



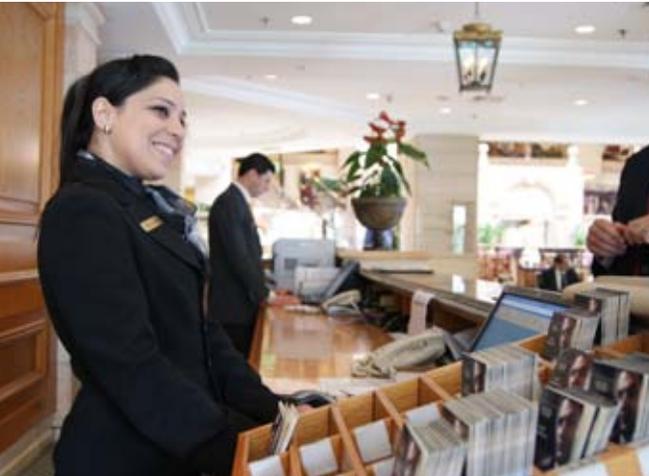
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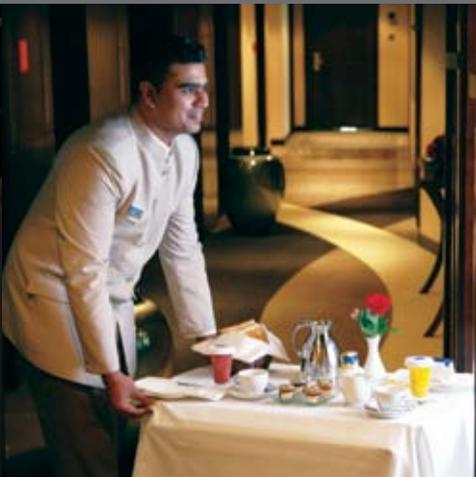
The Hashemite Kingdom Of Jordan



هيئة اعتماد مؤسسات التعليم العالي  
Higher Education Accreditation Commission



# PROGRAM ACCREDITATION STANDARDS FOR HOSPITALITY, TOURISM AND EVENT MANAGEMENT



**Bachelor Degree - Diploma**

Issued from Paragraph (A,K) of Article (7) of The Enabling Law of Higher Education Accreditation Commission(No. 20) for the year 2007 and its amendments



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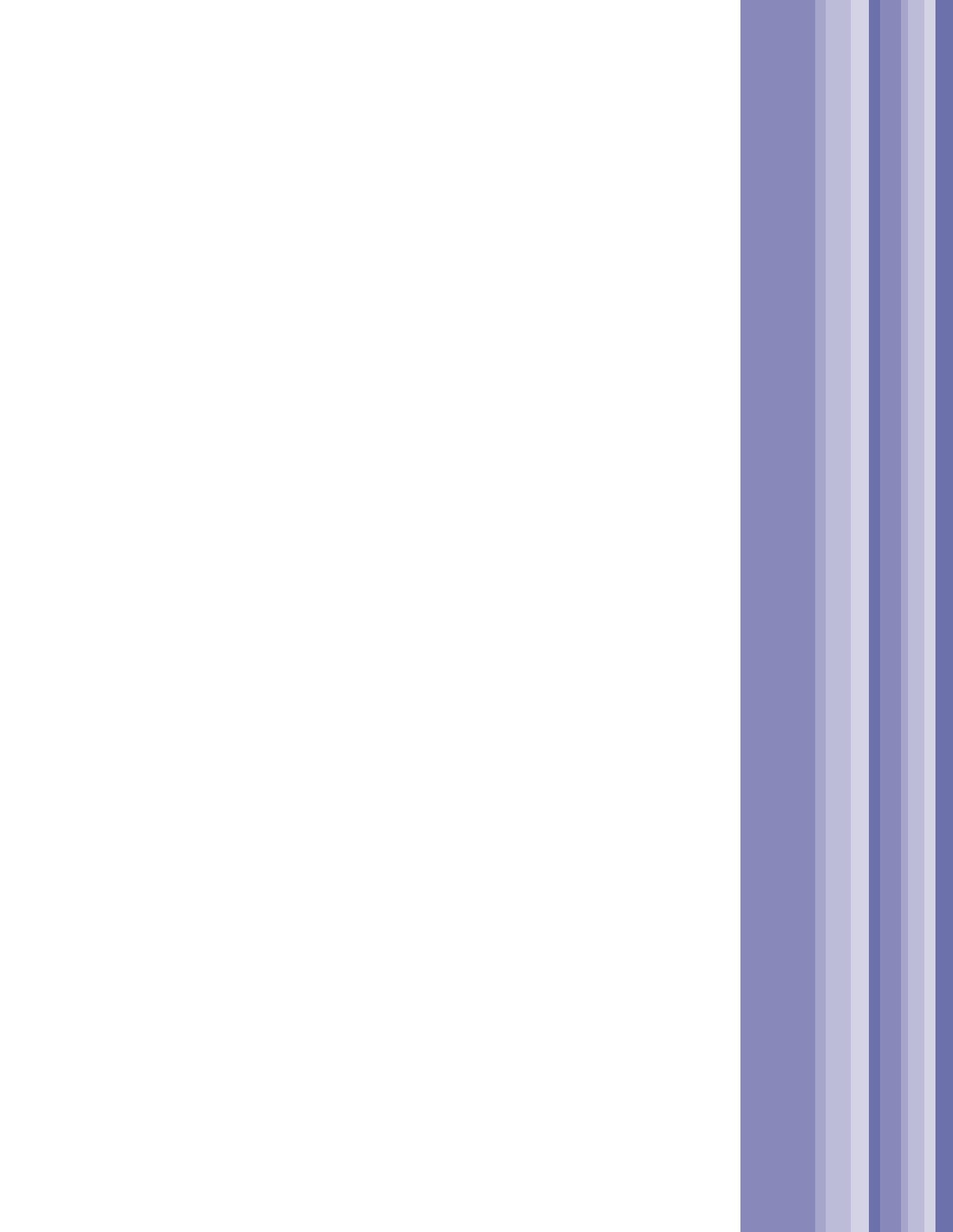
## Introduction

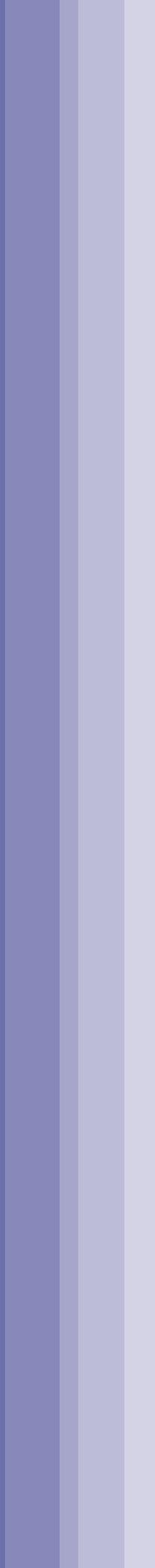
As part of the Higher Education Accreditation Commission's interest in ongoing cooperation with higher education institutions and support for overcoming obstacles and difficulties during the program accreditation application process, private accreditation regulations and criteria were developed for hotel, tourism and events management specialties, including for Bachelor degrees and community college diploma programs. This set of criteria and regulations aims to guide higher education institutions along the required steps and procedures according to the standards and regulations set by the Higher Education Accreditation Commission.

The regulations and standards aim to enhance and develop education at Jordanian higher education institutions, and they also contribute to program outcomes of hotel, tourism and events management programs and reinforcing their ability to compete nationally, regionally and internationally. Thus the accreditation procedures require that an educational institution provides needed information regarding each of the set standards in order for the commission to be able to follow up on achieving and meeting them.

Finally, I hope that higher education institutions will find these regulations and standards useful in upgrading education based on a real partnership between the commission and all higher education institutions. The ultimate goal is to take education to the highest levels possible in line with the visions and directions of King Abdullah II regarding the need to give higher education institutions the required attention and care and raise standards to achieve global competitiveness.

**Dr. Munib Musa Saket**  
President of the Higher Education  
Accreditation Commission





# **BACHELOR PROGRAM**

## Article (1)

These standards are called “**Program Accreditation Standards for Hospitality, Tourism and Event Management for the Bachelor Degree**” and shall come into effect as of the date of issuance.

## Article (2)

### **Program Aims and Objectives/Learning Outcomes:**

#### **a. Program Aims and Objectives:**

- A mission statement for the program exists and should be aligned with the missions of the university/college of the parent institution.
- There should be identifiable program learning objectives and student learning outcomes.

#### **b. To ensure appropriate learning outcomes are met, the following criteria should be met by the enrolled students:**

- Accurate and clearly stated information about admission, progression, retention, dismissal and graduation requirements should be available in written form, taking into consideration the legislations of the Higher Education Council and Higher Education Accreditation Commission.
- Transfer credit should be granted for courses taken at another institution only when the course work and the level of the transfer applicant’s achievement permit the student to complete satisfactorily the remaining upper division professional course work.
- Appropriate career guidance and counseling should be available to all students.
- Periodic performance monitoring should track the progress of students toward meeting stated learning outcomes.
- Students should have reasonable involvement in the evaluation of the program’s procedures and policies in the area of student services.

**Article (3)**

**Course Plan**

The study plan for the programs should be (132) credit hours as the minimum requirement to gain a Bachelor’s Degree, distributed as follows:

**A. Basic Framework for Program Requirements**

Minimum Standards	Credit Hours
<b>University requirements</b>	27 hours or as higher education council regulations
<b>Faculty requirements</b>	15% of the total credit hours
<b>Specialization requirements: Obligatory, elective &amp; support subjects</b>	60% of the total credit hours distributed as follows: <ul style="list-style-type: none"> <li>• Applied (practical) minimum 30%</li> <li>• Theoretical 30%</li> </ul>
<b>Elective subjects (If any)</b>	6 hours maximum (chosen by student according to his/her specialization)

**B. General requirement for specialization:**

- Technical subjects should make up 50% of the content.
- Business administration subjects should make up 50% of the content.
- At least 30% of the major subjects should be taught in English.
- Field-based training should acquire a maximum of \*6 credit hours, where students are required to complete \*\*1,200 contact hours in at least a 3-star institution or a tourism institution accredited to train students in specializations of hospitality or event management.
- The college and department is responsible for achieving the training aims through a signed Memorandum of Understanding (MOU) with industry, linked to a reporting system where the students and institutions provide written reports to the college about the field training period and industry benefits .
- Practical subjects: For courses that include a practical work, one credit hour equates to two practical hours for all courses and all syllabi.

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\* For those universities wishing to increase the industry based practical training (field training) to twelve (12) credit hours, they are required to increase the program study plan to a minimum of 138 credit hour.

\*\* For each three (3) credit hours added to the program study plan, the student is required to complete an additional 600 contact hours in industry based practical training (field training).

## First: Hospitality Management Program

### I. Basic and Supporting Areas of Knowledge

#### a. Compulsory Basic Areas of Knowledge

Courses	Credit Hours	
	Theory	Practical
Rooms Division Management (Front Office, Housekeeping, Supporting Services)	2	6
Food & Beverage Management (Food production and services)	8	10
Global and local tourism	9	-
Hospitality Management: Hospitality Marketing, Accounting for Hospitality, Human Resource Management, Nutrition and Revenue Management, Sustainable Tourism and Management of Jordan Eco-tourism.	15	-

\* It is permissible to add any field of knowledge other than the areas identified above, as deemed appropriate.

#### b. Supporting Areas of Knowledge

Courses	Credit Hours	
	Theory	Practical
Communication Skills for Hospitality, Protocol and Customer Service, Hospitality Information Technology, Foreign Language for Hospitality (1), Specialized Foreign Language (2), Specialized Foreign Language (3).	9	9

### 2. Laboratories and Training Facilities: The universities must provide the following laboratories and training facilities:

- a. **Laboratories:** IT labs should be fully equipped (with a minimum of 20 devices in a minimum 60m<sup>2</sup> area), and specialized software should be available (such as Fidelio).
- b. **Training Facilities:** the following training facilities should be equipped according to Annex (1):
  - Restaurant
  - Training kitchen
  - Pastry kitchen
  - Housekeeping
  - Front office

**Second: Tourism Management Program**

**I. Basic and Supporting Areas of Knowledge**

**- Compulsory Basic Areas of Knowledge**

Courses	Credit Hours	
	Theory	Practical
Global and local tourism (Introduction to Global Tourism, Tourism in Jordan, Sustainable Tourism and Management of Jordan Eco-Tourism)	12	-
Local environment and tour guiding (to guide techniques tourist geography of Jordan antiquities and heritage)	6	3
Management: Management of Travel and Tourism Agencies, Tourism Transport Management, Strategic Management of Tourism Destinations, Tourism Enterprise Accounting, Tourism Marketing, Human Resources Management in Tourism and Hospitality Management)	17	4
Communication Skills for Hospitality & Tourism, Protocol and Customer Service, Tourism Information System, Specialized Foreign Language for Tourism (1), Specialized Foreign Language for Tourism (2) and Specialized Foreign Language for Tourism (3).	9	9

\* It is permissible to add any field of knowledge other than the areas identified above, as deemed appropriate.

**2. Laboratories and Training Facilities:** The universities must provide the following laboratories and training facilities:

- a. **Laboratories:** IT labs should be fully equipped (with a minimum of 20 devices in a minimum 60m<sup>2</sup> area), and specialized software should be available (such as Opera and Galilio).
- b. **Training Facilities:** the following training facilities should be equipped according to Annex (2):
  - Travel agency simulator

### Third: Events Management Program

#### I. Basic and Supporting Areas of Knowledge

##### a. Compulsory Basic Areas of Knowledge

Courses	Credit Hours	
	Theory	Practical
Planning and Designing: Introduction to Special Events, Introduction to Conference and Events, Introduction to Planning Festivals, Public and Private Exhibitions and Conferences.	9	9
Management and Administration: Technology in Events, Production of Entertainment Events, Logistics and Food & Beverage (F&B) Management in Event Services, Financial Management in Events and Virtual Meetings.	11	10
Marketing and Communications: Organizational Behavior; Communication Skills, Marketing Events, Event Assurance and Financial Support, Media Marketing in Events, Preparation and Proposal Writing of Event Projects.	9	6
Legislation and Risk Control: Legislation for Meetings and Events, Risk Management for Meetings and Events, Specialized Accounting for Event Managers, Strategic Management for Event Projects, Research and its impact on Events.	9	6

\* It is permissible to add any field of knowledge other than the areas identified above, as deemed appropriate.

##### b. Supporting Areas of Knowledge

Courses	Credit Hours	
	Theory	Practical
Principles of Accounting, Effective Communication, Organizational Behavior; Languages, Computer Applications in meetings, incentives, conferences and events (MICE).	9	-

**2. Laboratories and Training Facilities:** The universities must provide the following laboratories and training facilities:

- Laboratories: IT labs should be fully equipped (with a minimum of 20 devices in a minimum 60m<sup>2</sup> area).
- Training Facilities: Training facilities should be at 60m<sup>2</sup> in area to accommodate 20 students (an average of 3m<sup>2</sup> per student).

## Article (4)

### Faculty and Support Staff

#### Members of Faculty:

1. The college should provide at least one faculty member for each of the main specialization areas, and it is permissible for one faculty member to be responsible for two specializations or more as needed, and should not be less than two full-time faculty members with a PhD.
2. The ratio of students to faculty members should be a maximum of (25:1).
3. For purposes of calculating the capacity, the following should be taken into consideration:
  - Full-time faculty members holding PhD degrees.
  - Full-time faculty members holding Masters degrees should not exceed the number of full-time faculty members with a PhD degree.
  - Full-time practitioners should not exceed a percentage of 50% of full-time faculty members holding Masters and PhD degrees and have a minimum of 10 years of experience in the industry.
  - 25% should be added to the total number of full-time faculty with PhD/Master degrees to cover over-time for full-time and part-time members.
  - In some specializations faculty members' certificates should be ordered in sequence, from BA to PhD, and in the same specialization as possible taking into consideration inter-related specializations.
4. Maximum teaching load per week of faculty members:
  - Professor : 9 hours
  - Associate and assistant professors: 12 hours
  - Instructor: 15 hours
  - Part-time lecturer: a maximum of 6 hours (permission should be taken from the institution where he/she works as a full-timer)

#### Support and Technical Staff

- a. Lab Supervisors:
 

Lab supervisors should have a Diploma degree at minimum. Student to lab supervisor ratio should not exceed 1:20. Teaching load for supervisors should not exceed 18 contact hours per week.
- b. Lab Technicians:
 

At least one Bachelor or Diploma holder technician should be hired for each specialty.

## Article (5)

### **Requirements of Faculty Members**

1. Professional, clerical, and paraprofessional staff should be available and qualified to assist instructional faculty in preparation of materials, supervision, tutoring, and other general tasks.
2. Conditions of service, including appointment, promotion, salary, and workload should be equitable and administered ethically.
3. All members of faculty should be substantively involved in curricular development and evaluation and in the formulation of academic policies and practices.
4. Mechanisms should be in place and regularly utilized for evaluating teaching effectiveness and academic advisement.
5. Most program core requirements should be taught by full-time faculty.
6. There should be evidence that the professional development of the faculty/staff is encouraged, supported, and evaluated.
7. Members of the faculty/staff should demonstrate continuous professional growth, productivity, and enhancement of experience in their areas of expertise.

### **Textbooks, academic journals, lexicon, encyclopedias and other resources**

The library access system (including reference materials, texts, and on-line data bases) should reflect the current needs of both students and faculty, including the following minimum requirements:

#### **A. Textbooks**

- Provide at least five different titles for each subject within the curriculum with at least two copies for each title.
- Provide at least (50) advanced textbooks in various areas of specialization.
- In all cases, there should not be less than (300) textbooks for each specialization.
- There should be a sufficient amount of textbooks, references and academic journals made available in foreign languages.
- 10% of textbooks should be recent (published within the last two years), and cover both aspects of the specialization; theoretical and practical.

#### **B. Academic Journals**

Provide academic journals for all specializations (hardcopy and softcopy) published within the last five years. Hardcopy versions of the journals should consist of at least 50% of all provided journals.

#### **C. Lexicon, encyclopedias and other resources**

Provide a sufficient number of lexicons, encyclopedias and references required for each specialization.

**Article (6)****Laboratories and Workshops**

The requirements for these are referred to under each specialty separately.

**Article (7)****Facilities and Resources (classrooms, laboratories, equipment, tools and teaching aids)**

- The program should have access to appropriate physical resources, such as classroom space, office space, facilities and equipment in order to satisfactorily meet the minimum general accreditation criteria. The program should provide a computer laboratory fully equipped with the necessary hardware and software.
- The program should provide the necessary facilities, equipment and training tools for each specialization needs.
- A computer should be provided for each faculty member.
- A plan must be provided for maintaining, replacing and upgrading equipment and facilities related to specialization.
- The following tools should be made available:
  - Educational maps
  - Educational statistical programs, such as SPSS or SAS.
  - Educational models

**Article (8)****Curriculum, learning outcomes, department and specialization level requirements:****First: Curriculum**

- The curriculum must achieve the goals and mission of program.
- Content of subjects, learning activities and outcomes should be consistent with the program's goals and mission.
- The curriculum should provide students not only with a common body of knowledge in hospitality operations, but also with opportunities for students to receive a broad education and awareness of values, skills, and attitudes that will prepare them for imaginative and responsible citizenship roles in business and society.
- The curriculum should enable students to understand and apply the concepts of problem-solving in general and to industry-related issues.
- The curriculum should be designed to provide a sequential development and logical progression in coursework.
- The curriculum should include an appropriate mix of theoretical and applied experiences for achieving the educational objectives.
- Opportunities should be provided for advanced work in some of the subject areas, consistent with the program's objectives and capabilities.
- For each course offered specifically by the degree program or under the prerogative of the program, there should be a detailed and organized instructional outline, course of study, syllabus, or teaching guide showing specific objectives, subject-matter, learning outcomes, teaching method and learning activities.
- If the program involves any relationship with organizations outside of the institution, such a relationship should include a written agreement defining the learning activity and responsibilities involved and assuring that the relationship is consistent with the mission and objectives of the program.

## **Second: Learning Outcomes**

The learning outcomes should achieve the followings:

- **Knowledge**
  1. Students should acquire some in-depth knowledge in other specific areas;
  2. Students should know how to apply theoretical and practical knowledge in a specific field of work or study;
  3. Students should demonstrate knowledge of critical thinking;
  4. Students should have a broad range of in depth knowledge associated with the field of work or study.
- **Skills**
  1. Capabilities to form and manage a team and evaluate team members;
  2. Develop advanced technical skills in theoretical and practical problem solving;
  3. Be able to clearly communicate and give feedback using proper communication channels;
  4. Demonstrate basic capabilities to supervise and evaluate team members;
  5. Demonstrate capability to communicate effectively and supervise;
  6. Ability to work in a team;
  7. Capability to solve problems;
  8. Ability to understand and apply the principles of theory and methods learned.
- **Competencies**
  1. Ability to implement policies and procedures;
  2. Ability to evaluate productivity results;
  3. Develop appropriate responses to unpredictable circumstances;
  4. Review and develop performance of others;
  5. Capable of efficiently handling departmental interrelationships;
  6. Ability of carrying out researches pertaining to specialization.

## **Third: Department and Specialization Level Requirements**

The following requirements should be provided:

- Head of department for a specialization should have a minimum of three years of experience.
- Office for the Head of Department and secretary dedicated to the department administration.
- Needed equipment for teaching should be available for faculty members.
- Dedicated site on the university internet containing all academic information.
- Mechanism in place to regularly review the academic program.
- Full archive of study materials, students, counseling, graduates, minutes of meetings for all department committees and other academic committees.
- Provide each department with a photo copy machine to be used by administration and faculty members.
- Provide sufficient bulletin boards in the college (electronic or traditional).
- Develop a description for each syllabus subject (identify the objectives and the course content).
- Develop electronic and printed flyers to provide information on the specialization, its aims, the syllabus and course objectives and outcomes.
- Put in place a mechanism for evaluating the faculty.
- Provide a video room to include the TV, projector and accessories .

## Article (9)

### Assessment and Exams

#### A- Program

1. All program components should be routinely evaluated, i.e. mechanisms are in place and regularly utilized for assessing the educational effectiveness of the program.
2. Results of self-evaluation processes should be translated into programmatic change.
3. The program should have procedures for maintaining an ongoing record of attainment of its graduates and utilizes the information thus derived in its academic planning.
4. Evidence of continuous planning for the Event Management Program should be available.
5. The program should have a process for obtaining significant input from industry representatives and use of such information for program planning.

#### B- Students

1. Identify methods for assessing students.
2. Develop different methods for assessing students:
  - Exams (various types)
  - Graduation projects
  - Reports of field training
  - Student research and their reports

## Article (10)

### Linkages and Progression

1. The program should be structured with sufficient operational independence, consistent with the mission and objectives of the institution, to enable the program to achieve its mission successfully.
2. The courses that constitute the common body of knowledge in area of specialization should be under the administrative prerogative of the Head of Department who is required to have a minimum of three years of experience.
3. The program should be described on the university web site in order to present current and timely academic information in both Arabic and English, including course descriptions for each subject in the study plan.

## Article (11)

### Funding Options

1. Financial resources should be sufficient to support the educational objectives and meet contractual obligations.
2. The program should have sufficient financial stability to enable it to achieve its educational objectives over a reasonable future period.

## Article (12)

### Quality Assurance Department

1. Departments should conduct periodic self assessments. The self study should be prepared by the department head and faculty in the year preceding the application for re-accreditation.
2. The main focus of the self study process should be on self-reflection, quality assurance and program improvement.
3. Coordination with the Higher Education Accreditation Commission to conduct a peer review of the programs according to the enabling laws of HEAC.

## Article (13)

### Employment Profile and Industry Link

1. Employers should be engaged in designing and providing positive experiences for practical training, internships and work placements.
2. Active collaboration and two-way communications and feedback systems should be established between educators and employers in order to improve the integration of what is learned in the classroom and what is practiced in industry.
3. Organizations where the students must spend their field work should have pre-agreed training schedules to include rotation in all departments.
4. Universities must appoint supervisor to follow up on the progress of their students during internship.

## General Provisions

### Article (14)

The council will decide on any other matters that were not mentioned in this text.

### Article (15)

These instructions and provisions will rescind any previous decisions in case they are conflicting with it.

### Article (16)

These instructions and the criteria were issued under the decision of the commission Council No. (128/5/2011) Date (23/2/2011).



**DIPLOMA**  
PROGRAM



## Article (1)

These standards are called “**Program Accreditation Standards for Hospitality and Tourism Management for Community Colleges**” and shall come into effect as of the date of issuance.

## Article (2)

### **Program Aims and Objectives/ Learning Outcomes:**

#### **a. Program Aims and Objectives:**

- A mission statement for the program exists and should be aligned with the missions of the university/college of the parent institution.
- There should be identifiable program learning objectives and student learning outcomes.

#### **b. To ensure appropriate learning outcomes are met, the following criteria should be met by the enrolled students:**

- Accurate and clearly stated information about admission, progression, retention, dismissal and graduation requirements should be available in written form, taking into consideration the legislations of the Higher Education Council and Higher Education Accreditation Commission.
- Transfer credit should be granted for courses taken at another institution only when the course work and the level of the transfer applicant’s achievement permit the student to complete satisfactorily the remaining upper division professional course work.
- Appropriate career guidance and counseling should be available to all students.
- Periodic performance monitoring should track the progress of students toward meeting stated learning outcomes.
- Students should have reasonable involvement in the evaluation of the program’s procedures and policies in the area of student services.

## Article (3)

### Course Plan

The study plan for the programs should be 72 credit hours as the minimum requirement to gain a Diploma, distributed as follows:

#### a. College requirements (12 hours)

#### b. Program requirements:

- Technical subjects should make up 50% of the content.
- At least 30% of the specialization requirements subjects should be taught in English.
- Elective subjects should be related to the student's career or scholarly interests.
- For successful learning outcomes, programs should comply with the needs of the labor market.
- Field-based training should be a maximum of 3 credit hours and not less than 600 contact hours in at least 3-star institutions. or a tourism institution accredited to train students in specializations of hospitality or event management.
- The college and department is responsible for achieving the training aims through a signed Memorandum of Understanding (MOU) with industry, linked to a reporting system where the students and institutions provide written reports to the college about the field training period and industry benefits .
- Practical subjects: For courses that include practical work, one credit hour equates to two practical hours for all courses and all syllabi.
- Students are required to complete 15 credit hours as follows:

Courses	Credit Hours	
	Theory	Practical
Principles of management, Principles of Accounting, Principles of Tourism, Languages and Cultural Skills	13	2

\* Specialization requirements: students must complete 45 credit hours as follows:

## First: Hospitality Management Program

### a. Compulsory Basic Areas of Knowledge

Courses	Credit Hours	
	Theory	Practical
Rooms Division Management	2	4
Food Production & Services	3	6
Hospitality Management: Hospitality Marketing, Accounting for Hospitality, Human Resource Management, Nutrition and Food Safety, Customer Service and Etiquette.	15	-
Hospitality Management Support: Communication Skills for Hospitality and Tourism, Specialized English Language for Hospitality and Tourism, Computer applications in Hotel and Restaurant Operations and Sustainable Tourism.	10	2
Total	30	12
Total Course Requirements	42 + 3 Credit Hours for Field Training	

**Practical subjects:** For courses that include practical work, one credit hour equates to two practical hours for all courses and all syllabi.

### b. Laboratories and Training Facilities:

- **Laboratories:** IT labs should be fully equipped (with a minimum of 20 devices in a minimum 60m<sup>2</sup> area), and specialized software should be available (such as Fidelio).
- **Training Facilities:** the following training facilities should be equipped according to index (1):
  - Restaurant
  - Training kitchen
  - Pastry kitchen
  - Housekeeping
  - Front office

## Second: Tourism Management Program

### a. Compulsory Basic Areas of Knowledge

Courses	Credit Hours	
	Theory	Practical
Eco-tourism in Jordan, Jordan Tourism Geography, Jordan's Culture and Heritage	3	3
Tour Guiding, Tourism Program Management	2	4
Management: Management of Travel and Tourism Agencies, Destination Marketing, Human Resources Management, Customer Services Protocol, Tourism Enterprise Accounting.	15	3
Administration and Management Support: Communication Skills for Hospitality and Tourism, Specialized English Language for Hospitality and Tourism, Tourism Information System, Sustainable Tourism.	10	2
Total	30	12
Total Course Requirements	42 + 3 Credit Hours for Field Training	

**Practical subjects:** For courses that include practical work, one credit hour equates to two practical hours for all courses and all syllabi.

- **Laboratories:** IT labs should be fully equipped (with a minimum of 20 devices in a minimum 60m<sup>2</sup> area), and specialized software should be made available (such as Fidelio).
- **Training Facilities:** the following training facilities should be equipped according to index (2):
  - Travel agency simulator

## Article (4)

### Faculty and Support Staff

#### First: Members of Faculty:

1. The college should provide at least one faculty member with a PhD for each program.
2. The college should provide at least one faculty member for each of the main specialization areas, and it is permissible for one faculty member to be responsible for two specializations or more as needed.

#### Second: Support and Technical Staff:

1. Trainers must possess a diploma or vocational training certification in the area of specialization with a minimum of 150 credit hours and a minimum of 7 years of experience in the industry.
2. The percentage of faculty to students should not exceed 1:20 in each laboratory, and the teaching load for supervisors should not exceed 30 contact hours per week.

#### Third: Qualifications of Faculty Members:

1. Professional, clerical, and paraprofessional staff should be available and qualified to assist instructional faculty in the preparation of materials, supervision, tutoring, and other general tasks.
2. Conditions of service, including appointment, promotion, salary, and workload should be equitable and administered ethically.
3. All members of faculty should be substantively involved in curricular development and evaluation and in the formulation of academic policies and practices.
4. Mechanisms should be in place and regularly utilized for evaluating teaching effectiveness and academic advisement.
5. Most program core requirements should be taught by full-time faculty.
6. There should be evidence that the professional development of the faculty/staff is encouraged, supported, and evaluated.
7. Members of the faculty/staff should demonstrate continuous professional growth, productivity, and enhancement of experience in their areas of expertise.

#### Fourth: Capacity

- A. Percentage of faculty to staff assistance should be a minimum of 1:25.
- B. To calculate the capacity, the following should be taken into consideration:
  1. Full-time faculty members holding PhD/Master degrees.
  2. Full-time faculty members holding Bachelor degrees should not exceed the number of full-time faculty members with a PhD/Masters degree.
  3. Full-time faculty members holding a diploma should not exceed the number of full-time faculty members with a PhD/Masters degree.
  4. 20% of members should be added to the full-time and accredited members of items 1-3 mentioned above to cover overtime and part-time work.

**Article (5)****Textbooks, academic journals, lexicon, encyclopedias and other resources**

The library access system (including reference materials, texts, and on-line data bases) should reflect the current needs of both the students and faculty, including the following minimum requirements:

**A. Textbooks**

- There should be an essential reference for each subject as well as supporting references.
- Provide at least three different titles for each subject within the curriculum with at least two copies of each title.
- Provide at least 75 advanced textbooks in various areas of specialization.
- Textbooks should be recent (published within the last 10 years), and cover both aspects of the specialization; theoretical and practical.

**B. Academic Journals**

Provide at least one technical journal in each area of specialization (hardcopy or softcopy) published by specialized scientific associations, vocational associations or international publication institutions.

**C. Lexicon, encyclopedias and other resources**

Provide a sufficient number of lexicons, encyclopedias and references required in a specialization.

**Article (6)****Laboratories and Workshops**

The requirements for these are referred to under each specialty separately.

**Article (7)****Facilities and Resources (classrooms, laboratories, equipment, tools and teaching aids):**

- The program should have access to appropriate physical resources, such as classroom space, office space, facilities and equipment in order to satisfactorily meet the program's mission, objectives, and learning outcomes.
- The program should provide a computer laboratory fully equipped with the necessary hardware and software.
- The program should provide the necessary facilities, equipment and training tools for each specialization's needs.
- A computer should be provided for each faculty member.
- Must provide a plan for maintaining, replacing and upgrading equipment and facilities related to specialization.
- The following tools should be available:
  - Educational maps
  - Educational statistical programs, such as SPSS or SAS (if necessary).
  - Educational models

## Article (8)

### **Curriculum, learning outcomes, department and specialization level requirements:**

#### **First: Curriculum**

- The curriculum must achieve the goals and mission of program.
- Content of subjects, learning activities and outcomes should be consistent with the program's goals and mission.
- The curriculum should provide students not only with a common body of knowledge in hospitality operations, but also with opportunities for students to receive a broad education and awareness of values, skills, and attitudes that will prepare them for imaginative and responsible citizenship roles in business and society.
- The curriculum should enable students to understand and apply the concepts of problem-solving in general and to industry-related issues.
- The curriculum should be designed to provide a sequential development and logical progression in coursework.
- The curriculum should include an appropriate mix of theoretical and applied experiences for achieving the educational objectives.
- Opportunities should be provided for advanced work in some of the subject-areas, consistent with the program's objectives and capabilities.
- For each course offered specifically by the degree program or under the prerogative of the program, there should be a detailed and organized instructional outline, course of study, syllabus, or teaching guide showing specific objectives, subject-matter, learning outcomes, teaching method and learning activities.
- If the program involves any relationship with organizations outside of the institution, such a relationship should include a written agreement defining the learning activity and responsibilities involved and assuring that the relationship is consistent with the mission and objectives of the program.

#### **Second: Learning Outcomes**

##### • *Knowledge*

1. Students should acquire some in-depth knowledge in specific areas;
2. Students should know how to apply theoretical and practical knowledge in a specific field of work or study;
3. Students should know a broad range and some specific issues on a specific field of work or study (environmental, economic, socio-cultural, etc).

##### • *Skills*

1. Technical and practical skills needed;
2. Awareness of systematic problem handling that may arise in the Industry;
3. Basic capabilities to supervise and evaluate team members;
4. To identify training and educational needs for self;
5. Capability to communicate and supervise;
6. Ability to work in a team;
7. Capability to solve problems;
8. Demonstrate initiative.

- **Competencies**

1. Ability to work with limited autonomy;
2. Ability to supervise work of others and responsibility to evaluate and recommend improvements of work activities;
3. Ability of reporting to higher levels.

- **Third: Department and Specialization Level Requirements**

- Head of department for a specialization with not less than three years of teaching experience.
- Office for the head of department and secretary dedicated to the department administration.
- Needed equipment for faculty members.
- Dedicated site on the college internet containing all academic information.
- Mechanism in place to regularly review the academic program.
- Full archive of study materials, students, counseling, graduates, minutes of meeting for all department committees and other academic committees.
- Provide department with a photo copy machine to be used by administration and faculty members.
- Provide sufficient bulletin boards in the college (electronic or traditional).
- Develop a description for each syllabus subject (identify the objectives and the course content).
- Develop electronic and printed flyers to provide information on the specialization, its aims, the syllabus and course objectives and outcomes.
- Put in place a mechanism for evaluating the faculty.
- Provide a video room (to show documentaries).

## Article (9)

### Assessment and Exams

#### A. Assessment

1. All program components should be routinely evaluated, i.e.: mechanisms are in place and regularly utilized for assessing the educational effectiveness of the program.
2. Results of self-evaluation processes should be translated into programmatic change.
3. The program should have procedures for maintaining an ongoing record of attainment of its graduates and utilizes the information in its academic planning.
4. The program should have a process for obtaining significant input from industry representatives and uses such information for program planning.

#### B. Students

1. Identify methods for assessing students.
2. Develop different methods for assessing students:
  - Exams (various types)
  - Graduation projects
  - Reports of field training
  - Student research and their reports

## Article (10)

### Linkages and Progression

1. The program should be structured with sufficient operational independence, consistent with the mission and objectives of the institution, to enable the program to achieve its mission successfully.
2. The courses that constitute the common body of knowledge in tourism, hospitality or event administration/operations should be under the administrative prerogative of the programmatic unit in the specialization area, with no less than three years of experience.
3. The program should be described on the university website in order to present current and timely academic information in both Arabic and English, including course descriptions for each subject in the study plan.

## Article (11)

### Funding Options

1. Financial resources should be sufficient to support the educational objectives and meet contractual obligations.
2. The program should have sufficient financial stability to enable it to achieve its educational objectives over a reasonable future period.

**Article (12)****Quality Assurance Department**

1. Departments should conduct periodic self assessments. The self study should be prepared by the department head and faculty in the year preceding the application for re-accreditation.
2. The main focus of the self study process should be on self-reflection, quality assurance and program improvement.
3. A Panel of Assessors should, in consultation with the department head, conduct a peer review of the program(s). This panel should be drawn from tourism, hospitality and education experts relevant to the programs at the institution being accredited or reaccredited.

**Article (13)****Employment Profile and Industry Link**

1. Employers should be engaged in designing and providing positive experiences for practical training, internships and work placements.
2. Active collaboration and two-way communications and feedback systems should be established between educators and employers in order to improve the integration of what is learned in the classroom and what is practiced in industry.
3. Organizations where the students must spend their field work should have pre-agreed training schedules to include rotation in all department.
4. Universities must appoint supervisors to follow up on the progress of their students while under internship.

**General Provisions****Article (14)**

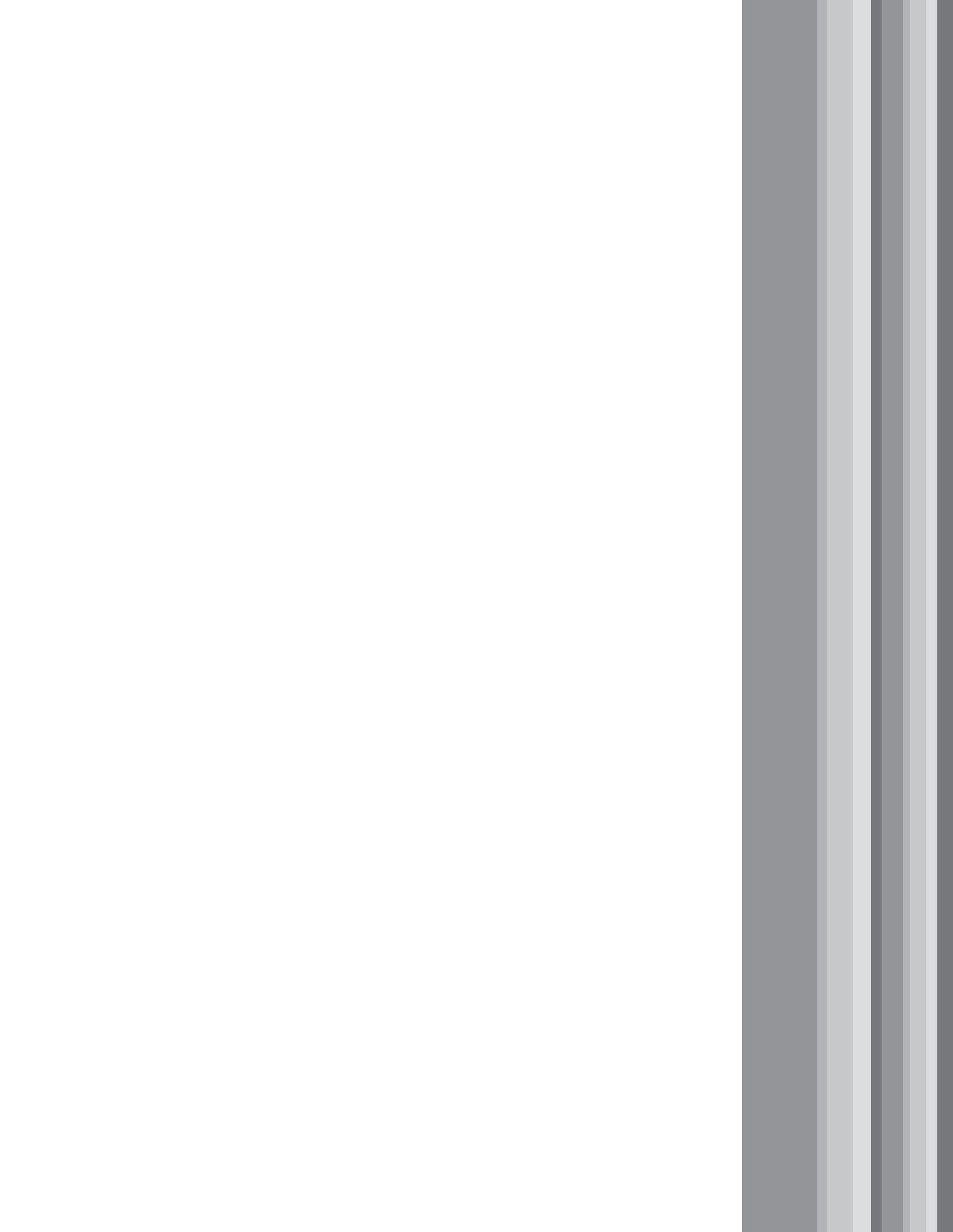
**The council will decide on any other matters that were not mentioned in this text.**

**Article (15)**

**These instructions and provisions will rescind any previous decisions in case they are conflicting with it.**

**Article (16)**

**These instructions and the criteria were issued under the decision of the commission Council No. (128/5/2011) Date (23/2/2011).**



# ANNEX

# Annex I

## Hospitality Specialization Equipment Requirements

### I. Restaurant

No.	Item	No.	Item
1.	Round tables	27.	Salad fork
2.	Banquets tables	28.	Steak knife
3.	Tea cups & saucers	29.	Steak fork
4.	Chairs	30.	Cheese knife
5.	Side board	31.	Carving knife
6.	Table cloth	32.	Carving fork
7.	Napron	33.	Sauce ladle
8.	Serviette	34.	Pepper mill
9.	Buffet cloth	35.	Tea pot
10.	Cake trolley with cover	36.	Coffee pot
11.	Flambe trolley	37.	Creamer
12.	Show plate	38.	Cake cutter
13.	Main plate	39.	Bowl
14.	Side plate	40.	Saucier
15.	Dessert plate	41.	Butter cooler
16.	Soup bowls	42.	Salt & Pepper set
17.	Ashtray	43.	Oil & vinegar set
18.	Flower vase	44.	Serving tray
19.	Sugar basin	45.	Toothpick holder
20.	Soup spoon	46.	Fruit bowl
21.	Fish knife	47.	Candelabra
22.	Butter knife	48.	Espresso machine
23.	Dessert fork	49.	Water glasses ( goblet )
24.	Tea spoon	50.	Juice glasses
25.	Fish fork	51.	Espresso cups & saucers
26.	Salad knife	52.	Cappuccino cups & saucers

## 2. Training kitchen

No.	Item	No.	Item
1.	Oven	25.	Sauce pots
2.	Grill	26.	Soup tureen
3.	Deep fryer	27.	Set wooden spoon
4.	Sink	28.	Meat mincer
5.	Working table	29.	Noodle machine
6.	Fry pan	30.	Scale
7.	Paella pan	31.	Chafing dishes
8.	Strainer	32.	1/9 Stainless steel chafing dish insert
9.	Flour sieve	33.	1/2 Stainless steel chafing dish insert
10.	Side saddle basting spoon	34.	Chafing dishes inserts
11.	Mesh skimmer	35.	Oil thermometer
12.	Skimmer plate	36.	Hot cabinet
13.	Wire whip	37.	Refrigerator
14.	Colander with wire gauze	38.	Deep freezer
15.	Soup strainer	39.	Convection oven
16.	Measuring cup	40.	Dishwashing machine
17.	Pizza spatula	41.	Kitchen trolley x 2 shelves
18.	Steak hammer	42.	Dough mixer
19.	Cutting board	43.	Floor cleaning trolley
20.	Bread knife	44.	Mop holder
21.	Boning knife	45.	Cotton mop with band
22.	Kitchen scissors	46.	Aluminum rod for mops
23.	Blender mixer	47.	Liquidizer
24.	Sauce pan	48.	UV fly trap
		49.	Pedal bin

### 3. Pastry kitchen

No.	Item	No.	Item
1.	Convection oven	21.	Baking Mat
2.	Dough mixer	22.	Wooden rolling pin
3.	Dough wheel	23.	Pastry brush
4.	Flour sieve	24.	Whisk
5.	Spare gauze	25.	Shaker
6.	Tinned skimmer	26.	Alcohol spray bottle
7.	Colander with wire gauze	27.	Oven mitts
8.	Chinese colander	28.	Savarin tin
9.	Measuring cup	29.	Timer
10.	Spatula	30.	Brioche mold
11.	Pizza wheel slicer	31.	Round fluted tart pan
12.	Bread mold/ loaf pan	32.	Plastic grills
13.	Dough scrapers	33.	Scoop
14.	Cake stand and cover	34.	Ultraviolet fly trap
15.	Cake cooling rack	35.	Digital scale
16.	Pastry wheel (plain)	36.	Nozzles
17.	Pastry wheel (fluted)	37.	Wall rack for icing bags
18.	Expanding pastry cutter, double wheels	38.	Baking mold
19.	Spiked roller	39.	Cupcake & muffin baking tray
20.	Cutting roller	40.	Icing bag/tube

## 4. House keeping

No.	Item	No.	Item
1.	Twin beds	16.	Closet
2.	Chairs	17.	Curtains with black out
3.	Mattresses	18.	Side lamp
4.	Round table	19.	Luggage rack
5.	Dressing table with mirror	20.	Waste basket
6.	Sofa bed	21.	Sheets
7.	Pillows	22.	Pillow cases
8.	Blankets	23.	Glasses
9.	Bed cover	24.	Hair dryer
10.	Coffee machine	25.	Telephone
11.	Coat hangers	26.	Mini bar
12.	Ashtrays	27.	Duvet
13.	Safety box	28.	Vacuum machine
14.	Ironing board\iron	29.	Carpet shampoo machine
15.	Mattress pad	30.	Full furnished bathroom

## 5. Front office

No.	Item
1.	Counter
2.	Chairs
3.	Computer with hotel management software
4.	Data show
5.	Telephones
6.	Credit card Machine

# Annex 2

## Tourism Specialization Equipment Requirements

### I. Travel agency

No.	Item
1.	Counter
2.	Barriers
3.	Information stand
4.	Display shelves
5.	Name signs
6.	Computer with Galileo software
7.	Data show projector
8.	Screen