



ONLINE WORKSHOP - 21/07/2022

UNWTO TedQual Certification for Tourism and Hospitality Academic Programmes

Dr. Saad Al-Saad

Associate Professor at the Department of Travel and Tourism / Yarmouk University

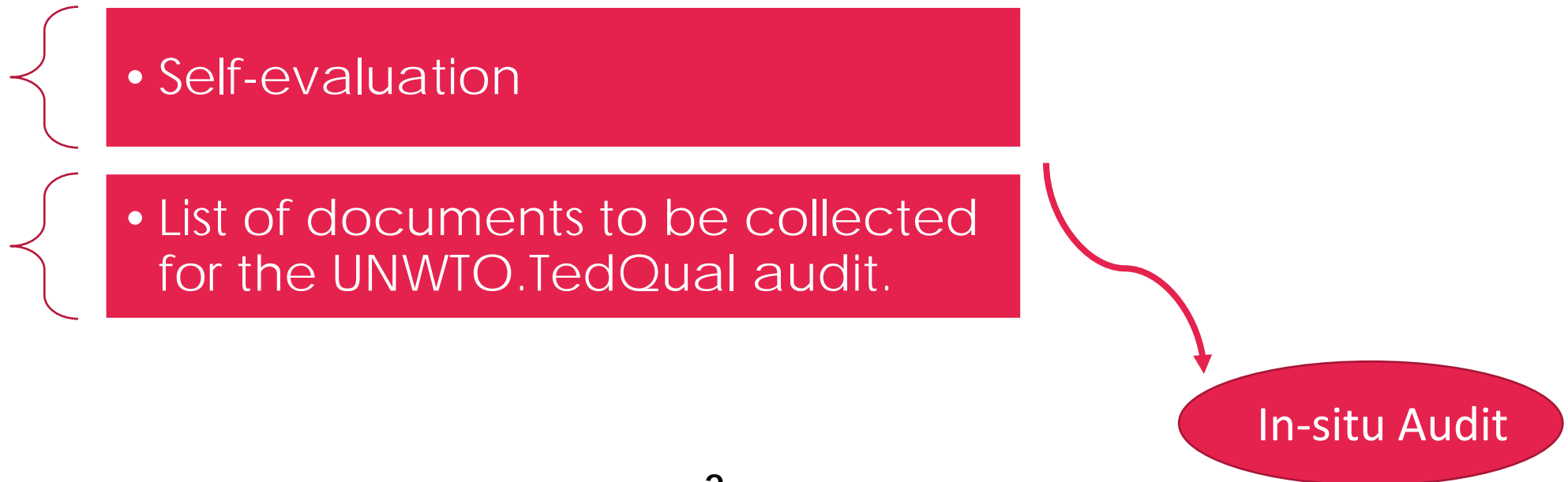
Tour_Hosp_Man Project: European Mundus Joint Master (EMJD) in Tourism Systems and Hospitality Management

EU partners: (University of Palermo, UNIPA, Italy; University of Dubrovnik, UNIDU, Croatia; University of Malaga, UMA, Spain) and one **non-EU partner** (Chaplin School of Hospitality and Tourism Management, Florida International University, FIU, United States).

Compilation of documents required for the audit

The documents for the audit are the evidence required from the Institution/Programme in order to support and validate the information given in the self-evaluation worksheet.

Two types of information:





AREA OF ANALYSIS NO. 2
THE STUDENT

AREA OF ANALYSIS NO. 5
THE MANAGEMENT

AREA OF ANALYSIS NO. 2

THE STUDENT

The aim of this process is to verify that the programme has enabled efficient mechanisms for communication and coordination with the student.

Measures/actions have been carried out:

- 2.1. Communication and promotion of the programme (before and during the admission process);**
- 2.2. Introduction of the student in the programme (post admission);**
- 2.3. Meeting the students' needs – administrative, academic, student welfare and curriculum support (during the study);**
- 2.4. Assessment of student's performance;**
- 2.5. Evaluation of student satisfaction level regarding the programme and additional services;**
- 2.6. Post-graduation follow-up of the students.**

AREA OF ANALYSIS NO. 2

STUDENT

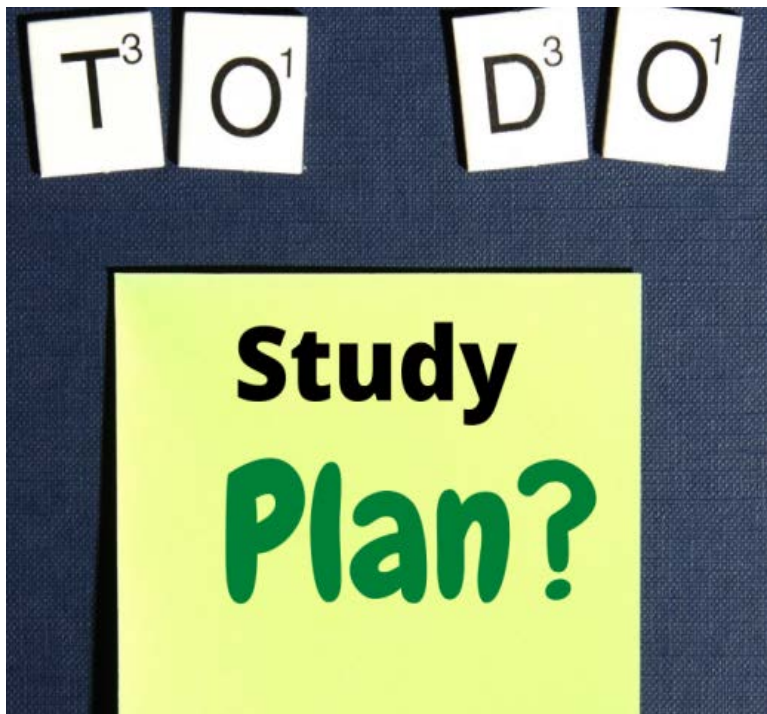
2.1. Communication and promotion of the programme (before and during the admission process);



AREA OF ANALYSIS NO. 2

STUDENT

2.2. Introduction of the student in the programme (post admission);



AREA OF ANALYSIS NO. 2

STUDENT

2.3. Meeting the students' needs – administrative, academic, student welfare and curriculum support (during the study);



OFFICE OF THE REGISTRAR REQUEST OF ACADEMIC RECORDS

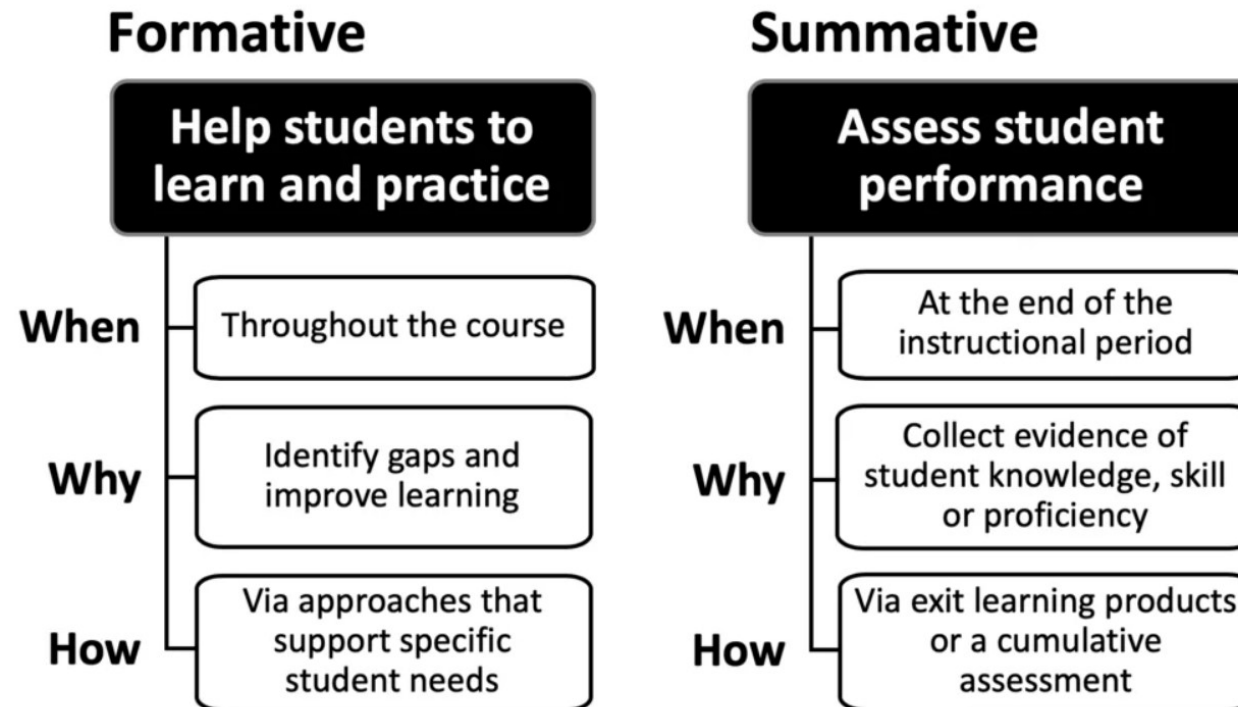
<https://bit.ly/PanpacificUOnlineRequestAcademicRecords>

www.panpacificu.edu.ph | [f /panpacificu](https://www.facebook.com/panpacificu) | [@panpacificu](https://twitter.com/panpacificu)

AREA OF ANALYSIS NO. 2

STUDENT

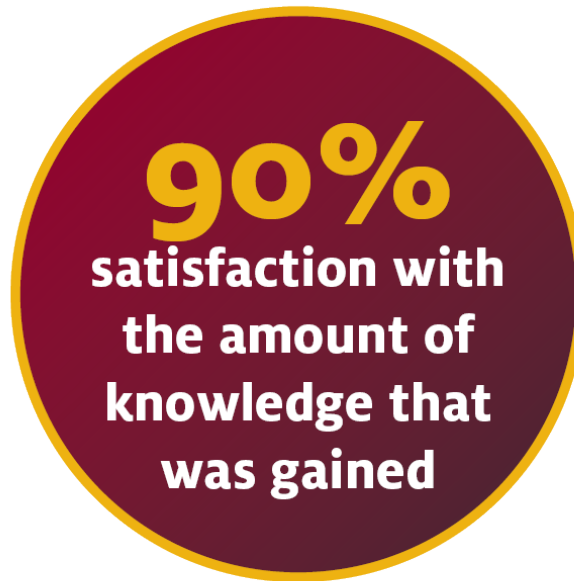
2.4. Assessment of student's performance;



AREA OF ANALYSIS NO. 2

STUDENT

2.5. Evaluation of student satisfaction level regarding the programme and additional services;



AREA OF ANALYSIS NO. 2

STUDENT

2.6. Post-graduation follow-up of the students.

Follow-up after the student graduates

Statistics on the graduates' labour market insertion

Assessing the public and private sector satisfaction regarding the Programme's alumni working for them

AREA OF ANALYSIS NO. 5

THE MANAGEMENT

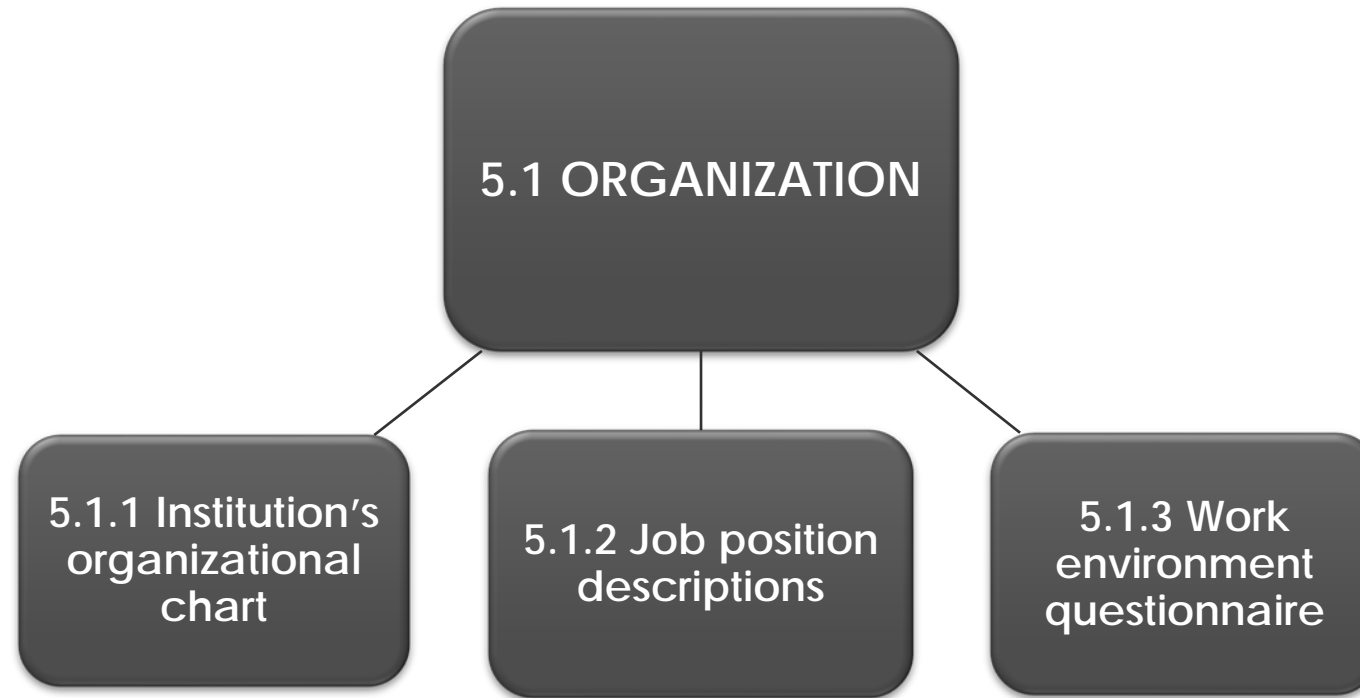
The aim of this process is to verify the existence of an organizational structure.

Measures/actions have been carried out:

1.1 ORGANIZATION:

1.2 QUALITY ASSURANCE:

AREA OF ANALYSIS NO. 5 MANAGEMENT



AREA OF ANALYSIS NO. 5 MANAGEMENT





INFORMATION REGARDING THE INCLUSION OF THE PURPOSES AND PRINCIPLES OF THE GLOBAL CODE OF ETHICS FOR TOURISM INTO THE PROGRAMME

I. The Employers

II. The Student

III. The Curriculum and Pedagogical System

IV. The Management

V. The Faculty

INFORMATION REGARDING THE INCLUSION OF THE PURPOSES AND PRINCIPLES OF THE GLOBAL CODE OF ETHICS FOR TOURISM INTO THE PROGRAMME **(THE STUDENT AREA)**.

- 1. In the admission of students, does your institution/programme respect the equality of people (sex, race, religion, political view, etc.)?**
- 2. Does your institution/programme promote understanding and respect among students?**
- 3. Does your institution/programme promote the mobility of students?**
- 4. Does your institution/programme evaluate students on knowledge, skills and values?**
- 5. According to Article 5 of the Global Code of Ethics for Tourism “Tourism professionals (...) should carry out studies of the impact of their development projects on the environment and natural surroundings”.**
- 6. Does your Institution/Programme have programmes that strengthen ethic values in the students’ behaviour?**

INFORMATION REGARDING THE INCLUSION OF THE PURPOSES AND PRINCIPLES OF THE GLOBAL CODE OF ETHICS FOR TOURISM INTO THE PROGRAMME (THE MANAGEMENT AREA).

- 1. Does your institution/programme respect economic, social and cultural environment and transmit the same to the students, professors and local community?**
- 2. Does your Institution/Programme observe and respect the social and cultural traditions of all peoples, including minorities and indigenous people?**
- 3. Does your Institution/Programme help other Institutions/Programmes of least developed countries to create/update their tourism programmes using the principles of the Global Code of Ethics for Tourism as a reference while developing their mission, action plan, curriculum, etc.?**



THANKS A LOT FOR YOUR ATTENTION