Technological University of the Shannon: Midlands Midwest - Athlone Campus

Faculty of Business and Hospitality

Department of Hospitality, Tourism and Leisure

Report of Programmatic Review External Panel

Tuesday, 26 April 2022

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1. Introduction

This report outlines, in summary form, the proceedings of the review panel constituted to externally to review the programmes of the Department of Tourism, Hospitality and Leisure as part of the Programmatic Review process 2022. The programmes were evaluated under **three** themes of Hospitality, Culinary Arts and Sport.

Programmatic review is a self-study process whereby a faculty/department conducts a critical evaluation of its own activities and produces a programmatic review report. Programmatic review takes place in the context of overall TUS strategy; however, this is yet to be formulated.

2. General Information

2.1   Higher Education Provider

Institute: TUS Midlands Midwest - Athlone Campus
Faculty: Faculty of Business and Hospitality
Department: Department of Hospitality Tourism and Leisure
Date of Visit: Tuesday, 26 April, 2022 – Virtual Internal Panel via MS Teams

2.2 Programmes Evaluated

2.2.1 Hospitality Programmes

Award title	Bachelor of Arts (Honours) in Hospitality Management (with International Placement)
Code	AL_OHOSP_H08 202300
NFQ Level	Level 8
ECTS Credits	240
Award Class	Honours Degree Ab-initio
Award Type	Bachelor of Arts (Honours)
Delivery Mode	Full time
Duration	4 years
Proposed starting date	September 2023
Contains Work placement	Yes
Work Placement Models	25 ECTS
Exit Award	Higher Certificate in Hospitality Supervision-Stage 2 BA Hotel and Leisure Management-Stage 3

Award title	Bachelor of Arts in Hotel and Leisure Management
Code	AL_OHOTE_B07 202300
NFQ Level	Level 7
ECTS Credits	180
Award Class	Ordinary Bachelor Degree Ab-initio
Award Type	Bachelor of Arts
Delivery Mode	Full time
Duration	3 years
Proposed starting date	September 2023
Contains Work placement	Yes
Work Placement Models	10
Exit Award	Higher Cert in Hospitality Supervision-Stage 2

Award title	Bachelor of Business (Honours) in Tourism and Hospitality Management
Code	AL_OTOUR_K08 202200
NFQ Level	Level 8
ECTS Credits	60
Award Class	Honours Degree Add-on
Award Type	Bachelor of Business (Honours)
Delivery Mode	Full time
Duration	1 year
Proposed starting date	September 2022
Contains Work placement	No

Award title	Higher Certificate in Arts in Bar Supervision
Code	AL_OBARS_C06 202200
NFQ Level	Level 6
ECTS Credits	120
Award Class	Higher Certificate
Award Type	Higher Certificate in Arts
Delivery Mode	Full time
Duration	2 years
Proposed starting date	September 2022
Contains Work placement	Yes
Work Placement Models	05

Award title	Higher Certificate in Arts in Hospitality Supervision
Code	AL_OHOSP_C06 202300
NFQ Level	Level 6
ECTS Credits	120
Award Class	Higher Certificate
Award Type	Higher Certificate in Arts
Delivery Mode	Full time
Duration	2 years
Proposed starting date	September 2023
Contains Work placement	Yes
Work Placement Models	10

2.2.2 Culinary Arts Programmes

Award title	Bachelor of Arts (Honours) in Culinary Entrepreneurship
Code	AL_FCULI_H08 202200
NFQ Level	Level 8
ECTS Credits	240
Award Class	Honours Degree Ab-initio
Award Type	Bachelor of Arts (Honours)
Delivery Mode	Full time
Duration	4 years
Proposed starting date	September 2022
Contains Work placement	Yes
Work Placement Models	10

Award title	Bachelor of Arts (Honours) in Culinary Entrepreneurship
Code	AL_FCULI_K08 202200
NFQ Level	Level 8
ECTS Credits	60
Award Class	Honours Degree Add-on
Award Type	Bachelor of Arts (Honours)
Delivery Mode	Full Time, Part Time
Duration	1 year
Proposed starting date	September 2022
Contains Work placement	Yes
Work Placement Models	10

Award title	Bachelor of Arts in Culinary Arts
Code	AL_FCULI_J07 202200
NFQ Level	Level 7
ECTS Credits	60
Award Class	Ordinary Bachelor Degree Add-on
Award Type	Bachelor of Arts
Delivery Mode	Full time
Duration	1 year
Proposed starting date	September 2022
Contains Work placement	No

Award title	Higher Certificate in Arts in Culinary Arts
Code	AL_FCULI_C06 202200
NFQ Level	Level 6
ECTS Credits	60
Award Class	Higher Certificate
Award Type	Higher Certificate in Arts
Delivery Mode	Full time
Duration	2 years
Proposed starting date	September 2022
Contains Work placement	Yes
Work Placement Models	05

2.2.3 Culinary Arts Programmes - Special Purpose and Part-time Awards

Award title	Higher Certificate in Arts in Culinary Arts
Code	AL_FCULI_C06 202200
NFQ Level	Level 6
ECTS Credits	120
Award Class	Higher Certificate
Award Type	Higher Certificate in Arts
Delivery Mode	Part time
Duration	2 years
Proposed starting date	September 2022
Contains Work placement	Yes
Work Placement Models	20
Exit Award	Certificate in Culinary Skills (SPA) - Stage 1

Award title	Certificate in Culinary Skills
Code	AL_OCULI_S06 202200
NFQ Level	Level 6
ECTS Credits	60
Award Class	Special Purpose Award (SPA)
Award Type	Certificate
Delivery Mode	Part time
Duration	1 year
Proposed starting date	September 2022
Contains Work placement	Yes
Work Placement Models	20

Award title	Certificate in Food Safety and Risk Management
Code	AL_OFOOD_S06 202200
NFQ Level	Level 6
ECTS Credits	10
Award Class	Special Purpose Award (SPA)
Award Type	Certificate
Delivery Mode	Part time
Duration	1 year
Proposed starting date	September 2022
Contains Work placement	No

Award title	Certificate in Pastry, Baking and Desserts
Code	AL_OPAST_S06 202200
NFQ Level	Level 6
ECTS Credits	10
Award Class	Special Purpose Award (SPA)
Award Type	Certificate
Delivery Mode	Part time
Duration	1 year
Proposed starting date	September 2022
Contains Work placement	No

2.2.4   Sport Programmes

Award title	Bachelor of Business (Honours) in Sport Management (with International Placement)
Code	AL_BSPOR_H08 202200
NFQ Level	Level 8
ECTS Credits	240
Award Class	Honours Degree Ab-initio
Award Type	Bachelor of Business (Honours)
Delivery Mode	Full time
Duration	4 years
Proposed starting date	September 2022
Contains Work placement	Yes
Work Placement Models	20
Exit Award	Higher Certificate in Business in Sport and Recreation – Stage 2 Bachelor of Business in Sport Management – Stage 3

Award title	Bachelor of Business (Honours) in Sport and Tourism Management
Code	AL_BSPOR_K08 202200
NFQ Level	Level 8
ECTS Credits	60
Award Class	Honours Degree Add-on
Award Type	Bachelor of Business (Honours)
Delivery Mode	Full time
Duration	1 year
Proposed starting date	September 2022
Contains Work placement	No

Award title	Bachelor of Business in Business in Sport Management
Code	AL_BSPOR_J07 202200
NFQ Level	Level 7
ECTS Credits	60
Award Class	Ordinary Bachelor Degree Add-on
Award Type	Bachelor of Business
Delivery Mode	Full time
Duration	1 year
Proposed starting date	September 2022
Contains Work placement	No

Award title	Higher Certificate in Business in Sport and Recreation
Code	AL_BSPOR_C06 202200
NFQ Level	Level 6
ECTS Credits	120
Award Class	Higher Certificate
Award Type	Higher Certificate in Business
Delivery Mode	Full time
Duration	2 years
Proposed starting date	September 2022
Contains Work placement	Yes
Work Placement Models	05

The Programmatic Review visit was undertaken in accordance with *Section II of the Procedures and Guidelines for Collection of Feedback on Programme Quality*, which is published on the TUS website. An External Panel makes an impartial judgement on the Critical Self Study and programme changes proposed within the Programmatic Review.

2.3 External Panel Members

Mr Danny Brennan,   **Chairperson to Panel**
Former Registrar
Letterkenny Institute of Technology

Professor Margaret Linehan,
Head of School of Humanities, Munster Technological University

Ms Brianain Erraught,
Head of Department of Hospitality Studies, Dundalk Institute of Technology,

Dr Emmet McLoughlin,
Lecturer in Tourism & Events Management, Cardiff Metropolitan University.

Dr Seamus Dillon,
Head of Department of Humanities in the School of Humanities. Waterford Institute of Technology

Mr Niall Cull,
CEO Dun Laoghaire Rathdown Leisure Ltd.,

Mr John Drummond,
Executive Head Chef, Gleneagle Hotel,

Ms Mary Goode,   **Secretary to Panel**
Assistant Registrar/Head of Quality, TUS Midlands Campus.

2.4 TUS Midlands Staff

Ms. Michelle Mc Keon Bennett   Dean of Faculty Business and Hospitality

Head of Department of Hospitality, Tourism and Leisure

Mr Sean Connell   Senior Lecturer, Department of HTL

Programme Leaders:
- Ms Sandra Griselain
- Ms Sarah Jane Coffey
- Mr Joe Tierney
- Ms Kelly Gallagher
- Mr Brian O'Ruairc
- Ms Fiona Budds

Other Staff from the Department:
- Dymphna Scanlon
- Karen Gardiner
- Frances McGettigan
- Oonagh Claffey
- Madeline Murtagh
- Kelly Maguire
- Marie O'Halloran
- Sinead Purtill

- Joe Meegan
- Niamh Foley
- Nicola Ryan
- Nora Shine
- Gayle Tarmey
- Kevin Ward

- ➢ Margaret O'Loghlen
- ➢ John Lydon
- ➢ John Killeen
- ➢ Shane Sheedy
- ➢ Gerard Luskin
- ➢ John Harding

2.5   Selected Stakeholders

2.5.1 Students

➢ Caitlin Carnegie, BA (Hons) in Culinary Entrepreneurship, Year,
➢ Maria Dunne, BA (Hons) in Culinary Entrepreneurship, Year 4
➢ Fionnuala Cadogan, BA (Hons) in Hospitality Management Year

2.5.2 Employers

➢ Jacinta Greene HR Manager So Hotel Group
➢ Tim Hayes, Managing Director, Hodson Bay Hotel

2.5.3 Alumni

➢ David McKane, Executive Chef, Butler House and Garden, Kilkenny

3. FINDINGS, CONDITIONS AND RECOMMENDATIONS OF EXTERNAL PROGRAMMATIC REVIEW PANEL

3.1. Main Findings

The External Validation Panel of Assessors recommends the on-going approval and revalidation for a further 5 years of the submitted programmes and associated amendments in the Department of Hospitality, Tourism and Leisure, subject to the Condition(s) and recommendations outlined in Sections 3.2 and 3.3 below.

3.2. Condition(s)

1. Every programme must be mapped to the appropriate Award standard.
2. The panel are concerned that the final year of the level 8 ab-initio and add-on Tourism and Hospitality Management programmes appear to be identical in module learning outcomes, titles, credit volume and content but lead to the different awards i.e. BBS and BA. The university should satisfy itself that this arrangement complies with its quality assurance regulations.

3.3. Recommendations of the Panel

1. The University should consider extending the membership of Programme Boards to include student representation.
2. The University should consider including an External student voice on Programmatic Review panels.
3. The faculty should review programme documentation to ensure that repeat assessment matches the original form of assessment.
4. The department should review the learning outcomes being assessed through Continuous Assessment to ensure they are not double assessed through final examination.
5. The University should consider developing a policy on the number of required learning outcomes per module and effort.

6. The Department should review reading lists and update with the involvement of the library services and suggestions made by panel today.

7. Assessment strategies should be explicit.

8. Data analysis in the overall documentation should include an appropriate commentary.

9. The topic of Equality, Diversity and Inclusion (EDI) should be expanded to make it more specific within the relevant module throughout the programmes and reading lists should reflect this.

10. The faculty should outline the specific computer-based software packages used within modules, where applicable.

11. Formal communication channels categorised as Immediate, Urgent, Casual should be established for placement and study abroad students.

12. The department should consider a review of Groupwork in assessment, with a view to implementing a process in the assessment matrix to capture effort.

13. The Department should consider the facilitation of earlier engagement with industry, possibly in the placement process which would be beneficial to industry, the student and the university.
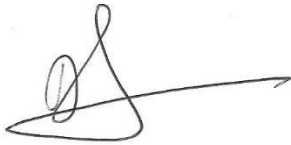
3.4 Commendations and Observations

Commendations:

1. The quality of the documentation presented was of a high quality.

2. Capstone assessment, fieldtrips and connections with industry are to be commended.

3. The unity and strength of staff cohesiveness was obvious to the panel.

4. The engagement of the staff with the panel was open, supportive and engaging.

5. Staff commend the support of faculty management and leadership.

6. The departmental use of sustainability initiatives is acknowledged as innovative.

Observations

- The breakout rooms for programme discussion was not optimal for the operation of the panel.

Signature of Chairperson   3 May 2022