

## *Summary of findings and considerations NVAO panel*

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### *1. Intended learning outcomes*

The programme's intended learning outcomes are based upon a solid analysis of stakeholders' demands and workfield requirements. They certainly meet international standards and break ground in hospitality management programmes of higher professional education, both in the Netherlands and abroad.

**Therefore the panel's judgement on this standard reads 'excellent'.**

### *2. Curriculum*

In line with the intended learning outcomes, the driving forces behind the curriculum are clearly the requirements of the global Hospitality Industry: the programme puts a strong focus on vocational practice and presents to students a well-balanced variety of theoretical knowledge, the application of acquired knowledge and the practicing of both operational and behavioural skills. This is all done in an apt learning and teaching environment. The programme is coherent in its 'horizontal' interaction between courses, learning activities and modes, and the different pathways, as well as in its 'vertical' built that, in the view of the panel, evokes a step-by-step progression in student's command of the profession, eventually leading to the mastery of all final qualifications.

In discussion with students the panel learned that the newly designed curriculum is considered feasible: it challenges students to work hard, but does not lead to overload. The school has a research centre in place that is gradually evolving into a meaningful unit for educational research in the field of hospitality management. Good examples were presented by the school of the centre's current impact on the hospitality programme,

The panel considers the International Fast Track a sensible way to facilitate students with substantial and relevant prior learning.

**The panel's judgement on the Curriculum reads 'excellent'.**

### *3. Staff*

The panel considers the teaching staff above-average. They are well-qualified, quality driven and well-motivated. And those interviewed made a strong, positive impression on the panel. Many students testify they are inspired by their lecturers.

**The panel's judgement on the Staff reads 'excellent'.**

### *4. Services and facilities*

The housing and availability and quality of the facilities of the Hotelschool The Hague are in keeping with the educational and didactical approach of the programme: classrooms, outlets, restaurants, media and resources centre, Skotel, all of these accommodate

competency learning and contribute to the adoption by the students of the school's quality standards.

The panel has observed an open door policy amongst lecturers and an effective system of individual tutoring of students.

Taking into account all of the findings within this range of standards, the panel considers three elements within these standards to outweigh the others. These comprise (i) the excellent design and execution of the programme, (ii) the outstanding quality of the teaching staff and (iii) the well-equipped learning and teaching environment.

According to the panel all three of those aspects lie in the top band of similar Bachelor programmes within the Dutch education system and definitely meet the standards of similar hospitality management programmes across the globe.

**The panel awards the Hotelschool The Hague an 'excellent' for its Services and Facilities.**

#### *5. Quality assurance*

The school has implemented a full and formal Quality Assurance System since 2010. The panel has seen various examples of quality awareness, both among the management and staff members, but also on the part of the students.

**Considering the (informal) quality awareness that the panel has observed during the audit, it rates the school's Quality Assurance as 'good' .**

#### *6. Assessment and learning outcomes achieved*

The school has a solid system of tests and exams in place in assessing the achievement of curriculum outcomes. It renders valid and reliable tests and examinations. Testing criteria/requirements are clear to the students.

The work field is involved in the assessment of students' professional skills.

Hotelschool The Hague (HTH) has an effective and efficient Examination & Testing Committee that is composed and positioned as described in the 'Wet op het Hoger Onderwijs en Wetenschappelijk Onderzoek' (WHW).

The achieved learning outcomes, in terms of the final project reports definitely reflect the Higher Professional (HBO) level and the results of research assignments contain added value to the professional field.

**The panel rates the assessment system and the attained learning outcomes in particular as 'good'.**

#### **Overall conclusion: good**

In weighing up all of the above, the panel is quite impressed by the quality of what it has seen. According to the panel members, it is first-and-foremost the achievements that count. And these are quite convincing: at the Hotelschool The Hague the panel has seen (i) a clear integrated range of qualifications directing appropriate standards for the entire programme; (ii) a well-designed and challenging curriculum that offers ample opportunities for individual students to bring out the best in themselves; (iii) professional, motivated and inspiring lecturers; (iv) a realistic and stimulating teaching and learning environment marked by sufficient practice-simulations and distinct facilities; and (v) a proper assessment system that renders fine results.

Considering that NVAO assessment rules prescribe that the final conclusion regarding a programme can only be "good" if at least standards 1, 3, 6, 9, 13, 14, 15 and 16 are judged 'good', and considering the fact that this is the case, the panel rates the overall programme of Hotelschool The Hague as 'good'.

Subsequently the panel recommends the NVAO to award accreditation to the Bachelor of Business Administration in Hotel Management of Hotelschool The Hague.