

# QUALITY POLICY



The central objective of the MSc "Contemporary Sports Communication, Journalism and Photojournalism" is the creation of a culture based on Principles and Values such as respect for the social good of information, freedom of press, the promotion of Olympic values and solidarity, the elimination of all prejudices, justice, the need to eliminate misinformation and misdirected information, the effective treatment of fake news and the commitment to the development of a healthy media and sports environment. The management, the lecturers and all those involved in the programme are convinced that by acquiring this culture, the students of the MSc will themselves become transformative.

The MSc designs and develops this Quality Policy in the context of a coordinated process, in which the academic character and orientation of the programme, the objectives, the subjects, the structure and organisation of the programme, the expected learning outcomes and the professional qualifications pursued are defined in accordance with the National Qualifications Framework for Higher Education. The process of approving or revising the Quality Policy includes checking the compliance with the basic requirements of the institution's Quality Policy.

The Quality Policy Statement of the MSc is posted on the website of the MSc, under "THE PROGRAMME".

(<https://sportjournalism.uop.gr/wp-content/uploads/2024/04/politiki-poiotitas> )

## 1. LIST OF TEN FUNDAMENTAL QUALITY COMMITMENTS

The Quality Policy of the MSc is developed on the basis of the principles of the "Quality Standard for the accreditation of Postgraduate Studies Programmes" issued by the Hellenic Authority for Higher Education (HAHE) in July 2022 and updated in September 2023, and is harmonized with the Principles and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015). The Quality Policy of this MSc is also in line with the broader goals and commitments of the School of Human Movement and Quality of Life Science of the University of Peloponnese.

The MSc proposes as general quality commitments:

- 1) the use of modern and innovative teaching tools for the promotion of knowledge and research in the field of modern sports communication, journalism and photojournalism, with emphasis on the educational processes of insightful learning (students are guided by the lecturer in order to lead themselves to the effective handling of issues and problem solving) and experiential learning (students visit professional places where the subject of the MSc is developed, attend lectures and seminars from eminent professionals and also take over significant projects).
- 2) the innovative application of the principles of Knowledge Management in the organization and operation of this Programme, which will lead to the transformation of knowledge, information and interactions through the web into Knowledge Assets for the MSc and the Department of Sport Organisation and Management and subsequently, will form Knowledge Capital for the MSc and the Department of Sport Organisation and Management.
- 3) the establishment of annual quality objectives, through continuous feedback and suggestions for improvement from members of the academic unit and external collaborators. The objectives are co-constructed, fed back and defined with the active participation of all members (Director of the MSc, members of the Steering Committee, members of the Advisory Committee, Teaching and Research Staff,, Special Education Staff and **Specialized and Laboratory Teaching Staff**, administrative staff, students) and are approved by the Assembly of the Department of Sport Organisation and Management. Each category of academic unit members has specific distinct roles and responsibilities in the development and continuous improvement of the Quality Assurance Policy.
- 4) academic excellence through the use of modern educational programmes and practices, combined and alternative methods of student assessment, reliable evaluation and self-evaluation tools for the programme and the teachers, linking

students to the labour market from the first semester of study and the awarding of scholarships for excellence with full tuition fee exemption.

5) the periodic internal evaluation and monitoring on an annual basis of the implementation of the quality objectives of the MSc and the preparation of a relevant progress report, aiming at the development of high quality educational services and the creation of a supportive and effective learning environment for students. In this process there is close cooperation and information flow between the students, the Steering Committee of the MSc, the Department's Internal Evaluation Group, Teaching and Research staff, the Department Assembly and the institution's Quality Policy.

6) the collection of quality data with institutionalized measurement and analysis tools of the MSc, the Department of Sports Organization and Management and the institution's Quality Policy. The MSc also utilizes the relevant projects and decisions of the University of Peloponnese which has taken actions that include the collection of information on the absorption of graduates in the labour market through the Liaison Office, the creation of a group on LinkedIn, the recommendation to lecturers to review and utilize the usage data from eClass.

7) Social Accountability, which aims at a systematic, planned, continuous and consistent effort to create and maintain relations of mutual trust and goodwill between those involved in the MSc, the University administration, the University's administration, Hellenic Authority for Higher Education (HAHE), the National Association for the Promotion of Education, the different scientific, professional and social groups to which the Programme is addressed indirectly or directly, and society as a whole, which should be the central field of reference for the operation of the educational system at all levels and, of course, the University.

8) the preparation of executives with excellent education, capable of promoting the development of Sports Communication, Journalism and Photojournalism and related fields in Greece and worldwide, through specialized teaching, research work of students under the supervision of the lecturers and the transfer of experience on behalf of professionals in the market who have been highly distinguished in their field.

9) the familiarization of students with research procedures through the compulsory writing of scientific papers related to the subject matter and through the use of a) the EUNICE alliance of European Universities in which the University of Peloponnese participates and b) the Erasmus programme, for the interconnection of students with universities abroad.

10) the effective linking of students with the labour market through the educational projects they are invited to implement in the form of case studies and the dissemination of the results to organisations and institutions, the regular educational visits to the premises of large media, the invitation of renowned journalists and media owners for educational seminars for students, the operation of the Advisory Committee of the MSc which is composed of high-profile personalities in the field of sport and media, the participation of students in the educational seminars, the participation of students in the educational projects and the dissemination of the results to organisations and institutions.

## **2. SPECIFIC QUALITY COMMITMENTS**

The MSc "Contemporary Sports Communication, Journalism and Photojournalism" is fully adapted to the criteria of the Hellenic Authority for Higher Education (HAHE) and applies quality assurance procedures that demonstrate:

- **the appropriateness of the structure and organisation of the curriculum:** The MSc has been honoured before the H.E. President of the Hellenic Republic K.K. Ekaterini Sakellariopoulou by the Foundation for the Promotion of Journalism Athanasios Botsis for its innovation and uniqueness. It has taken into account the structure and organization of modern curricula of foreign universities with a long presence in the educational map of higher education and therefore becomes comparable to them, while also it has included a holistic and interdisciplinary approach to all fields related to communication and the operation of the media in relation to sport. The MSc aims to meet contemporary specialization needs in the fields of Communication, Journalism and Photojournalism in Sport through fields of knowledge such as: techniques of writing and managing sports content for print and electronic media, modern forms of sports journalism and communication (multimedia, data journalism, robotic journalism, citizen journalism, social media, etc.), photojournalism, digital platforms for sports broadcasting, journalistic coverage of major events and modern betting media. In addition to the core courses, students are offered the opportunity to choose courses from the subject areas of Law, Economics, Organisation, Management and Ethics in Sport.
- **the pursuit of learning outcomes and qualifications in accordance with the European and the National Qualifications Framework for Higher Education:** the outlines for all courses offered include the general information of the courses (independent teaching units, type of course, prerequisites, language of instruction and examinations, website, learning outcomes, course content, teaching and learning assessment methods, recommended bibliography). The MSc Operating Regulations set out in detail the learning outcomes and the skills

acquired in part or in their entirety, in the context of teaching and training of all the courses offered in the MSc.

- **promoting the quality and effectiveness of teaching:** For the teaching of the courses, modern educational tools are used which are based on a) the use of new technologies and b) the application of the principles of insightful learning (the student is guided to find the answer to each question by himself/herself, through the interpretation of his/her personal perception). In any case, the teaching work is evaluated on a semesterly basis by the students through the completion of electronic questionnaires which cover the whole range of the teaching process. The evaluation for each course enables the lecturer to obtain detailed information on the students' opinion of the teaching methods used.
- **the suitability of the teaching staff's qualifications:** the selection of teaching staff is based on the relevance of the teachers' CVs and work to the subjects they are assigned to teach. All members of the teaching staff hold a PhD degree relevant to their course and have a rich scientific/research record. In addition, all members of the teaching staff have high-profile professional work in their areas of expertise. The Director of the MSc has served for two terms as President of the Unified Personnel Insurance Fund in the Media (**ETAP-MME**) and was one of the pioneers in the establishment of the Single Social Security Institution (member of the founding Board of EFKA). From these positions, during the international surveillance through the Memoranda, she participated in a series of workshops of the Institutions' Technical Committees on Social Security issues, recommended to her political superiors a series of legislative regulations on media insurance issues (including issues specifically concerning sports editors) and received the great honour of having her term of office renewed with full bipartisan consensus (during her hearing in the relevant Parliamentary Committee she received the positive opinion of all parties except Golden Dawn, which is outside the constitutional arc). She has also served as a long-standing member of the Board of Directors of the Educational Foundation of the Journalists' Union of the Athens Daily Newspapers (JUADN), has received very important professional honours and was the scientific director of the new **Institute of Labour/ General Confederation of Greek Workers (INEGSEE)** Training Guide for the speciality 'Sports Journalism'. Furthermore, the director and lecturers of the MSc were officially invited to participate in the consultation for the European Parliament's Culture Committee's dossier on "Game on: taking E-Sports to the next level" (2022). Finally, lecturers of the MSc have served international trade unions in the media sector (e.g. European Association of Sports Journalists-AIPS Europe) as well as the Greek State, social, scientific and trade union bodies **Greek Sports Journalists Association (PSAT)**, Panhellenic Federation of Journalists' Associations (POESY), Insurance Funds for Journalists,

Employees and Media Owners, EFKA, Sports Federations, Paralympic Committee, Peace and Friendship Stadium, etc.), offering their special knowledge in critical areas.

- **the promotion of the quality and quantity of the research work of the faculty members:** the research work of the faculty members is presented in their annual report and posted in the official inventory of the University of Peloponnese. The relevant objectives of the faculty members of the Department include new publications per year in high quality scientific journals and proceedings of international and/or national conferences with topics directly related to the subject of the MSc and submission of proposals for research projects, approval and implementation of research projects.
- **the drafting, implementation and review of specific annual quality objectives for the improvement of the MSc.** The MSc "Contemporary Sports Communication, Journalism and Photojournalism" is newly established and a priori is in a dynamic process of identifying and achieving new measurable objectives, short, medium and long term. For this reason, starting from the present year, the Steering Committee, in collaboration with the Advisory Committee, draws up annual objectives with measurable results and ensures their implementation in collaboration with the lecturers, the Secretariat and the technical support staff of the MSc as well as the competent academic units and institutions of the Department and the University. In order to monitor the target setting, at least one meeting of the Steering Committee per month and at least two joint meetings of the Steering Committee and the Advisory Committee per semester are set. At the end of each calendar year (31/12), data is collected and studied in a joint meeting of the Steering Committee and the Advisory Committee and a report is drawn up on the degree of achievement of the specific objectives. The report is forwarded to the Internal Evaluation Group of the Department of Sport Organisation and Management which in turn draws up a report which is approved by University's Quality Policy department.
- **the level of demand of the graduates' acquired qualifications in the labour market:** the MSc from its inception is fully aligned with the current trends prevailing in the professional field in Greece and Cyprus – which is a key target market for the next cycle of admissions, based on the possibilities of Law 4957/2022. As for our specialized actions, the following are highlighted a) The cooperation of the MSc with the Panhellenic Federation of Editors Unions (POESY) and executives of the Hellenic Football Federation (EPO) and sports organizations from which continuous feedback is received regarding the level of demand for the acquired qualifications of the graduates in the labor market b) Feedback is also received from the distinguished members of the Advisory Committee of the MSc

in the relevant professional environment and from the guest speakers invited to the courses who are, on the whole, distinguished professionals in fields relevant to the subjects of the MSc. c) Feedback is also received from the educational visits of our students which we carry out in the facilities of large Media Groups. d) Feedback is received through the participation of the lecturers in specialised activities concerning the labour market. Examples of those are described below: 1) In the year 2022, the MSc collaborated with the Media Lab of Panteion University and the Association of Daily Regional Newspapers (SIPE) 2) At the Department of Sport Organisation and Management Scientific Conference on "New Perspectives and Modern Challenges in the Professions of Sports" (March 2023) there was a round table on the profession of sports editor and photojournalist in which the President of **Greek Sports Journalists Association (PSAT)** participated, the President of Panhellenic Federation of Journalists' Associations (POESY), the President of the Panhellenic Association of Photographers, Photojournalists 3) The Director of the MSc was one of the key speakers at the Panhellenic Federation of Journalists' Associations (POESY) Workshop on "Artificial Intelligence in Media and Journalism: challenges and perspectives" e) Feedback is received from the participation of the Director and faculty members in the International School of the Panhellenic Association of Sports Press which is held every year at the IOA premises in Ancient Olympia. f) Finally, feedback is obtained through the optional mandatory internship which may be carried out in traditional and new media as well as in related positions in private and public organisations/bodies/businesses.

- **The integration of new knowledge:** the MSc consistently seeks to conclude long-term memoranda of collaboration with private and public organisations and businesses (social partners) active in the field of Communication and Media. The integration of new knowledge is also achieved through regular revision of course content, the updating of course aids and the selection of new articles and chapters on each subject published in scientific journals and books, as well as through the provision of additional bibliography and the encouragement of students to search for literature both in the University's Library and in online databases. More specifically, students are encouraged to search for new scientific studies, scientific journals, and scientific material from websites as detailed in the course outlines. In addition, the faculty of the Department promote their most recent research activity to the students of the MSc.
- **the quality of supporting services:** the Secretariat of the MSc is staffed by a permanent employee of the University of Peloponnese with a rich CV (PhD candidate of the University of Peloponnese) and many years of experience in secretarial support of academic units of our University. In addition, the Library of the Faculty of Human Movement and Quality of Life Science of the University of

Peloponnese is staffed by two Librarians, is located on the ground floor of the building, has an area of 125m<sup>2</sup>, has a reading room with a capacity of 25 seats. The computer laboratory is staffed by one qualified member of the library staff (Specialized and Laboratory Teaching Staff) and is equipped with 11 computers so that users can carry out bibliographic research. The building has a fully equipped 351-seat auditorium which is used as a lecture hall and as a conference venue. 3 classrooms are fully accessible for the disabled persons. The Department uses modern information and communication technologies and has developed methods of distance modern education through the Microsoft Teams platform. In addition, with the proposal of the director of the MSc which has been approved by the Department Assembly, a Scientific Laboratory is being established under the name "Laboratory of Sports Communication". The total capacity of the labs is 67 seats. There is also a special e-presence room which is used for the meetings of the Steering and Advisory Committees. All students of the MSc, enjoy important support services which extend over a wide range including (a) counselling and psychological support structure [We Care programme], (b) student care [sports activities, scholarships for excellence, support of students in their studies through the institution of the academic advisor, office of the student advocate, (c) services for faster processing of student issues through the Student Web service (e-secretary), (d) Liaison Office for the entry of young people in the modern and competitive educational and professional environment, (e) a package of significant discounts on bus routes and hotels in Sparta.

- **The efficient utilization of the financial resources of the MSc.** In the annual and five-year budget of the MSc, a 30% share of the revenues has been allocated to the Special Account for Research Grants (SARG) of University of Peloponnese and smaller percentages for other operating costs (updating of technical equipment, procurement of special software, participation in conferences, advertising and publicity costs of the programme, etc.). Expenditure has also been marked for the remuneration of lecturers. It is worth emphasising that all the lecturers, serving consistently and with commitment to the need to consolidate the MSc in the academic community, have so far provided their scientific services with symbolic fees (e.g. 700-800 euro total fee for a primary teacher for a full semester course). The faculty members have agreed that the first and uncompromising objective in terms of financial resource management is the continuous improvement of the services provided by the MSc.
- **conducting the annual review and internal inspection of the quality assurance system of the MSc as well as the cooperation of the Internal Evaluation Group and the Quality Policy of the Institution.** The Internal Evaluation Team (tOMEA) coordinates the quality assurance procedures as well as the input of data



(questionnaires, census forms, evaluations, etc.) into the information system of the University of Peloponnese's Quality Policy department and the Integrated National Quality Information System (NQIS) of the HAHE, the preparation of the annual internal evaluation report and the monitoring of the progress and development of the MSc at national and international level. The Quality Policy Statement of the MSc is posted on the MSc website.

### ● **3. STRATEGIES & SPECIFIC OBJECTIVES TO ENSURE QUALITY**

The strategic objectives of the MSc are linked to the respective objectives of the School of Human Movement and Quality of Life and the University of Peloponnese, which include the strengthening - upgrading of: (a) the educational work, (b) research and innovation, (c) human resources, (d) extroversion and internationalisation of the Institution.

In particular, the strategic objectives of the MSc and the individual actions include:

- **Development of extroversion and internationalisation:** includes the teaching of free elective courses in English from the current academic year, which, apart from the students of the MSc, can be attended freely (free of charge) by other interested parties through MOOC and Erasmus programmes by obtaining a certificate of attendance, the possibility of teaching the entire programme in English from the academic year 2025-2026, the attraction of an increased number of students from Cyprus, the exploitation of the European University Alliance. In addition to increasing the participation of students and graduates with announcements at international conferences, the development of memoranda of understanding with Professional Associations, the Panhellenic Federation of Journalists' Associations (POESY), the Panhellenic Union of Photographers, Photojournalists and Illustrators (PEFFEE) and the Foundation for the Promotion of Journalism Athanasios Botsis, the cooperation of the director and the professors of the MSc with public institutions (E.K.D.D.A.) for training purposes towards the Management of Public Entities and Media Communication of Programs. In addition, the cooperation with INE GSEE for the specialty "Sports Journalism", the operation of two training programs at KEDIBIM Peloponnese ("Development of Communication Skills and Media Management in the digital environment of public and private organizations" and "Digital Communication, Robotics and New Media in Sports", the communication of the achievements of the MSc to graduates (website, email), the repository of

Diploma Theses on the MSc website, the MSc website fully translated into English and the continuous updating of the website.

- **Providing high quality education, with an emphasis on student-centred learning:** Supporting students to improve student performance and solve student problems includes the activation of the institution of the Academic Advisor, the creation of a mechanism to manage student complaints and objections, flexibility in the curriculum and in the ways of student assessment, the continuous updating of the content of the courses included in the MSc Study Guide, the continuous updating of the MSc website.
- **Producing high quality research:** Granting full tuition waiver scholarships to outstanding students who publish in peer-reviewed journals or peer-reviewed conference proceedings; encouraging students to participate in the research process; linking research to graduate student education; presenting graduate theses at scientific conferences/journals; publishing scientific articles as a result/product of theses; increasing collaboration between graduate and doctoral students together with research laboratories of the Department.
- **Interface with the labour market and society:** partnerships with professional bodies to improve the internship and maintain the degree of satisfaction of student requests for a variety of organisations in the internship programme. The MSc seeks to establish long-term memoranda of understanding with private and public organizations and businesses that are wholly or partially active in the broader field of Communication, Journalism and Photojournalism.
- **The evaluation of the educational work,** by regularly informing students about the importance of their participation in the evaluation of the MSc, encouraging them to actively participate in the evaluation of teachers and courses, and developing a culture of evaluating the work produced based on its quality.
- **Career support:** with scholarships for excellence, tuition fee discounts for members of the Panhellenic Federation of Journalists' Associations (POESY) , the linking of students with the labour market through regular educational visits to the facilities of large media, the invitation of renowned journalists and media owners for educational seminars for students and other activities. In addition, for the award of the Master's Degree, students can choose the Practical Training as an optional compulsory course of a total duration of 750 hours, which corresponds to a total of 30 ECTS credits and takes place during the third semester of the study. The students of the MSc have the possibility to carry out the Internship a) in Greece, by concluding a direct agreement between the MSc and the Host Institution and b) abroad, through the ERASMUS programme. The internship can be carried out in positions offered by natural persons, Media, Public Entities, Legal Entities, NPOs, public services, local authorities of first and

second degree and other companies that are active in areas related to the subject of the MSc. Also, in European and international organizations, sports federations, clubs, NGOs, sports organizations of local government and companies that have as their activity the communication. Through the internship, students meet real working conditions, are employed and apply knowledge and skills acquired during their studies in their working environment, thus enhancing their skills and taking advantage of employment opportunities after graduation. Finally, the MSc is in direct cooperation with the Liaison Office of the University of Peloponnese for the counselling and practical support of students in career and / or development issues.

#### **4. PROCEDURES FOR THE APPLICATION OF QUALITY IN THE LEARNING PROCESS**

The MSc promotes a student-centred model of study. It enhances the student's sense of autonomy, while at the same time ensuring adequate guidance and support from the teacher. Student autonomy is achieved through a series of processes in which students have the main say. Such procedures are: the possibility of choosing a range of elective courses, the free choice of a Master's Thesis topic, the open nature of the assignments. At the same time, lecturers play an advisory role in their activities and/or facilitate their implementation. In particular , the MSc has established:

- **Provide for the diverse needs of students on the basis of respect for diversity, by adopting a flexible curriculum.** It has created a wide range of elective courses so that the student can choose according to his/her interests, aptitudes and needs. It has ensured that students with disabilities and/or special educational needs are guaranteed accessibility to the educational process. Teaching spaces and course instruction are reasonably adapted for wheelchair-using students; students with specific learning difficulties are considered exceptionally; the website (e-classroom) of each course complies with WCAG2 standards or equivalent. The MSc promotes mutual respect in the student-teacher relationship, since all members of the Academic Community of the University of Peloponnese follow the established Code of Ethics and Good Practice, which aims to define the framework of bioethical and ethical principles of the MSc in order to serve the activities in general and the research activities of faculty members, collaborating researchers, doctoral candidates and postgraduate students in particular.

- **Interactive learning environment** : In the context of educational visits and workplace meetings, participatory and/or experiential teaching is used. This training method aims at actively responding to the learning needs of the specific group of students each time, oriented towards the needs arising in the work environment of the specific speciality. The lecturer organises and guides the educational practice, solves any problems that may arise, supports, feedbacks and empowers the students. He/she mediates, facilitates and reinforces the learning process, both at group and individual level, linking training to the world of work. Participatory and experiential learning builds a creative learning environment and enhances the interaction between teacher and student. It offers the opportunity to understand and exploit in the educational process the needs, specificities, capabilities, knowledge, skills and experiences of the particular group of students. It offers the opportunity to make practical and realistic connections with the actual working environment of the specific specialty. The enhancement of student participation is actively facilitated using simple techniques such as brainstorming, question and answer or discussion, individual and/or group application or problem-solving exercises, simulation, group work, case studies. Training activities using these or similar training techniques draw their themes from the subject matter of each learning unit and from relevant issues related to the real working environment. The gradual specialisation of knowledge, the development of specific skills/competences, and the cultivation of appropriate attitudes and behaviours on issues related to employment in the field of specialisation prepare the specific group of students for the next steps. The MSc combines the acquisition of theoretical knowledge with the development of practical skills necessary for the effective practice of the profession. Finally, the possibility is given to develop interdisciplinary programmes/projects of activities ("projects"), with a modern application of different learning modules and themes. These activities may be developed over a longer or shorter period of time and may include, for example, visits to workplaces and production facilities, meetings with experienced professionals in the field, the implementation of group work combining different learning modules or even the creation of groups of trainees for mutual practice, study and learning. The above activities can also be used independently - i.e. apart from an implementation of a more comprehensive project.

- **Modern teaching tools:** Navigated by student-centred learning, the MSc promotes and highlights contemporary pedagogical models of methodology, teaching and learning in everyday educational practice. The teaching tools include:

-Educational visits to workplaces (major traditional and new media, news agencies, major sports facilities)

- training techniques such as direct computer use with the possibility of simultaneous use of the Internet,
- the use of visual aids (projector) with PowerPoint slides in the classroom, which can, however, be accessed by students via the asynchronous e-class platform.
- lectures, interactive lectures
- exercises
- case studies,
- the seminars for the dissemination of knowledge and the formation of reflections, so that the students can lecture with active fields of thought.
- group work, research and literature search, a methodological approach which highlights the importance of collaborative teaching
- individual work, research and literature search, which develops individual skills.
- planning research, collecting empirical data, writing papers, which cultivate scientific writing skills.
- educational software and digital technologies, necessary both for individual development of digital skills and for teaching purposes.
- utilisation of the e-class asynchronous tele-education teaching platform, both for communicating with students enrolled in the courses and for providing additional teaching material.
- utilisation of synchronous tele-education via Microsoft Teams and/or Webex.
- **An unimpeachable system of course and teacher evaluation by students:** The MSc regularly evaluates the ways of delivery and application of pedagogical methods and intervenes in a regulatory way to improve them. Periodic evaluation is done at the end of each semester by each student based on the course evaluation questionnaires. The process is fully aligned with the standards of Hellenic Authority for Higher Education (HAHE) and care has been taken to ensure full anonymity of the students. For this purpose, the electronic course evaluation system of the University of Peloponnese is used, which is part of the integrated information system of Quality Policy's department. The system is interconnected and integrated with the electronic secretariat system of the Cardisoft Programme in order to facilitate the evaluation of courses by students. Students are asked to answer a series of questions on a Likert scale from 1 (lowest grade) to 5 (highest grade). The questions relate to the course taught and focus on the syllabus, the course material used, the teaching aids provided, the correlation between the student's actual workload and the credit hours of the course, the library materials available, the guidance provided by the instructor, and the instructor's ability to organize the course material, to analyze

and present the concepts of the course, to encourage students to ask questions and questions to develop their judgment, the consistency of the instructor in his/her teaching duties, the instructor's contribution to a better understanding of the course material, the amount of systematic study time spent by the student to successfully complete the course, etc. The results of the evaluations are communicated by the Quality Policy to the Department's Internal Evaluation Team.

- **Alternative merit-based systems for the evaluation of students by teachers:** The detailed way of assessing student performance is described in the outline of each course contained in the MSc's Detailed Programme of Studies. Special provision is made for students with disabilities and/or special educational needs. Transparency in assessment is ensured since the assessment criteria are clearly defined, communicated at the beginning of the academic semester by the lecturer/instructor of the course, stated in the Programme of Studies and contained in the eclass of each course. An indicative example of ensuring a seamless assessment process is the use of special software (labpro-verificare) for correcting and creating multiple-choice questions for examinations. The software is able to draw questions from a given 'bank' of questions and create unique combinations of questions and multiple-choice answers for each respondent. The respondents' papers are then electronically corrected by computer, ensuring objectivity in assessment and promptness in the delivery of the student's score. In all cases, the Code of Ethics of the Institution is observed and students have the possibility of anonymously expressing written comments and complaints in the course evaluation, where the Internal Evaluation Group has undertaken to read the electronic comments in order to address the issue, in case there is a problem, using the possibilities that its role legally gives it. The final grade for each course is derived from the student's overall performance in specific areas and reflects the extent to which the expected learning outcomes have been achieved. It can therefore be seen that each teacher can trace the absorption of learning outcomes from the work that he/she asks students to produce during the semester (a procedure foreseen in almost all courses) and from the process of the final examinations of the course.
- **Feedback on the degree of achievement of learning outcomes:** the MSc has arranged for the provision of a questionnaire to all graduates, which is available in electronic form from the University of Peloponnese Liaison Office. In addition, students, accompanied by lecturers of the MSc, carry out educational visits to workplaces where they talk to employees and employers, receiving, among other things, the necessary feedback on the degree of achievement of learning outcomes. Also, the MSc has taken care of the creation of a database with contact details of employers who employ postgraduate students in the

framework of the internship. The MSc monitors and studies the needs of employers/social partners in order to be as responsive as possible in achieving excellent learning outcomes. In addition, it has taken care to systematically monitor the career path of its graduates. It is a priority for the MSc to produce quality Dissertations aimed at clarifying the degree of achievement of learning outcomes, with the participation of relevant scientific organisations and employers in the research process.

- **Student complaints management mechanism:** the MSc has developed procedures for the management of student complaints and objections and has drawn up a relevant Regulation which has been posted on the programme's website. In addition, the institution of the Student Advocate operates at the central level to resolve serious issues.
- **The institution of an academic advisor:** Similarly, the MSc has developed the institution of an academic advisor. All students have their own academic advisor. Establishing the Academic Advisor and encouraging students to take advantage of communication with the Advisor helps to monitor more closely common and/or particular student problems that may result in impediments to their knowledge and achievement of their goals.
- **Health and safety during the course:** all the premises where courses are held meet the requirements concerning the safety of teachers and students as required by law. In particular:

-All hygiene rules against infections and Covid-19 virus are observed and personal protective equipment (masks, disinfectants, etc.) are available

-There are fire extinguishing systems in all teaching areas

-There are multiple exits from the building in case of emergency.

-There is an escape and rescue plan posted in the corridors in case of emergency.

The following rules are also followed for the safety of students and faculty:

-Everyone shall strictly observe the safety rules.

- Educational visits to workplaces relevant to the MSc must take place only in the presence of a lecturer

-During the above visits, the use of appropriate personal protective equipment is essential.

-The lecturer informs the students about possible risks and how to report and deal with accidents.

- In all rooms there are special bins for the disposal of objects.

## **5.DISSEMINATION OF POLITICAL QUALITY**

- The communication and dissemination of the Quality Policy of the MSc is done as follows:
- Through the website of the MSc.
- In the MSc Study Guide there is a special section in which the strategic planning, the principles of forming a quality policy and the learning objectives of the MSc are recorded.
- During the welcome ceremony for new postgraduate students the management of the MSc develops in detail all the information concerning the quality assurance policy of the MSc.
- The Quality Assurance Policy shall be communicated to all social, productive and cultural institutions with which the MSc cooperates or seeks to cooperate.
- Annual student information days are organised to inform students about the MSc's quality assurance policy for postgraduate studies.
- Reports, conclusions and proposals are presented to the General Assembly of the Department of Sport Organisation and Management.



