocabulary and structures needed for the Hospitality Industry.

TFRE-102 French Language & Culture II

To expand upon and improve the student's knowledge of French. To introduce new vocabulary and grammar. To enable the student to speak and read French at an advanced level.

THOM – 100 Introduction to Hospitality Management

The course introduces students to the hospitality industry and various industry segments such as restaurants, hotels, attractions, and other businesses and organizations. Students will have an opportunity to overview the hospitality and tourism industry, its growth and development, and their distinguishing characteristics, trends and current concerns. Therefore, the course exposes students to basic management skills and concepts, leadership, marketing, planning, and fundamentals of operation in the hospitality and tourism context. Also, students are introduced to career opportunities and the employability skills needed to succeed in specific hospitality fields..

THOM - 104 Food and Beverage Service

This course provides students with knowledge and practical skills for effective food and beverage service. It describes the importance of the menu to food service operations. It also lists and describes the tools and equipment used in food and beverage, human skills needed, and bar and rooms service procedures.

THOM – 202 Restaurant Operations Management

This course introduces students to the operational challenges faced by managers in restaurant operations. It reviews the procedures for establishing strategies and plans for operation. The students will have an opportunity to analyze the needs of the restaurant in light of operating and marketing plans and menu planning. Therefore, the production resources and personnel organization possibilities are explored. Supervision issues are introduced along with discussions and problems concerning costing and financial issues. Also, students are exposed to the managerial role, duties and responsibilities needed to carry out in restaurant operations including control systems as diagnostic indicators, the role of the managerial leadership, staff selection and development and effective approaches to a successful client relationship.

THOM-210 Food Service Layout & Design

Development of efficient work spaces for hospitality operations, with emphasis on space utilization, human factors, ergonomics, environmental concerns and development of work-flow patterns within functional areas and the facility as a whole.

THOM – 220 Nutrition & Special Dietary Needs

This course covers proper nutrition, protecting consumers from harmful illnesses and promoting food safety and healthy lifestyle. It includes special dietary needs for customers with food allergies, eating patterns and dietary restrictions. This course aims to provide the basic knowledge about nutrients in food and drinks which build, repair and keep people fit, active and healthy. To understand special dietary needs and how to implement proper nutrition plan.

THOM – 230 Wine & Beverage Appreciation

This course involves the study of alcoholic beverages, emphasizing the costing and proper service of alcoholic beverages, as well as using alcoholic beverages as a complement to food. It also aims at developing a deeper understanding and appreciation of wine. It deals with wine varieties such as white, red, sparkling, sweet and fortified wine, in addition matching wine with food.

THOM – 305 Food & Beverage Cost Control

Principles, procedures, and functions of controlling food, beverage, and labor cost will constitute the focal point of this course. Menu pricing will be examined in depth.

TBUS – 200 Organizational Behavior

The course investigates the impact that groups and organizational structure have on the behavior of individuals within the organization for the purpose of applying such knowledge toward improving an organization's effectiveness. Organizational Behavior is concerned with the study of what people do in an organization and how that behavior affects the performance of the organization.

TMGT – 200 Introduction to Management

This course introduces students to the roles and functions of managers. The content includes an introduction to organizations and the need for and nature of management. It examines the evolution of management theory, organizational environments, and corporate social responsibility and ethics. The course also includes a detailed investigation of the four functions of management: planning and decision making, organizing, leading and motivating, and controlling. Further the students are introduced to the interplay between organizations and their social, political, legal and cultural environments, and the contemporary challenges that organizations and managers face.

TMGT-210 Small Business Management & Entrepreneurship

This course will introduce the students into the area of small business and into the role of the entrepreneur in the developmental success of a small business. Topics such as choosing the form of small business; how to start, acquire, or dispose of a small business, how to achieve

goals through other people, and the ingredients for success are discussed.

TMAT-102 College Algebra

The course aims to introduce the fundamental mathematical concepts, techniques and theories of college algebra, which include equations and inequalities, functions, graphing, systems of equations and inequalities, and linear programming. Upon completing this course, students will be able to formulate and solve real-world problems.

BA Hospitality and Tourism Management

THOM – 100 Introduction to Hospitality Management

The course introduces students to the hospitality industry and various industry segments such as restaurants, hotels, attractions, and other businesses and organizations. Students will have an opportunity to overview the hospitality and tourism industry, its growth and development, and their distinguishing characteristics, trends and current concerns. Therefore, the course exposes students to basic management skills and concepts, leadership, marketing, planning, and fundamentals of operation in the hospitality and tourism context. Also, students are introduced to career opportunities and the employability skills needed to succeed in specific hospitality fields.

THOM - 104 Food and Beverage Service

This course provides students with knowledge and practical skills for effective food and beverage service. It describes the importance of the menu to food service operations. It also lists and describes the tools and equipment used in food in food and beverage, human skills needed, and bar and rooms service procedures.

THOM – 108 Internship I

The focus of this internship is to enable students to be trained for entry level positions in the hospitality industry. Students will get hands on experience and insights into the practical nature of the industry. The internship will give students an opportunity to apply classroom theories to practical issues by performing basic duties and responsibilities in the selected segment of the industry. Thus, students will be able to develop practical skills during the internship period, explore career opportunities, be exposed to industry standards and conditions, and also provide students with the opportunity to start their own professional network.

THOM – 120 Culinary Management

The course introduces students to various aspects of kitchen management and

organization that affect daily production and service operations. Students will study essential kitchen management skills and functions related to kitchen management and organization principles, different production and service systems, food management process and operating standards, cost control, property and employee management issues. The course sets the foundations upon which the professional competencies and skills will be developed in order to lead, supervise, and manage food production and service employees. The course outlines the crucial elements and trends of the market that affect today's quality-driven catering and food service industry, the role and responsibilities of a successful kitchen manager. The students will also gain a comprehensive introduction to the realities of food operations in today's changing world.

THOM – 150 Rooms Division Management

The course will provide to students the competencies and knowledge needed to manage front office and housekeeping departments in hospitality operations. The students will proceed with an in-depth analysis of the major components of the "rooms division" within a hotel (i.e. front office, guest services, housekeeping, reservations, engineering/maintenance and security). Also, the interaction between this division and the other areas of the hotel will be explored with respect to the impact on guest service. The concepts of revenue management and cost containment are explained from a yield management approach and students will have an opportunity to develop their operational and management knowledge of this key functional department.

THOM – 202 Restaurant Operations Management

This course introduces students to the operational challenges faced by managers in restaurant operations. It reviews the procedures for establishing strategies and plans for operation. The students will have an opportunity to analyze the needs of the restaurant in light of operating and marketing plans and menu planning. Therefore, the production resources and personnel organization possibilities are explored. Supervision issues are introduced along with

discussions and problems concerning costing and financial issues. Also, students are exposed to the managerial role, duties and responsibilities needed to carry out in restaurant operations including control systems as diagnostic indicators, the role of the managerial leadership, staff selection and development and effective approaches to a successful client relationship.

THOM – 204 Food and Beverage Management

This course provides students with an introduction to the food and beverage services and operations. It offers a historical background of the development of food and beverage services, their operations and management phases, such as product development, production, equipping and staffing, events and performance.

THOM – 206 Human Resource Management for the Hospitality Industry

The purpose of the course is to examine the theory, design, and practice of human resource management. Topics include job analysis and design, employee selection, manpower planning, training and development, performance evaluation and promotion, compensation plans, teamwork, incentives and equity. Moreover, students will comprehensively review hospitality manager's techniques for increasing staff cooperation, as well as staff's behavior, and engagement of their customer's expectations. At last, further analysis of new laws which affect internal policies and referred activities.

THOM – 208 Internship II

The focus of this internship is to enable students to be trained for mid-level positions in the hospitality industry. Students will have an opportunity of work-based learning experience that will enable them to apply specialized occupational theories, skills, and competencies. Hence, students will be able to undertake initiatives and work more independently in performing certain tasks and duties on behalf of their supervisor. Thus, students will develop professional competencies, career opportunities, comply with industry standards and conditions, and to sustain their own professional network.

THOM – 230 Wine & Beverage Appreciation

This course involves the study of alcoholic beverages, emphasizing the costing and proper service of alcoholic beverages, as well as using alcoholic beverages as a complement to food. It also aims at developing a deeper understanding and appreciation of wine. It deals with wine varieties such as white, red, sparkling, sweet and fortified wine, in addition matching wine with food.

THOM – 300 Meeting, Conferences & Incentives

This course is designed to prepare students to meet the challenges associated with managing and servicing conventions and other group business. It provides a systematic approach in managing meetings and conferences; understanding the needs of the industry and the related parameters involved.

THOM – 305 Food & Beverage Cost Control

Principles, procedures, and functions of controlling food, beverage, and labor cost will constitute the focal point of this course. Menu pricing will be examined in depth.

THOM – 308 Internship III

This internship as a training experience will allow students to apply the knowledge and skills acquired in class and from previous internships in a supervised practice environment and to receive hands-on experience as a competent mid-level employee. Students as competent and properly trained individuals will be able to undertake tasks, duties and responsibilities assigned by the supervisor on a completely independently basis.

THOM–320 Hospitality Revenue & Cost Management

This course will give students an understanding of the revenue and cost control management process within the hospitality and tourism context. Students will have an opportunity to attain hospitality and tourism business analytical and critical thinking skills in order to be able to distinguish tactical and strategic revenue management. The course addresses the proper use of management and decision-making tools in revenue

management, the pricing policy, guests' arrival forecasts and revenue performance management.

THOM – 330 Hospitality Information Systems

The course emphasizes the utilization of recent development in information technology (IT) within the context of Hospitality and Tourism industry. It provides students the tools they need to effectively use technology to benefit hospitality settings. Beginning with a focus on information technology basics and continuing on to explanations of hardware, software, and technology initiatives prevalent in all aspects of the hospitality industry, this course provides an emphasis on management decisions necessary to effectively purchase, implement and execute technology initiatives in a hospitality facility.

THOM – 408 Final Year Project

The purpose of the final year project is to assist students in developing the research foundations upon which they will have an opportunity to examine in-depth a particular topic within the hospitality and tourism context. The research will follow scientific rules and methodologies in discovering, creating and applying new academic knowledge related to the hospitality and tourism industry; from the inception and planning stages through study execution, data analysis, written reporting and oral communication.

THOM – 410 Managing Service Quality

The purpose of the course is to expose students to the principles and tools associated with contemporary service quality management philosophy, both for breakthrough and continuous improvement of hospitality and tourism organisation. Students will have an opportunity to study and analyse the service delivery systems of hospitality establishments with particular emphasis on implementing a consumer driven, and a service quality program. The course engages students in both qualitative and quantitative approaches in identifying, analysing and understanding the impact of a quality management system on a hospitality or tourism organization.

THOM – 420 Innovation & Creativity in Hospitality & Tourism

The purpose of the course is to give the students the entrepreneurial foundations and an intensive insight in creating and maintaining innovation in all aspects of the service delivery process within hospitality and tourism organisations. Students will have an opportunity to learn the basic principles of the new product development process for hospitality and tourism products and services. Issues of innovation and creativity are explored in a real world context and are applied to specific case studies. Therefore, students are exposed to industry trends and change drivers by analysing and discussing potential implications of innovation and creativity for the industry trends.

THOM – 430 Knowledge and Crisis Management

The purpose of the course is to explain the importance of knowledge management in sustaining an organizational knowledge-based competitive advantage. Students will become familiar with knowledge-based theories, the knowledge-ecosystem, tacit and explicit knowledge. Therefore, students will become aware of the differences between information and knowledge, people, cultural, knowledge transfer, exchange and utilization issues. Moreover, it examines the various components of knowledge management including processes, mechanisms and technologies and help students understand how to select an appropriate solution to knowledge management. Therefore, the course examines leadership, cooperation, and conflict in times of crisis. An emphasis is placed on understanding the key-basic dynamics that influence the way that decision makers perceive and respond to crises.

TMAT – 120 Business Mathematics

This course aims to provide students with a good overall knowledge of the fundamental mathematical concepts, techniques and theories of Mathematics applicable to real-world problems.

TMAT – 202 Statistical Applications in Business

This unit provides a broad introduction to statistical theory, concepts and data analysis techniques. The unit focuses on an understanding of probability theory, randomness and variability with the development of statistical practice illustrated by a study of those techniques most commonly used in the business and hospitality industries. Specifically, this course analyzes and presents business data and other statistical information and helps students understand the principles and the usefulness of probabilities.

TMGT – 200 Introduction to Management

This course introduces students to the roles and functions of managers. The content includes an introduction to organizations and the need for and nature of management. It examines the evolution of management theory, organizational environments, and corporate social responsibility and ethics. The course also includes a detailed investigation of the four functions of management: planning and decision making, organizing, leading and motivating, and controlling. Further the students are introduced to the interplay between organizations and their social, political, legal and cultural environments, and the contemporary challenges that organizations and managers face.

TMGT – 420 Strategic Management

The primary purpose of this course is to provide an understanding by which organizations in today's complex business world may analyze their environments to

formulate strategies to compete. The strategic management process of analysis, formulation and implementation will be described. The role of the organization's values, vision and mission are explained in setting strategic goals as well as the role of strategy in achieving those goals

TECO - 300 Market Policy & Development in Tourism

The purpose of the course is to provide to students a fundamental knowledge of economic concepts and analytical techniques in market policy and development in tourism. Students will have an opportunity to utilize economic theories analysis to recreation and tourism, including estimation and prediction of demand and supply, valuation and determination of regional economic impact. Therefore, students will use basic macro and micro-economic concepts in analysing management, marketing, policy and market development decisions.

T LAW – Business Law

The purpose of this course is to introduce students to the foundations of business law, by exposing them to basic concepts related to the legal system and its effect on business activities. The primary emphasis will be in the area of business and business-related transactions.

TFRE - 110 French for Hospitality I

This course enables students to develop and practice specialist vocabulary and structures needed for the Hospitality Industry.

TFRE - 120 French for Hospitality II

To expand upon and improve the student's knowledge of French. To introduce new vocabulary and grammar. To enable the student to speak and read French at an advanced level.

TGRE - 110 Greek for Hospitality I

The course assists students to study the language and culture of Greek speaking

tourists and colleagues in the hospitality and tourism industry. Students will develop rudimentary listening, speaking, reading and writing skills in Greek, and will study cultural, geographical and historical aspects of Greek and other large Greek-speaking populations. Emphasis is given to developing awareness and understanding of cultural differences, and non-biased attitudes toward cultures from our own.

TGRE - 120 Greek for Hospitality II

To expand upon and improve the student's knowledge of the language and culture of Greek speaking tourists and colleagues in the Hospitality Industry. To introduce new vocabulary and grammar that would help students operate/work in a Greek speaking professional environment. To enable the student to speak and read Greek at an intermediate level.

THIS - 100 - Introduction to Cypriot History

The aim of this course is to cover in the form of a broad review the major historical periods in the history of Cyprus and introduce the students to the civilisations that flourished on the island. In addition to political developments, social, economic and cultural aspects of the various eras are examined; particular attention is paid to material remains, such as artefacts and buildings.

TTOU-100 Introduction to Travel and Tourism

This course provides an overview of tourism industry characteristics; corporate philosophy; mission, goals and objectives/strategies. The course is designed to enable students to evaluate critically the principles, practices and management of the modern tourism industry.

TTOU-110 Marketing for Hospitality & Tourism

The purpose of the course is to assist students in developing an understanding of the key concepts and principles of marketing. Students will comprehensively review the functions of marketing in the hospitality and tourism industry based upon marketing strategy. The course aims to create an awareness of the challenges that managers' face in a competitive and changing sector. Students will identify best practices in marketing, analyze the market, and assess consumer behavior, offerings, price, and promotion strategies.

TTOU-210 Entrepreneurship in Hospitality & Tourism

The purpose of the course is to provide students with an in-depth understanding of the concept of entrepreneurship and its application in hospitality and tourism. Students will explore the entrepreneurial processes. The module critically investigates a range of issues management, new product development, corporate branding, marketability and innovation for international as well as regional hospitality and tourism businesses. Particular emphasis is placed on generating new innovative strategies, initiatives and ideas.

TTOU-225 Special Interest Tourism

This course introduces students to the phenomenon of special interest tourism, reflecting on issues of sustainability and ethics. This course critically examines the notions of image creation and the relationship between

the media, demand and supply at both macro and micro level. Students will explore different frameworks of special interest tourism in relation to the supply side (product categories) and demand side (tourist typologies) of the tourism industry. The course explores and assesses underpinnings of tourist behaviour and their relevance to visitor management and marketing. To deliberate on the concept of entrepreneurship within the realm of special interest tourism and assess opportunities, development and management issues for hospitality and tourism organizations.

TTOU – 230 Consumer Behavior in Hospitality & Tourism

The aim of the course is to explore current topics to provide insight into marketing and consumer behavior and examine how different factors can create positive experiences in the context of hospitality and tourism. It will provide a vital understanding of the nature of tourism and contemporary tourists behaviour in a political, social and economic context and how this knowledge can be used to manage and market effectively in a variety of tourism sectors.

TTOU – 310 Tourism Destination Management

This course will give students an understanding of the theory of destination management process within the hospitality and tourism context. Students will have an opportunity to critically analyze cases and real world situations in order to be able to evaluate situations/issues/problems from a variety of stakeholder perspectives.

TTOU – 320 International Tourism

Tourism has become an integral part of modern history, economic and cultural life around the world. Understanding of tourism is an inseparable part of international economic relations. There are important factors of economic development in different countries

of the world, these have an effect on inter-cultural dialog and support world peace.

TTOU-330 Cultural Tourism

The course exposes students to the forms of tourism that highlight the cultural aspects of a destination or tourist experience. Students will have an opportunity to study 'tangible' cultural elements, such as historic buildings, monuments and cultural arts and crafts and 'intangible' culture, incorporating indigenous culture and artistic or cultural performances. Therefore, the course deals with issues related to the development and management of various forms of cultural tourism, paying particular attention to heritage and indigenous cultural tourism. The course investigates the relationship between culture and tourism, by examining the socio-cultural complexities of cultural heritage tourism. Issues and trends in the management of tangible and intangible assets, such as interpretation, globalization, cross-cultural values, impacts of development, sustainable tourism, are also investigated.

TTOU – 400 Sustainability in Hospitality Management

This course will give students an understanding of the concept of sustainability within the hospitality and tourism context. Students will have an opportunity to attain analytical and critical thinking skills in order to be able to distinguish techniques on evaluating sustainability. The course creates awareness of the economic potential of sustainability and in the field of measuring sustainability. Therefore, students will go through a comprehensive overview of the concept of sustainable development and its application with emphasis on the methods and processes in achieving sustainability goals. The course provides students the practical knowledge how to establish a viable tourism business which is sustainable and profitable.

TENG - 210 College English

In TENG 210, students will continue to develop proficiency in all areas of the language (listening, speaking, reading and writing) with specific focus on college writing.

TENG - 220 Academic English

The focus of TENG 220 is on reading and academic writing. In this course, students will develop an appreciation for literary texts and become acquainted with academic writing conventions.

TACC-100 Introduction to Accounting I

The course introduces students to the basic accounting principles related to the preparation of financial reports and statements. The primary focus is to illuminate how accounting information is utilized in the decision-making process. Students will perform the basic accounting functions: the recognition, valuation, measurement and recording of the most common business transactions and the preparation of final accounting statements.

TAAC – 102 Introduction to Accounting II

This course builds on the knowledge gained in TACC-100 and covers a range of advanced financial accounting concepts. The course is designed to help students construct financial statements, interpret financial statements and to develop a theoretical and analytical grasp of intermediate financial accounting issues

TBUS – 200 Organizational Behavior

The course investigates the impact that groups and organizational structure have on the behavior of individuals within the organization for the purpose of applying such knowledge toward improving an organization's effectiveness. Organizational Behavior is concerned with the study of what people do.

TCOM – 150 Interactive Communications in the Hospitality Industry

An introductory course in interactive communication skills, focusing on computer applications for the hospitality industry. It emphasizes file management, statistical tools such as excel & SPSS, database software ,presentation software, and other related useful software, such as word editing, Photoshop and emailing clients.

TCOM - 200 E-Commerce in Hospitality & Tourism

The course emphasizes the utilization of recent developments in information technology (IT) within the context of Hospitality and Tourism industry. It critically examines all aspects of marketing such as promotion, advertising, distribution, sales and after-sales service within an E-business framework. The course provides an extensive discussion and application of information technology, e-commerce and e-marketing as these emerging technologies apply to the hospitality and tourism industry. Concepts, terms and technical jargon are explained. in an organization and how that behavior.

TRSH-350 Research Methods

This course introduces students to all phases of research methods from the conceptualization of the research question to the interpretation of the results. It will provide students with the training required to develop the skills to review and critically analyze literature on topics related to their research projects, justify the rationale for research, develop effective research designs for their projects, understand the role of theories in research, and learn to write research proposals. Students will acquire skills in both qualitative and quantitative research techniques and learn to report research findings (empirical work) with implications and draw conclusions and recommendations.

TSOC-210 Applied Ethics

This course introduces to students the various forms of moral problems (such as professional, personal and political) faced by modern societies in various aspects of life. It focuses on the multiplicity of ethical issues and aims at the exploration of ethical theory in relation to actual practical dilemmas in a dispassionate and informed way.

TSOC – 230 Cultural Understanding and Etiquette

The course examines the effect of cultural differences on organizational behavior and negotiation in the global context. Students are exposed to issues and problems that arise in international business when managers have to deal with culturally determined differences in values, attitudes and behaviors. The course assists students in developing cross-cultural understanding and communication competence and management and negotiation skills to successfully solve problems and capitalize on opportunities in a multicultural environment. Specific topics include understanding the foundations of culture and cultural frameworks; cross-cultural verbal and non-verbal communication and communication styles; motivation, leadership and decision making across cultures; negotiation and conflict resolution in global business settings; understanding organizational culture; managing multicultural teams and culturally diverse organizations. Also, students will have an opportunity to study principles of hospitality etiquette as a mean to improve service and cultural management effectiveness.

Hospitality and Tourism Management Diploma

THOM – 100 Introduction to Hospitality Management

The course introduces students to the hospitality industry and various industry segments such as restaurants, hotels, attractions, and other businesses and organizations. Students will have an opportunity to overview the hospitality and tourism industry, its growth and development, and their distinguishing characteristics, trends and current concerns. Therefore, the course exposes students to basic management skills and concepts, leadership, marketing, planning, and fundamentals of operation in the hospitality and tourism context. Also, students are introduced to career opportunities and the employability skills needed to succeed in specific hospitality fields.

THOM - 104 Food and Beverage Service

This course provides students with knowledge and practical skills for effective food and beverage service. It describes the importance of the menu to food service operations. It also lists and describes the tools and equipment used in food and beverage, human skills needed, and bar and rooms service procedures.

THOM – 106 Housekeeping & Maintenance Management

This course is a comprehensive overview of the housekeeping and maintenance operation. The student will gain knowledge in the basic managerial functions of Housekeeping and Maintenance departments.

THOM – 108 Internship I

The focus of this internship is to enable students to be trained for entry level positions in the hospitality industry. Students will get hands on experience and insights into the practical

nature of the industry. The internship will give students an opportunity to apply classroom theories to practical issues by performing basic duties and responsibilities in the selected segment of the industry. Thus, students will be able to develop practical skills during the internship period, explore career opportunities, be exposed to industry standards and conditions, and also provide students with the opportunity to start their own professional network.

THOM – 110 Front Office Operations

The course introduces students to the basic and professional knowledge, skills and competencies related to front office operations. It provides a systematic approach to front office procedures by detailing the flow of business through a hotel, beginning with the reservation process and ending with checkout and settlement. Students will study hotel front office policies and procedures, including reservations, registration/check-in/check-out, posting to and settlement of accounts, balancing and auditing of ledgers, and generation of rooms division reports. Therefore, the course analyzes hotel front office positions and night auditing. The course analyzes the lodging industry in general and specifically the management of the front office operations along with the guest cycle processes.

THOM – 110 Front Office Operations

The course introduces students to the basic and professional knowledge, skills and competencies related to front office operations. It provides a systematic approach to front office procedures by detailing the flow of business through a hotel, beginning with the reservation process and ending with checkout and settlement. Students will study hotel front office policies and procedures, including reservations, registration/check-in/check-out, posting to and settlement of accounts, balancing and auditing of ledgers, and

generation of rooms division reports. Therefore, the course analyzes hotel front office positions and night auditing. The course analyzes the lodging industry in general and specifically the management of the front office operations along with the guest cycle processes.

THOM – 120 Culinary Management

The course introduces students to various aspects of kitchen management and organization that affect daily production and service operations. Students will study essential kitchen management skills and functions related to kitchen management and organization principles, different production and service systems, food management process and operating standards, cost control, property and employee management issues. The course sets the foundations upon which the professional competencies and skills will be developed in order to lead, supervise, and manage food production and service employees. The course outlines the crucial elements and trends of the market that affect today's quality-driven catering and foodservice industry, the role and responsibilities of a successful kitchen manager. The students will also gain a comprehensive introduction to the realities of food operations in today's changing world.

THOM – 202 Restaurant Operations Management

This course introduces students to the operational challenges faced by managers in restaurant operations. It reviews the procedures for establishing strategies and plans for operation. The students will have an opportunity to analyze the needs of the restaurant in light of operating and marketing plans and menu planning. Therefore, the production resources and personnel organization possibilities are explored. Supervision issues are introduced along with discussions and problems concerning costing and financial issues. Also, students are exposed to the managerial role, duties and responsibilities needed to carry out in restaurant operations including control systems as diagnostic indicators, the role of the managerial leadership, staff selection and development and effective approaches to a successful client relationship.

THOM – 204 Food and Beverage Management

This course provides students with an introduction to the food and beverage services and operations. It offers a historical background of the development of food and beverage services, their operations and management phases, such as product development, production, equipping and staffing, events and performance.

THOM – 206 Human Resource Management for the Hospitality Industry

The purpose of the course is to examine the theory, design, and practice of human resource management. Topics include job analysis and design, employee selection, manpower planning, training and development, performance evaluation and promotion, compensation plans, teamwork, incentives and equity. Moreover, students will comprehensively review hospitality manager's techniques for increasing staff cooperation, as well as staff's behavior, and engagement of their

customer's expectations. At last, further analysis of new laws which affect internal policies and referred activities.

THOM - 222 Bar and Beverage Operations

This course introduces students to the bar and beverage operations within the various hospitality environments. Also it lays the groundwork for a basic understanding of the beverage production and service cycle, by explaining the beverage service process, describing the types of positions commonly found in beverage operations, and focusing on such beverages as beer, spirits, and wine. Also this course will prepare students to responsible alcohol service, supervisory techniques, and procedures for entry-level beverage service positions. The students will explore the history of the beverage industry, the cultural relevance of spirits and ales, and the incorporation of various beverages in food service.

THOM-224 Banqueting & Events Operations

To develop professional knowledge and skills required to manage different types of banquets and events. The course addresses the systems, tools and checklists necessary for successful banquets and event planners concerning the room setup, audio visual services, exhibit handling, food and beverage delivery, social events planning, billing and other banqueting and events service operations. In addition, students have the opportunity to develop and run their own event as a group, gaining comprehensive practical experience of event management activities from proposal and planning to execution and evaluation.

TCUA - 100 Introduction to Gastronomy & Culinary Theory

The course exposes the students to the history and the development of national and international cuisines, gastronomy and the tasting profiles around the world. Through the course, students will gain an understanding of

the revolution, development and progress of the profession. As a foundation for developing professional competencies, students will learn about tools, equipment, basic cooking procedures, recipe structure, recipe use and basic kitchen sanitation and safety procedures. Emphasis is given to the structure and history of each group food, in order students to be ready to understand the different methods of cooking.

TTOU-100 Introduction to Travel and Tourism

This course provides an overview of tourism industry characteristics; corporate philosophy; mission, goals and objectives/strategies. The course is designed to enable students to evaluate critically the principles, practices and management of the modern tourism industry.

TTOU-110 Marketing for Hospitality & Tourism

The purpose of the course is to assist students in developing an understanding of the key concepts and principles of marketing. Students will comprehensively review the functions of marketing in the hospitality and tourism industry based upon marketing strategy. The course aims to create an awareness of the challenges that managers' face in a competitive and changing sector. Students will identify best practices in marketing, analyze the market, and assess consumer behavior, offerings, price, and promotion strategies.

TBUS – 200 Organizational Behavior

The course investigates the impact that groups and organizational structure have on the behavior of individuals within the organization for the purpose of applying such knowledge toward improving an organization's effectiveness. Organizational Behavior is concerned with the study of what people do in an organization and how that behavior affects the performance of the organization.

TCOM – 100 Computer Applications

An introductory course in interactive communication skills, focusing on computer applications for the hospitality industry. It emphasizes file management, statistical tools such as excel & SPSS, database software, presentation software, and other related useful software, such as word editing, Photoshop and emailing clients.

TCOM - 200 E-Commerce in Hospitality & Tourism

The course emphasizes the utilization of recent developments in information technology (IT) within the context of Hospitality and Tourism industry. It critically examines all aspects of marketing such as promotion, advertising, distribution, sales and after-sales service within an E-business framework. The course provides an extensive discussion and application of information technology, e-commerce and e-marketing as these emerging technologies apply to the hospitality and tourism industry. Concepts, terms and technical jargon are explained.

TMAT – 120 Business Mathematics

This course aims to provide students with a good overall knowledge of the fundamental mathematical concepts, techniques and theories of Mathematics applicable to real-world problems.

TENG - 210 College English

In TENG 210, students will continue to develop proficiency in all areas of the language (listening, speaking, reading and writing).

TENG - 220 Academic English

The focus of TENG 220 is on reading and academic writing. In this course, students will develop an appreciation for literary texts and become acquainted with academic writing conventions.

TFRE - 110 French for Hospitality I

This course enables students to develop and practice specialist vocabulary and structures needed for the Hospitality Industry.

TFRE - 120 French for Hospitality II

To expand upon and improve the student's knowledge of French. To introduce new vocabulary and grammar. To enable the student to speak and read French at an advanced level.

TGRE - 110 Greek for Hospitality I

The course assists students to study the language and culture of Greek speaking tourists and colleagues in the hospitality and tourism industry. Students will develop rudimentary listening, speaking, reading and writing skills in Greek, and will study cultural, geographical and historical aspects of Greek and other large Greek-speaking populations. Emphasis is given to developing awareness and understanding of cultural differences, and non-biased attitudes toward cultures from our own.

TGRE - 120 Greek for Hospitality II

To expand upon and improve the student's knowledge of the language and culture of Greek speaking tourists and colleagues in the Hospitality Industry. To introduce new vocabulary and grammar that would help students operate/work in a Greek speaking professional environment. To enable the student to speak and read Greek at an intermediate level.

TACC - 100 Introduction to Accounting I

The course introduces students to the basic accounting principles related to the preparation of financial reports and statements. The primary focus is to illuminate how accounting information is utilized in the decision-making

process. Students will perform the basic accounting functions: the recognition, valuation, measurement and recording of the most common business transactions and the preparation of final accounting statements.

TAAC – 102 Introduction to Accounting II

This course builds on the knowledge gained in TACC-100 and covers a range of advanced financial accounting concepts. The course is designed to help students construct financial statements, interpret financial statements and to develop a theoretical and analytical grasp of intermediate financial accounting issues.

TMGT – 200 Introduction to Management

This course introduces students to the roles and functions of managers. The content includes an introduction to organizations and the need for and nature of management. It examines the evolution of management theory, organizational environments, and corporate social responsibility and ethics. The course also includes a detailed investigation of the four functions of management: planning and decision making, organizing, leading and motivating, and controlling. Further the students are introduced to the interplay between organizations and their social, political, legal and cultural environments, and the contemporary challenges that organizations and managers face.

MBA

TMBA – 100 Business Economics

This course provides a broad overview of organizational economics and theories in order to examine how firms make optimal economic and business decisions given the constraints emerging from the market, competition, different business situations, economic environments and information. Students will overview different economic tools and analytic approaches in setting economic goals for the firm, pricing and output determination under different market structures, forecasting and measurement, demand and game theory analysis and optimization, production and cost theory analysis, and macroeconomic policy as it affects the business environment. Therefore, the course develops on an economic perspective that is appropriate for students aspiring to manage businesses and organizations in a wide variety of service industries

TMBA – 110 Managing Financial Decisions & Accounting

This course provides students with an in - depth knowledge of decision-making tools to assess company performance through external and publicly available accounting and finance related information. Therefore, students will become skilful in using internally accessible data to drive the company towards its goals.

TMBA – 120 Contemporary Marketing Management

This course provides students in - depth knowledge of the main theoretical and research perspectives on contemporary marketing management. Students will critically evaluate and explore diverse contemporary marketing theories, techniques, tools, technologies and practices in order to integrate the changing consumer needs, global realities, market problems and dynamic digital challenges within strategic planning. Therefore, the course elaborates on the impact of contemporary marketing management on various organizational settings, the diverse and digitalized market environment and the operationalization of the marketing plan. Students will widen their marketing management competencies via debates on marketing case studies, seminars and

discussions in order to assimilate how contemporary marketing philosophy links to company's vision, mission and business strategy.

TMBA–130 Managing People & Human Talent
Companies view talent as competitive resource and thus strategically seek to acquire, engage, develop, and retain talent. This course exposes students to methods and practices to acquire, engage, and develop talent as well as how leaders can develop within an organization.

TMBA – 140 Business Intelligence & Decision Making Systems

This course will assist students in widening their cognitive and professional business knowledge in decision support and business intelligence systems by covering contemporary topics such as text mining, big data analytics, visual data analytics, knowledge management, as well as traditional data warehouse architecture, planning and implementation. Students, as decision - makers, will practically apply the systematic analysis and interpretation of data approach in order to improve their business and operational decisions quality. Therefore, the course examines various dimensions of data and analytics, from a systems approach, in understanding the principles and applications of data concepts that can lead to improved business and management decision-making. Students will examine real - world business cases and examples and develop data oriented thinking and skills that are of great importance to business professionals.

TMBA – 150 Service Operations & Quality Management

This course provides a comprehensive overview of service operations and quality issues with focus on customer satisfaction. Students will review the importance of operational excellence, as a critical success factor and the operational factors that influence industry standards, including deregulation (e.g. transportation, banking, communications, energy, and health care), global competition and rapidly evolving digital technologies. The course addresses the design and management of effective and efficient systems for proper conveyance of services due to the intangible, perishable and high customer contact nature of services.

Therefore, students will examine various approaches in achieving operational competitiveness in service- oriented businesses by using different tools to analyse service operations in the hospitality and tourism sector, banking and financial services, health care, transportation, restaurants, hotels and information-based services. The course expands on the strategic analysis and operational decision making, with emphasis on the later. Finally, students will reflect on improving operations and quality strategy, the service delivery system, capacity management, response time (queueing) analysis, yield management, productivity and quality evaluation and management within B2B and/or the B2C contexts.

TMBA – 160 Global Leadership

This course exposes students to the behavioral and management interactions within organizational contexts, with special attention on individual, group, and organizational leadership dynamics and synergies. Students will examine how leaders can leverage employee individual characteristics (e.g. personality, perception, delegation and motive) via different leadership styles and contextual attributes (e.g. culture, diversity and structure) to create high performing employees, teams, and organizations. Therefore, links are made between leadership, emotional and social intelligence, and conflict resolution for effective decision - making.

TMBA–170 Business Policy & Strategic Innovation

This course provides a comprehensive and holistic view of business strategy and innovation through structures, systems and people. Students will deepen their cognitive competencies in strategy formulation, competition and environmental analysis and innovation. The course concentrates on strategy implementation, in order to innovate, develop businesses and sustain an organizational competitive advantage. Students will use concepts and techniques of strategic analysis and thinking, strategic actions/choices, teamwork, leadership, and strategy implementation. The course builds on concepts, and theories from other functional courses such as accounting, economics, finance, marketing, organizational behaviour, and decision-making tools.

TMBA – 180 Applied Research in Business

The module aims to develop students' abilities to formulate researchable questions and hypotheses appropriate for post-graduate studies in the area of Business (finance, organizational behavior, etc.). It will provide students with the skills to apply a variety of methods and techniques to scientifically research these problems and to understand issues such as the relationship between qualitative and quantitative methods and the importance of research ethics

TMBA – 200 Dissertation

The dissertation course provides students with the opportunity to apply their knowledge, personal reflection and critical thinking in research. Students will use analytical and conceptual tools and research skills to undertake independent research on a business management topic. Students commence this course in the second semester once they have successfully completed TMBA-180 Applied Research in Business and will formally register for the course that runs through the last two semesters and constitutes the final and concluding task in the MBA program. Every student will be allocated a dissertation supervisor, under whose guidance the student will do the research and complete the dissertation write-up (8,000 - 10,000 words). The course requires self-motivation and good organizational skills. Students should select, undertake and execute a topic of study through research. The course offers students the opportunity to further develop research skills by developing a research agenda, formulating appropriate research questions, conducting a literature review, planning and executing the research, collecting and analyzing data, and communicating the findings within a fixed deadline.

TMBA – 210 E-Business & Digital Transformation

This course aims to develop students' abilities to analyze and evaluate e-business applications, as well as design e-business models. With a clear focus on the strategic, managerial, operational and technical factors it will provide students the expertise, competencies and capabilities required for the successful development of an organization's e-business. An investigation is conducted on current business and technology trends including the individual, business and societal implications of e-business. The course makes extensive use of current case studies and gives

students the opportunity to design new e-business models and applications. The course covers both the theoretical concepts of e-business strategy and operation, as well as their practical implications. Using in-class student exercises and presentations, the course refines students' communication, presentation, time-management and group-work skills. The course will build on the skills developed in previous courses of the program.

TMBA – 220 Project Management

This course offers a unique opportunity to students to comprehend project management roles, environments and the project life cycle. Students will employ different techniques of work planning, control and evaluation to secure the achievement of the project objectives. The course emphasizes the practical application of project-management principles, processes, and techniques, including project control, cost management, project tracking, and project outsourcing. In addition, students will study different techniques, including stochastic estimating, fast-tracking, and critical-path crashing, in order to exploit activity lead-lag times and develop accurate project schedules, control project schedules and budgets.

TMBA – 230 Contemporary Issues in Business

This course takes an issue-centred approach to encourage reflective learning, decision-making, critical awareness, problem-solving and self-development in managing new challenges in today's increasingly complex business environment. Students are guided through a selection of the most important, pressing and controversial topics in management and leadership, globalization and competition, technology and e-business, corporate governance and social responsibility and sustainability from a global contemporary perspective. The subject aims to sharpen students' analytical and methodological skills encouraging them to examine and question the legitimacy of alternative approaches to business management and to evaluate their impact by assessing competing viewpoints, principles and often complex arguments in confronting global economic issues, policy decisions, as well as the role of government and EU.

TMBA – 240 Managing Organizational Development & Change

This course will give students an understanding of the concept of sustainability within the hospitality and tourism context.

Students will have an opportunity to attain analytical and the course is designed to provide students with the ability to develop an appreciation of the complexities and challenges raised by organizational change in the 'real world' and to comprehend selection, feedback, resistance, implementation and evaluation criteria in change management.

TMBA-250 Organizational Behaviour

This course exposes students to the behavioral and management interactions within organizational contexts, with special attention on individual, group, and organizational dynamics and synergies. Students will examine how leaders can leverage employee individual characteristics (e.g. personality, perception, delegation and motive) via different management approaches and contextual attributes (e.g. culture, diversity and structure) to create high performing employees, teams, and organizations. The course builds on the conceptual and practical understanding of the structure and function of individual, group, intergroup and organizational behavior in various contexts, by critically reviewing and reflecting on behavioral (individual, group) influences that affect productivity, organizational effectiveness and efficiency, and organizational (e.g., cultural, political, strategic) influences that relate to power dynamics, cultural differences, and structural problems. Therefore, links are made between leadership, emotional and social intelligence, and conflict resolution for effective problem-solving and decision-making.

TMBA-260 Business Ethics

This course exposes business students to the social and ethical issues faced by managers in a variety of organizational settings due to the globalization and the high international competition. Students will apply theories of ethical solutions and Corporate Social Responsibility (CSR) decisions to business, economic, operational social and environmental issues that are relevant to the development of sustainable business practices. The course focusses on real-life settings and issues including employees, consumers, general public, government, economics, technological and social issues, emerging from the operations of various Multi-National Corporations (MNCs) or small and medium-sized enterprises (SMEs). Therefore, students will acquire a practical understanding of business decisions and responsibilities of investors, customers, employees, suppliers and the society in general.

Administration and Faculty



The Board of Directors

| | | | |
|---------------------------------------|---|---------------------------------------|--|
| Managing Director, Chairperson | George Takkas | School Head | Dr Panicos Constanti |
| College Shareholder | Eleni Savva-Takka | Faculty Representative | Dr Andreas Karyos |
| Academic Director | Despina Georgiou | Administrative Representative | Gina Savva |
| Members | Chrysostomos Tsissios Takis Prastites George Karras | President of the Student Union | He/She will be selected during the new Academic Year |

Administration

| | |
|--|---------------------------|
| Managing Director | George Takkas |
| Academic Director | Despina Georgiou |
| Administration & Finance Director | Markos Takkas |
| Quality Assurance Director | Adamantini Peratikou |
| Admissions Director | Gina Savva |
| Student Affairs | Zafeiro Anastasiou |
| Counsellor | Zafeiro Anastasiou |
| Accounts Officer | Yiota Stavrou |
| Registrar | Antonia Doumani |
| Admissions Assistant | Antri Tziortzi |
| Librarian | Katerina Lysi |
| Program Coordinators: | |
| MBA | Dr Nicos Anastasiou |
| Hospitality | Dr Panicos Constanti |
| Culinary Arts | Georgios Markatos |
| Bartending | Georgios Markatos |
| Languages | Despina Georgiou |
| Managing Director Qualifications | |
| George Takkas | BA Accounting and Finance |

Faculty - Qualifications

| | |
|---|--|
| Despina Georgiou Senior Lecturer | Academic Director MA English BA English |
| Dr Nicos Anastasiou Professor | Programme Coordinator of MBA PhD Chemistry MBA Management/Marketing MSc Chemistry BSc Chemistry |
| Dr. Panicos Constanti Professor | Programme Coordinator of Hospitality DProf Education Management MSc International Hotel Management |
| Georgios Markatos Senior Lecturer | Programme Coordinator of Culinary Arts PhD (Cand) Business Management Master of Law International Business MSc International Hospitality & Tourism Management BSc (Hons) Hospitality Higher National Diploma in Culinary Arts & Food & Beverage Management |
| Despina Georgiou Senior Lecturer | Program Coordinator - Languages MA English BA English |



Faculty-Qualifications

| | | | |
|---|--|---|---|
| <p>Georgios Markatos Senior Lecturer</p> | <p>PhD (Cand) Business Management Master of Law International Business MSc International Hospitality & Tourism Management BSc (Hons) Hospitality Higher National Diploma in Culinary Arts & Food & Beverage Management</p> | <p>Dr Nikos Karfakis Assistant Professor</p> | <p>PhD Management MSc Management BA Business Economics</p> |
| <p>Dr Andreas Karyos Assistant Professor</p> | <p>PhD History MA 20th Century European History BA History – Archaeology BA Hospitality and Tourism Management</p> | <p>Panayiotis Panayi Special Teaching Personnel</p> | <p>MSc Business Administration BA Accounting</p> |
| <p>Dr Kyrillos Nicolaou Assistant Professor</p> | <p>PhD History and International Relations MA Management MA Geopolitics MA History BA History – Archaeology BA Hospitality and Tourism Management</p> | <p>Fotis Andreou Special Teaching Personnel</p> | <p>BA Culinary Arts Higher Diploma Culinary Arts</p> |
| <p>Dr Adamantini Peratikou Assistant Professor</p> | <p>PhD Parallel Processing and Optimization Algorithms Bsc Computing PgCert Technology</p> | <p>Veronica Pavlidou Senior Lecturer</p> | <p>PhD (Cand) Social Information Systems MA Information Systems MA Higher Education Management BA Business Administration</p> |
| <p>Fani Efthymiadou Senior Lecturer</p> | <p>PhD (Cand) Hotel & Tourism Management MSc Economics BSc Economics</p> | <p>Dimitris Kasiouris Special Teaching Personnel</p> | <p>BA Culinary Arts Higher Diploma Culinary Arts</p> |
| <p>Maria Katsiari Special Teaching Personnel</p> | <p>MA Clinical Nutrition BA Nutrition & Dietetics</p> | <p>Dr Michalis Anastasiou Assistant Professor</p> | <p>DBA Management MBA Management BA Hotel Management BSc Culinary Arts</p> |
| <p>Isavella Chrysodonta Lecturer</p> | <p>MA Education BA Language Studies BA Hospitality and Tourism Management</p> | <p>Orestis Tsiakkas Special Teaching Personnel</p> | <p>MSc Oenology and Viticulture MSc Business Analysis with Management BSc Chemistry</p> |



Committees

Internal Quality Assurance Committee

| | |
|--------------------------------------|--|
| Academic Director | Despina Georgiou |
| Quality Assurance Director | Dr Adamantini Peratikou |
| Faculty | Dr Andreas Karyos Georgios Markatos Fani Efthymiadou |
| Administrative Representative | Gina Savva |
| Student Union Representative | He/She will be selected during the new Academic Year |

Academic Committee

| | |
|-------------------------------------|--|
| Academic Director | Despina Georgiou |
| Quality Assurance Director | Dr Adamantini Peratikou |
| Program Coordinators | Dr Nicos Anastasiou Dr Panicos Constanti Georgios Markatos Despina Georgiou |
| Admissions Director | Gina Savva |
| Registrar | Antonia Doumani |
| Librarian | Katerina Lysi |
| Student Union Representative | He/She will be selected during the new Academic Year |

Departmental Internal Quality Assurance Committee

| | |
|--|-------------------------|
| School Head | |
| Faculty member with experience in quality | Dr Adamantini Peratikou |

3rd year Student

Administrative Committee

| | |
|---|--|
| Academic Director | Despina Georgiou |
| School Head | |
| Director of Administration & Finance | Markos Takkas |
| Director of Student Affairs | Zafeiro Anastasiou |
| Accounts Officer | Yiota Stavrou |
| Program Coordinators | Dr Nicos Anastasiou Dr Panicos Constanti Georgios Markatos Despina Georgiou |
| Administrative Representative | Gina Savva |
| Student Union Representative | He/She will be selected during the new Academic Year |

Students Affairs & Events Committee

| | |
|--|---|
| Director of Student Affairs | Zafeiro Anastasiou |
| Three Faculty Representatives | Isavella Chrysodonta Andreas Karyos Kyrillos Nicolaou |
| Admissions Director | Gina Savva |
| Two Student Union Representatives | They will be selected during the new Academic Year |

Disciplinary Committee

| | | | |
|------------------------------------|---|--|--|
| Academic Director | Despina Georgiou | Academic Advisor | |
| Director of Student Affairs | Zafeiro Anastasiou | Two Student Union Representatives | They will be selected during the new Academic Year |
| Two Faculty Representatives | Dr Andreas Karyos Isavella Chrysodonta | | |
| Registrar | Antonia Doumani | | |

Faculty Committee

| | |
|-------------------------------------|--|
| Managing Director | George Takkas |
| All Full Time and Part Time Faculty | |
| Student Union Representative | He/She will be selected during the new Academic Year |

Students Union Committee

| |
|--------------------------------|
| Student Union President |
| All Registered Students |

Academic Calendar

FALL SEMESTER

SEPTEMBER 2023

25 - Monday
Registration commences for Fall Semester

OCTOBER 2023

2 - Monday
Last day to Change Major
2 - Monday
Classes begin for Fall Semester
13 - Friday
Last day for Adding/ Dropping a Subject

DECEMBER 2023

22 - Friday
Last working day before Christmas
22 - Friday
Last day for Withdrawal
25 - Monday
Christmas Eve- Holiday
26 - Monday
Boxing Day - Holiday

JANUARY 2024

8 - Monday
First working day after Christmas Holidays
12 - Friday
End of classes for Fall Semester
15 - Monday
Final Examinations for Fall begin
29 - Monday
Registration for Spring Semester

FEBRUARY 2024

5 - Monday
Last day to Change Major
5 - Monday
Classes begin for Spring Semester
16 - Friday
Last day for Adding/Dropping a Subject

SPRING SEMESTER

MARCH 2024

18 - Monday
Green Monday - Holiday
25 - Monday
National Holiday

APRIL 2024

1 - Monday
National Holiday
26 - Friday
Last working day before Easter Holidays
26 - Friday
Last day for Withdrawal

MAY 2024

1 - Wednesday
Labor Day - Holiday
3 - Friday
Good Friday - Holiday
6 - Monday
Easter Monday - Holiday
7 - Tuesday
Easter Tuesday - Holiday
13 - Monday
First working day after Easter Holidays
17 - Friday
End of classes for Spring Semester
20 - Monday
Final Examinations for Spring begin
27 - Monday
Registration for Summer Semester

JUNE 2024

3 - Monday
Last day to Change Major
3 - Monday
Classes begin for Summer Semester
7 - Friday
Last day for Adding / Dropping a Subject
24 - Monday
Whit Monday - Holiday

JULY 2024

12 - Friday
Last day for Withdrawal
19 - Friday
End of classes for Summer Semester and Exams
22 - Monday
Final Exams for Summer begin
26 - Friday
Last working day before Summer Holidays

AUGUST 2024

15 - Thursday
Holiday
16 - Friday
First working day after Summer Holidays



Legal Responsibility

The person legally responsible for the College is Mr. George Takkas, BA (Hons) Finance and Accounting.

Prospectus approved by

This prospectus has been approved by the Ministry of Education, Sports and Youth by their letter dated 4/8/2022

Further information

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www.internapa.ac.cy

caliber



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College**

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