

Annual Programme Monitoring Report template and Periodic Review Policy- KPI list with target thresholds

Annual Programme Monitoring Report template

1. Programme Information

Item	Details
Programme Title	Bachelor of Arts (Honours) in Tourism and Hospitality Management
MQF Level	6
Total ECTS	180
Mode of Delivery	100% Online
Academic Year Reviewed	
Reporting Period	
Department/School	
Programme Coordinator	
Date of Report Submission	

2. Executive Summary

Provide a concise review of:

- Major accomplishments
- Challenges faced
- Trends in student performance
- Adequacy of resources
- Action taken to improve the quality
- Suggestions for the next school year/running year

3. Programme Delivery Review

3.1 Delivery Effectiveness

Area	Evaluation
Effectiveness of online delivery	
Functionality and ease of use of LMS	
Student participation in synchronous sessions	
Quality of teaching materials	
Industry relevance of content	
Student engagement	

3.2 Module Performance Overview

Module Name	Pass Rate	Average Grade	Student Feedback Summary	Action Required

4. Student Performance Analysis

4.1 Student Progression

Indicator	Current Year	Previous Year	Trend
Enrolment numbers			
Retention rate			
Progression rate			
Graduation rate			
Withdrawal rate			

4.2 Assessment Review

Area	Findings
Assessment methods effectiveness	
Academic integrity issues	
Turnitin usage effectiveness	
Student performance in a research project	
Viva performance	

5. Student Feedback and Satisfaction

5.1 Student Survey Results

Area	Satisfaction %	Comments
Quality teaching		
Online learning platform		
Equitability of assessment		
Academics support		
Learning materials		
Contact with lecturers		
An online internship experience		

6. Work-Based Learning / Virtual Internship Review

Area	Evaluation
Industry mentor engagement	
Virtual project relevance	
Student reflection quality	
Feedback from supervisors	
Success in WRL learning outcomes	

7. Staffing and Academic Resources

7.1 Lecturer Review

Criteria	Status
Lecturers appointed are appropriately qualified	
CPD involvement	
Collaboration with Industry	
Online Teaching Proficiency	

7.2 Learning Resources

Resource	Adequacy	Improvement Needed
LMS		
E-library resources		
Online databases		
Digital tools		

8. Quality Assurance and Enhancement Actions

Issue Identified	Action Taken	Responsible Person	Timeline	Status
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9. Risk Management Review

Risk	Impact	Mitigation Strategy
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Low student engagement	High	More webinars and mentoring
Misconduct in academics	Medium	Turnitin and AI policy enforcement
Technology chaos	Medium	LMS backups and IT support

10. Programme KPIs Review

KPI	Target	Actual Achievement	Status
Student retention rate	≥ 85%		
Student satisfaction:	≥ 80%		
Graduation rate	≥ 75%		
Assessment turnaround time	≤ 15 working days		
Lecturer qualification compliance	100%		

Periodic Review Policy

Bachelor of Arts (Honours) in Tourism and Hospitality Management

1. Purpose

This policy aims to define the systematic procedures for review of the Bachelor of Arts (Honours) in Tourism and Hospitality Management at regular intervals to maintain academic excellence, pertinence, conformance to MQF Level 6, industry needs, and to further student learning.

2. Scope

This policy applies to:

- Curriculum design and delivery
- Methods of teaching and learning
- Approaches to assessment
- Services to support students
- Work placement activities
- Academic staffing
- Digital learning materials
- Quality assurance procedures

3. Review Cycle

Review Type	Frequency
Annual Programme Monitoring Review	Every Academic Year
Comprehensive Periodic Programme Review	Every 5 Years
Interim Review (if required)	As needed

4. Objectives of the Periodic Review

The review aims to:

- Ensure compatibility with MQF Level 6 descriptors
- Monitor student progress and achievement of the programme
- Evaluate relevance to industry and employability outcomes
- Evaluate teaching, assessment and e-learning approaches
- Track student satisfaction and retention
- Detect areas for continuous enhancement.
- Comply with the MFHEA regulations and the institutional policies and procedures.

5. Key Areas of Review

The following areas shall be evaluated

5.1 Academic Standards

- Achieving learning outcomes
- Progression and coherence of the module
- Validity and reliability of the assessment

5.2 Student Experience

- Satisfaction of students
- Academic assistance
- Accessibility and inclusiveness

5.3 Teaching and Learning

- Effectiveness of online delivery
- Pedagogical considerations
- Lecturer performance
- Application of technology in teaching

5.4 Industry Relevance

- Responsiveness to the needs of the tourism and hospitality industry
- Employability of graduates
- Effectiveness of work-based learning
- Feedback from employers and mentors

5.5 Resources and Support

- LMS relevance and effectiveness

- Adequacy of the digital library
- Supporting students
- Adequacy of staffing

6. Sources of Evidence

The review shall consider:

- Annual Programme Monitoring Reports
- Student surveys
- Graduate destination data
- External examiner reports
- Moderation reports on assessments
- Lecturer feedback
- Industry stakeholder feedback
- KPI performance data
- Complaints and appeals records

7. Review Panel Composition

The review panel may include:

- Head of Department
- Programme Coordinator
- Quality Assurance Representative
- Academic staff members
- External subject expert
- Industry representative
- Student representative

8. Review Process

- **Stage 1 — Data Collection**
Quantitative and qualitative data gathering and analysis.
- **Stage 2 — Self-Evaluation Report**
Production of a full programme self-evaluation report.
- **Stage 3 — Panel Review**
Consultations with the teaching staff, students, graduates and employers.
- **Stage 4 — Action Planning**
Formulation of a quality enhancement action plan.
- **Stage 5 — Follow-Up Monitoring**
To follow up the implementation of consensual measures and good practices.

9. Quality Enhancement Actions

Improvement actions may include:

- Updates to curriculum
- Redesign of assessment
- Additional student support

- Professional development activities for staff
- Expansion of industry partnerships
- Enhancing digital learning

10. Documentation and Record Keeping

All review documentation shall be securely maintained, including:

- Review reports
- Meeting minutes
- Action plans
- KPI dashboards
- Evidence and supporting data

11. Responsibilities

Role	Responsibility
Programme Coordinator	Leads review process
Quality Assurance Office	Monitors Compliance
Academic Staff	Submit Evidence and Provide Feedback
Students	Contribute to surveys and consultations
Industry Representatives	Offer sector comments and feedback

KPI List with Target Thresholds

Bachelor of Arts (Honours) in Tourism and Hospitality Management

KPI Area	KPI Indicator	Target Threshold
Recruitment	Annual enrolment growth	≥ 5%
Admissions	Offer acceptance rate	≥ 70%
Student Retention	Retention rate	≥ 85%
Student Progression	Year-to-year progression	≥ 80%
Completion	Graduation rate	≥ 75%
Student Satisfaction	Overall programme satisfaction	≥ 80%
Teaching Quality	Satisfaction with lecturers	≥ 85%
Online Learning	LMS satisfaction rate	≥ 80%

Assessment	Assessment turnaround	≤ 15 working days
Assessment	Pass rate per module	$\geq 70\%$
Academic Integrity	Plagiarism cases	$\leq 5\%$
Research Project	Final project pass rate	$\geq 80\%$
Virtual Internship	Student satisfaction with WRL	$\geq 80\%$
Employability	Graduate employment/further study within 6 months	$\geq 70\%$
Staff Qualifications	Lecturers with a Master's degree or above	100%
Staff Development	Annual CPD participation	$\geq 90\%$
Student Support	Response time to student queries	≤ 3 working days
Complaints Handling	Complaint resolution time	≤ 10 working days
Accessibility	Accessibility compliance of LMS/resources	100%
External Feedback	Positive external examiner feedback	$\geq 80\%$ satisfactory
Industry Engagement	Guest lectures/industry sessions annually	Minimum 4 per year
Quality Assurance	Completion of annual monitoring reports	100%
Graduate Satisfaction	Graduate satisfaction rate	$\geq 80\%$
Diversity and Inclusion	Participation of students with disabilities	Monitored annually
Digital Engagement	Participation in synchronous sessions	$\geq 75\%$

