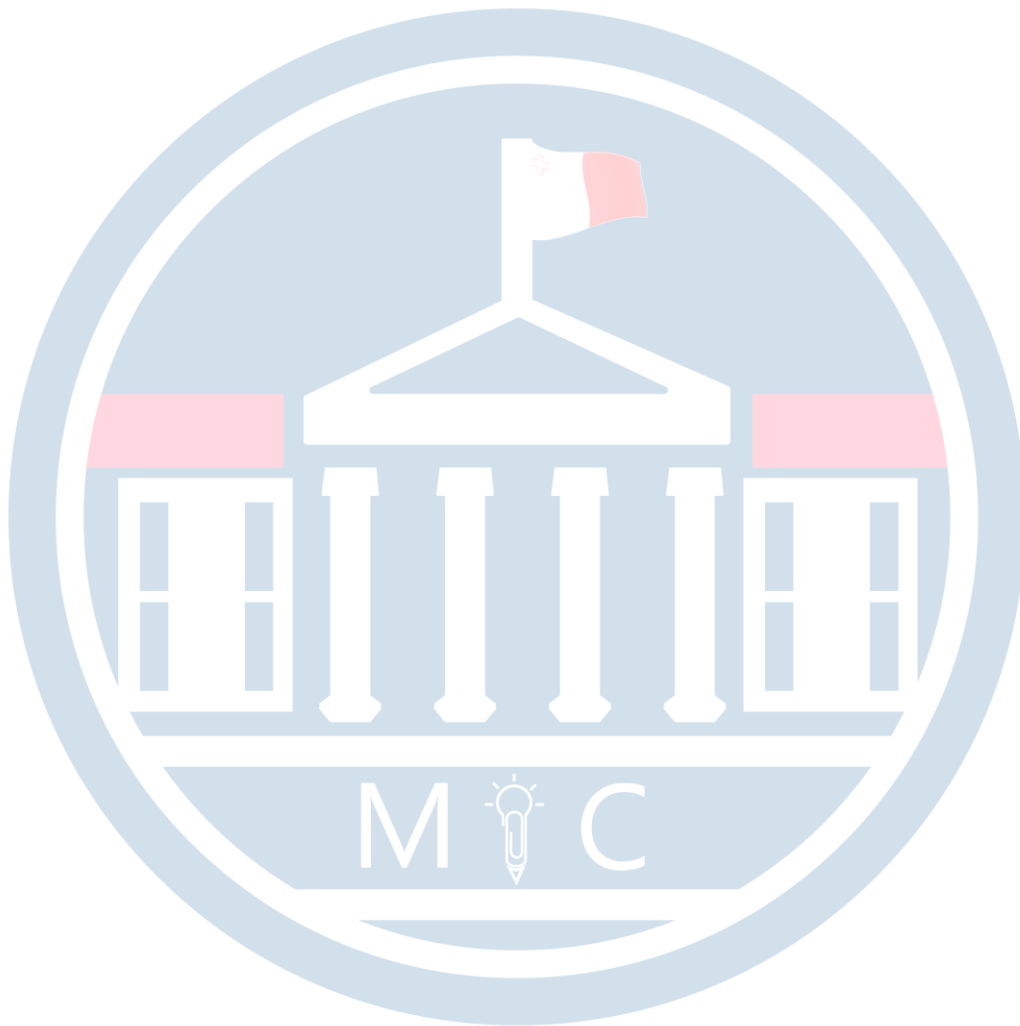




Quality Assurance





1 POLICY FOR QUALITY ASSURANCE

Malita International College (MIC Malta) Policy for Quality Assurance includes an extensive narrative analysis of MIC's mission, aims and objectives, organisational structure and established policies for its operation and its delivery of education experiences to students. The policy, with its constituent components, is available in digital formats. The policy is thoroughly articulated and comprehensively addresses the concerns, priorities, and values of Malta's higher education accrediting bodies.

1.1 GENERAL MANAGEMENT & ADMINISTRATION

Malita International College (MIC - Malta) was established in 2021 with the aim of providing quality adult education that encourages both diversity and equality in a friendly multi-cultural environment. Situated at the centre of the Mediterranean, Malita International College (MIC - Malta) strives to raise the status of student experience by providing and maintaining the highest standards of professional practice and conduct in the interests of employees, students, and the community as a whole. Standards are constantly reviewed and monitored to further improve on our good practice. This document helps the School communicate its vision to all stakeholders.

Values, Mission, and Vision

As a leading educational group offering a wide range of internationally-recognised Diplomas, Degrees, international certification courses, English general and specialised courses, international examinations, MIC - MALTA strive to:

- create, preserve and disseminate knowledge
- adopt highest level of excellence on par with the best institutions worldwide
- attract and support a diverse group of talented students from all over the world
- offer opportunities to disadvantaged students
- champion freedom of thought and expression
- encourage analytical and questioning spirit amongst students
- keep constant contact with various industries and other stakeholders
- engage in research activities
- provide the widest possible access to the various programmes offered
- provide opportunities for students to innovate and become leaders in their respective expertise.
- empower students with knowledge and personal development skills

The above is achieved by MIC - MALTA's dedicated staff who are highly focused on their respective and collective responsibilities.



1.2 AIMS AND OBJECTIVES OF MALITA INTERNATIONAL COLLEGE (MIC - MALTA)

It is vital that MIC - Malta offers high quality programmes available to students, to ensure that students are receiving the best possible education through the institution. As such, it is an integral part of MIC - Malta's student-focused model to have measures in place to maintain and continuously improve the programmes available. This includes designing or sourcing new programmes, reviewing existing programmes, and discontinuing or modifying programmes where appropriate.

All members of staff, including lecturers, are involved in the development of new courses and may also be involved in the review of existing programmes. The staff will be able to recommend units to be included in the courseware and the content of those units together with the level and method of delivery. The lecturers are required to input this knowledge based on their past experience with similar students following courses of the same level.

2 INSTITUTIONAL PROBITY

MIC - Malta ensures that they have appropriate measures and procedures in place to ensure institutional and financial probity.

Malta International College (MIC - Malta) is a wing of European Academic Services, a leading company involved in international Education Sector in Malta owned by Mr Al Kamal Md Badruzzaman who has more than 12 years of experience in Education Industry. He owns different educational Institutes on UK, Ireland, Cyprus and Greece.

The company is adhering to fiscal and other regulatory obligations properly and on time. It has sufficient reserves to deal reasonably with unpredicted circumstances and to continue in operation and implement its business plan which has been codified and approved by the Board. The company strictly adheres to its obligations in terms of different laws relating to companies, fiscal, employment and other matters. Furthermore, the training provider is clearly ensuring that the members of its body corporate, legal representative/s and staff occupying headings positions are fit for purpose, and this by carefully selecting personnel for the respective crucial regulatory and academic roles.

MIC - Malta is financially stable. It also has a good organisational structure in place, in terms of number of personnel, competences of persons holding headship positions and high-profile board members and legal representatives. However, this needs to be accompanied by a clear selection criteria within the interviewing process. From a financial perspective the company is highly capitalised and has more than sufficient financial resources and reserves to ensure the continued implementation of its current academic programme and also embark on its bid to widen its academic programme offerings.

In the latest submitted and Audited accounts, the company had the turnover of 282K with a net profit of 55K.



European Academic Services Ltd. Income Statement

For the period ended 31 December 2019

	Note	Schedule	2019 €
Revenue			282,899
Gross profit			282,899
Administrative expenses		I	(223,640)
Profit before tax			59,258
Income tax expense	7		(3,557)
Profit for the year			55,702

2.1 ORGANISATIONAL STRUCTURE

Please see below the organisational chart of Malita International College (MIC - Malta).

ROLE DESCRIPTIONS OF THE CORE BUSINESS AND ADMINISTRATION TEAM

Board of Management

- Govern the company
- Endorse all major decisions
- Approve all matters of major strategic importance
- Provides financial backing
- Brings industry experience

The Board does not run the company on a day to day basis. This is the role of the CEO and the senior management team. The Board of Director has appointed Al Kamal Md Badruzzaman as the Managing Director who is the Chief Executive Officer (CEO) of the Company.

Managing Director

Specific job purpose:



- To direct and control the company's operations
- To give strategic guidance and
- To provide direction to the Board to ensure that the company achieves its mission and objectives.

Major roles and responsibilities:

- Directs and controls the work and resources (i.e., human resources, information resources, financial resources, physical resources etc.) of the Company to ensure that it achieves its mission and objectives.
- Controls company bank accounts
- Control and oversees the college budget
- External relations: with major customers, relevant government departments and agencies, local authorities, key decision-makers and other stakeholders and represent the company
- Reports to the Board of Directors, providing strategic advice and guidance to the members of the Board to keep them aware of developments within the industry and to ensure that the appropriate policies are developed to meet the company's mission and objectives and to comply with all relevant statutory and other regulations.
- Develop and maintain quality management systems throughout the company to ensure that the best possible programmes and services are provided to customers.
- Develop and direct the implementation of policies and procedures
- Ensures that Malita International College (MIC - Malta) adheres to statutory regulations and Immigration requirements
- Assumes overall responsibility for workplace safety at the College
- Available to students and stakeholders as final point of contact to respond to complaints and appeals

Director of Studies

Specific Job Purpose:

- To manage the Teaching staff
- To provide Academic and Pastoral Support
- Curriculum Development
- To manage the Registrar and oversee implementation of the college's Attendance policy



Major Roles and Responsibilities:

- Recruitment and Induction of new teachers
- To observe and appraise teaching staff and provide feedback and reports
- To oversee provision of continuous professional development for teachers
- To timetables classes and room allocations
- To monitor teaching resources and materials and purchases extra resources where necessary
- To maintain student registers
- To provide support and guidance to both teachers and learners
- Placement and Induction of new students
- To oversee monthly progress tests and maintain records of learner progress
- To co-ordinate end-of-course external examinations
- To deal with student complaints/issues
- To continuously develop curriculum and syllabi for all English language programmes
- To maintain and develop Quality Assurance Documentation
- To support the Registrar in managing the Student Attendance system

Director of Business Development

- Manages the day-to-day running of Malita International College (MIC - Malta) in business terms
- Responsible for HR function (outsourced)
- Advises on Malita International College (MIC - Malta) adherence to statutory regulations
- Conducts and manages market research projects to assess market trends – formally and informally
- Identifies channels by which to contact and attract target prospective learners
- Advises the Managing Director on trends in market demand for English Language Courses
- Responsible for the execution of sales and marketing plans
- Supports and manages the Sales and Marketing Team
- Oversees Malita International College (MIC - Malta) Social Media



- Responsible for providing up to date information on all of the college's public information dispersal media e.g. Website, Brochures, advertisements
- Works within the Managing Director's guidelines to set prices for tuition, accommodation etc.
- Available to take student/ stakeholder complaints with regard to the Director of Studies

Registrar

- Oversees the attendance all students registered in Malita International College (MIC - Malta)
- Maintains attendance records (both paper and electronic)
- Communicates with students regarding attendance levels and the college policies and procedures pertaining to absenteeism and expulsion
- Prepares attendance reports on students with International Student visas .

Welfare Officer

Responsible to listen to students and assist them in their personal lives to the extent that this affects their ability to study at Malita International College (MIC - Malta)

- To show students Reasonable Accommodation for personal and individual differences
- To record the way in which the college has assisted students

Student Services Officer

- Receives and processes applications for admission to the college
- Liaises with agents to facilitate the registration and welfare of potential students
- Serves as the 'one reliable source' of information for prospective and existing learners on all college programmes and courses.
- Corresponds with other stakeholders (Immigration, certification authorities and second providers) where request have been made for learner progress, attendance and other records.
- Provides students with all letters and necessary documentation
- Relates any student issues to the DoS
- Enters, maintains and updates student records in the online Student Management with regard to payment
- Informs the students of the necessary steps to open a bank account



- Arranges Health Insurance for students and explains what the insurance policy covers
- Responsible for coordinating social activities
- Supports Registrar and Director of Studies with their requirements (steps in in the event of sickness or temporary absence)

THE TEACHERS

- Delivery of learning content
- Lesson Planning
- Recording of lessons delivered
- Supporting students with their learning
- Reporting any student weaknesses to the Director of Studies
- Overseeing regular testing and provide regular feedback on learning
- Liaising with Director of Studies to form a programme of continuous materials development (substitute lessons etc.)

TEAM TEACHING:

'Team teaching boasts many pedagogical and intellectual advantages: it can help create a dynamic and interactive learning environment' (Leavitt, 2006). In Malita International College (MIC - Malta) we operate a team teaching structure as we believe that it is beneficial for both the teacher and the student and helps to create a more dynamic learning environment. Our classes are divided into two sessions and shared by a pair of teachers.

Teachers are encouraged to promote communicative development, include activities that employ authentic materials, discuss contemporary issues and incorporate tasks that augment the weekly social activities.

CLASSES:

Malita International College (MIC - Malta) has a strict policy on a maximum of 15 students per class. Small class sizes enable students to improve their communication skills through peer learning with their fellow classmates while also affording students who may need extra support the opportunity of engaging in one-to-one time with the teacher.

All of our classrooms are equipped with a computer which is connected to the internet, a projector and a CD player. Classrooms are also equipped with a whiteboard for the teacher, corkboards to display students' work, wall charts and/or posters. Our classrooms utilise individual seating in a u-shape around the teacher ensuring that the seating plan be easily altered by the teacher for single, pair or group work thus appealing to both interpersonal and intrapersonal learning styles. All classrooms are wifi enabled



for both staff and students

SALES AND MARKETING TEAM

- To build a relationship with the body of Malita International College (MIC - Malta) students and to manage this relationship over time
- To provide feedback to the rest of the MIC - Malta team on customer requirements
- To sell courses to new and existing customers in Malta and abroad.
- To communicate with agents and customers abroad

3 Design and Approval of Programmes

MIC - Malta has appropriate processes for the design and approval of their programmes of study. Organisation for Tourism and Hospitality Management (OTHM) has ownership of its programmes with respect to the curriculum and associated quality procedures relating to programme design and review. ALL OTHM qualifications offered at MIC - Malta have been referenced to the UK's Regulated Qualifications Framework (RQF) and are regulated by Ofqual. All these qualifications have been submitted by MIC - Malta to the NCFHE for recognition and levelling to the Malta Qualifications Framework. Should MIC - Malta wish to develop its own awards or qualifications and accredit these with the NCFHE then the panel recommends that MIC - Malta develops an internal procedure to that effect in line with the criteria under standard 3 of the NQAF.

The design and approval of programmes is available in QA Manual Course Design.***(attached)

4 STUDENT CENTRED LEARNING, TEACHING AND ASSESSMENT

Learning, teaching and assessment is demonstrably student centred. Several dimensions of the undergraduate and postgraduate programmes confirm this. MIC -Malta's instructional design is built on the theories of mastery learning, which provide flexibility that allows each student to invest the time required to achieve mastery of the curriculum content. In addition, each module includes a Service Learning Requirement, which is a content application assignment. These assignments direct students to apply module content in a real ministry activity.

The actual activity is designed by the student in order to accommodate individual interests, ministry calling, and local opportunities. The faculty of MIC - Malta are available to students as local and distance tutors respectively. Students may proceed at their own self-determined pace or study in cohorts that meet in classroom environments. Classroom facilitators and distance tutors are available to provide instruction, encouragement, and accountability to students upon request. Programme assessments include both objectively and subjectively graded student work. Object exams are reviewed through a computerized item analysis at regular intervals. These item analyses reveal weaknesses in exam items and allow for exam revisions and improvements. Subject grading rubrics are published to students within module materials. Subjective grading faculty are systematically vetted to confirm they meet academic qualifications prescribed by accreditation standards. No individual is allowed to perform



academic grading services without qualifying through the vetting process. All assessments are uniform in content and delivery, making measurement of learning consistent and predictably meaningful.

4.1 Quality Assurance Procedure for Student Assessment

MIC - Malta follows a solid and streamlined process of assessment that is applied to all units within the relevant curriculum.

Course Material: Assessment tasks are drawn up according to the relevant syllabus. The Quality Assurance Office verifies the syllabus to ensure it is clear and meeting the learning outcomes for the unit.

Issuing Assessment: A draft assessment task is usually drawn up by the relevant Unit lecturers concerned, and passed on to the Quality Assurance Office. The Internal Verifier checks the assessment to ensure it meets the required standard sets the issue and deadlines dates. This procedure is shown in the flowchart below.

Correction of Assessment: Completed assessments are handed in to the Quality Assurance Office by the students on or before the deadline date. Lecturers collect these assessments (upon signature) to carry out the relevant corrections. Lecturers correct these assessments within a stipulated time (10 business days). Lecturers must provide adequate feedback to ensure students understand relevant areas for improvement. The corrected assessment are then returned by the lecturers to the Quality Assurance Office.

Verification of Assessment: A sample of at least 20% of corrected assessments (20% sample) are verified by the Internal Verifier in the QA Department. This verification requires checking that the lecturer has assessed consistently across students, as well as compared to other lecturers for the same unit. The Internal Verifier must also check that adequate feedback has been given to students.

Any issues or discrepancies should be discussed with the lecturer. If the lecturer agrees with the verifier, then the correction as per the Internal Verifier recommendations will be completed, either submit another sample or re-correct all assignments based on the agreed method. If there is a disagreement between the Internal Verifier and the assessor on the way ahead, the final decision should be taken in consultation with the Academic Director.

Issuing Results: Results of all assessments are inputted in the Results Database and a scanned copy of every assignment is kept for future reference. Students are informed about their results and relevant feedback by being sent a scanned copy of their assessment through their email. The results are normally sent within four weeks of the deadline date of the assessment by the Registrar.

4.2 STUDENT ASSESSMENT POLICY AND PROCEDURES

The consistent and fair assessment of all MIC - Malta students is of vital importance. The Quality Assurance Office and lecturers are responsible for the assessment of students following the relevant curriculum. All assessments are formulated to reflect the syllabus and to examine the extent to which the students have reached the specified learning outcomes. The Quality Assurance Office is responsible



for ensuring that assessment methods genuinely and fairly assess that which the course aims to teach.

An appropriate amount of time for assessment and verification activities is allocated prior to the issuing of assessment during which the Quality Assurance Office and the lecturer of the unit in question finalise the criteria on which the students are to be assessed. The Quality Assurance Office also makes sure that assessment is consistent between different assessors to achieve an outcome that is representative of a student's learning achievements. Internal verification substantiates the final grading decisions leading to progression and award, all in line with the awarding body requirements.

All assessments are to be solely based on the assessment criteria as per the unit syllabus and learning outcomes. All assessment briefs are to be verified by the Quality Assurance Office to make sure that:

- Assessment is reliable, with clear and consistent processes for the setting, marking, grading and moderation of assessment items
- Assessment is valid, effectively measuring student attainment of the intended learning outcomes
- Assessment is inclusive and equitable, ensuring that the tasks for assessment do not create disadvantages for any group or individual
- Assessment procedures and requirements are transparent and the student will not find any difficulty understanding what is required of them
- All assessment criteria are all covered and none are left out from the assignments
- Fair expectation from the student is expected and that the requirement for the student to pass are fair and achievable
- The assignment includes where possible the grading criteria, with which student is guided better in answering the questions and/or completing the assignment to the desired grade.

Student Procedure for Submitting Coursework

All student assessments must be submitted in the required format to the Quality Assurance Office. The required format includes a cover sheet, soft copy submission of the assessment (either through Moodle or by CD) and by hard copy in a plastic flat file. The assessment item must be submitted on or before the specified due date.

Cover Sheet

The Academic Office issues a cover sheet for every assessment task issued. This cover sheet must be included with the final hard copy when it is submitted to the Quality Assurance Office. This cover sheet aims at providing the students with the following key information:

- Clear and accurate information of what is required in each assessment task



- The deadline for submission
- The learning outcomes being assessed

Request for Extension

Students are responsible for submitting all course work on or before the due date. Students may request an extension when there is a valid reason for the request. This may include illness, family issues, or other valid extenuating circumstances. Students must provide a written request for an extension by emailing the Academic Director and the Quality Assurance Office with the request, for review by the Examinations Board. The student is bound to apply in writing for the extension at least 3 days before the deadline unless they can prove that this was impossible due to the nature of the extenuating circumstance.

The length of the extension will be at the sole discretion of the Examinations Board, after evaluating the request and the nature of the extenuating circumstance. The decision of the Examinations Board will be communicated to the student in writing. The decision of the Examinations Board is final and there shall be no right for appeal as an extension is considered to be a concession and not a right.

Late Submission

The deadline date for all assessment is clearly communicated to the students on the assessment cover sheet. If work is submitted after the assessment deadline date, it would be considered as a late submission. Students will be allowed only two late submissions (by not more than 1 week) per academic year. Any additional late submission by the student will be deemed to be a non-submission for that particular sit and will only be considered as a valid submission for the following sit, if an additional sit is still available or allowed.

Results

Assessment results are issued to students after the submission, correction and verification of assessment. This process can take some time, but results are usually issued within four weeks of the assignment deadline date. Results are issued by email, along with a copy of the corrected and verified assessment item, with all feedback from the lecturer.

For overall programme results, when the programme is spread over a period of more than one academic year, the results for each academic year are sent to the student by email or by post. MIC - Malta commits itself to issue all the results for a particular academic year not later than 45 days from the end of that academic year. At the end of a course, besides sending via email or post the results for the last academic year, a course result (covering all units in any year of the course) is also sent to the students.

All results (whether interim or final) have to be vetted by the Examinations Board before sending them to the students. The Examinations Board commits itself to have all results checked and approved by not later than 30 days from the end of the academic year.

Once all results are confirmed and a period of 15 days is allowed for any appeals by the part of the



students on any results, the process for certification can take place. This involves the setting up of a graduation ceremony where successful students are presented with their diploma/certificates. The graduation ceremony will take place during first semester of the following year.

Malita International College Examinations Board

Members:

- Academic Director (Chairperson)
- Registrar (Secretary)
- Manager, Quality Assurance Office
- Other staff as may be required

Terms of Reference:

- Handling of academic misconduct by students
- Vet all results and approve before being issued officially

4.3 ACADEMIC INTEGRITY POLICY

MIC - Malta has defined a policy statement outlining the standards of academic integrity to be upheld within the Faculty. Academic freedom is essential in institutions of higher education. It is the freedom to engage in teaching, research, scholarship, or other creative work as the basis for expanding knowledge as well as teaching and learning without unreasonable interference or restriction from law, institutional regulations, or public pressure. At MIC - Malta students are entitled to freedom of inquiry and discussion in teaching and learning as well as to freedom of investigation in research. Students at MIC - Malta should expect to be able to exercise academic freedom of expression and not be disadvantaged or subjected to less favourable treatment for doing so.

However, in cases where academic integrity may be called into question, or has been identifiably violated, students may face disciplinary action. The following are examples of academic misconduct and will not be accepted by MIC - Malta:

- Plagiarism
- Cheating in assignments/examinations
- False citation



Plagiarism

Plagiarism is the presentation of someone else's ideas, words or work as one's own creation. A student who copies or paraphrases published or on-line material, or another person's research, without properly identifying the source(s) is committing plagiarism. A student who copies another student's work is also guilty of plagiarism.

Students are considered to plagiarise when they do not credit the sources of their writing - the words, information, ideas, or opinions of others. This may include the following:

- An entire essay written by someone else e.g. purchased or published from a website or unpublished essays written by others.
- The exact words of someone else without quotation marks around those words.
- A paraphrase of someone else's words without documentation. This form of plagiarism includes reordering or replacing someone else's words while keeping the main idea.
- A summary of someone else's words or ideas without documentation. This form of plagiarism includes using some, few, or even none of the original words to reproduce a shorter version of some or all of someone else's ideas or text.
- Undocumented use of information from someone else. In this kind of plagiarism, a student takes information that s/he found in a particular source and presents it as his/her own knowledge or as common knowledge. A student must document information that appears in one or only a few specialised sources, is the work or idea of a particular person, or represents a controversial stance on a topic. A student need not document information that is common knowledge.
- Undocumented use of information that someone else has collected. A student must document research aids such as web-based 'research' services and annotated bibliographies.
- The sequence of ideas, arrangement of material, pattern of thought, or visual representation of information (images, tables, charts, or graphs) from someone else. This form of plagiarism includes any of these textual features even if students present the ideas or information in their own words.
- Students are accomplices to plagiarism if they allow a fellow student to submit their work as the student's own or if they write an essay for another student and allow that student to submit it as their own. For example, a student is an accomplice to plagiarism if:
 - They allow a fellow student to submit their work as the student's own, or write an essay for another student and allow that student to submit it as their own
 - They do not report a fellow student who plagiarises
 - They contribute an essay to a collection of essays (among friends or at a website) intentionally providing opportunity for other students to plagiarise.

Plagiarism violates the ethical and academic standards of MIC - Malta and is not tolerated at MIC - Malta. Students are held responsible for such violations, even when unintentional. To avoid unintended



plagiarism, students should consult with their lecturers about when and how to document their sources.

Cheating in Assignments and Examinations

Cheating in assignments/examinations by copying material from another person or source or by gaining any advance knowledge of the content or topic of an examination without the permission of the lecturer is another breach of academic integrity. Cheating is the use or attempted use of fraud, deception or misrepresentation in any academic exercise.

Examples of cheating may include:

- Use of unauthorised notes or material during an exam/class assignment
- Exchanging information with another student during an exam/class assignment.
- Having another student take an exam for you ('personation')
- Tampering with an exam after it has been returned, then claiming that the instructor made a grading error
- Submitting as your own work a paper written by someone else
- Undisclosed submission of the same paper for different courses.

False Citation

Listing an author, title, or page reference as the source for obtained material, when the material came from another source or location within that source, is a breach of academic integrity. Academic Standards and Penalties for Violation

MIC - Malta makes the policy on academic standards available to all students at the beginning of the academic year (not later than the third week from the commencement of the academic year). In addition, students are advised on strategies to avoid violating these standards in their work. Professional misconduct at MIC - Malta may carry severe penalties.

The maximum penalty for professional misconduct (including engaging in plagiarism) is a fail grade for the relevant subject. Other sanctions may include:

- Official warning in writing that continuation or repetition of violation or inappropriate behaviour may result in a more severe sanction
- Formal written warning that due to the violation, their position as a student is in jeopardy

The decisions about professional misconduct shall rest solely with the Examinations Board. The Examinations Board binds itself to issue a decision on a case during the course of their correction, not later than 15 days from when the issue was flagged. The Examinations Board shall inform the student in writing within 7 days of the allegation and invite them to attend a hearing to defend themselves, within the 7 days after the student was informed of the allegation. The Board must communicate the decision



in writing to the student within 3 days of the hearing.

If the student disagrees with the decision, they have the right to appeal with the Appeals Board and have to do so in writing within 5 days of receipt of the decision of the Examinations Board.

Academic Appeals

In all cases, the accused student making the allegation may appeal the outcome of the process investigating the violation of academic standards. This appeal must be submitted in writing. If an appeal is made, the merits of each case are considered/evaluated by the Appeals Board, which determines the penalty if applicable accordingly. Where either party requests that a specific member of staff should not hear the case, this request is respected. During the hearing of the appeal, the lecturer who made the original allegation provides information and answers questions. The student may be accompanied and advised by another person.

The decisions of the Appeals Board may be appealed only if new evidence has been found or if the original hearing overlooked evidence or committed procedural errors. All documents relating to the case are placed on file in the office of the Registrar, where they are securely stored.

MIC - Malta Appeals Board

Members:

- Ad-hoc – Depending on the nature of the appeal
- The Appeals Board will consist of not more than 3 members

Terms of Reference:

- Processing all appeals received from students

PERSONAL CONTACT DETAILS

Each student is responsible to ensure that Malita International College (MIC - Malta) is informed of any changes to their personal contact details. This includes email address, postal address and mobile phone number.

5 Student Admission, Progression, Recognition and Certification

MIC - Malta consistently applies pre- defined and published regulations covering all phases of the student 'life-cycle'. The eligibility criteria and requirements for each course are set by OTHM and can be found in the QA Manual Course Design (****attached**). MIC - Malta is responsible for the recruitment of candidates, making entry admission decisions in accordance with the entry requirements, and checking and authenticating the qualifications presented by candidates. These tasks are performed by the 'Sales and Business Development Manager' and the 'Marketing and Student Affairs Executive'. Currently, the demand is such that MIC - Malta is able to ensure that all candidates that meet the entry requirements



are guaranteed a place in class.

5.1 STUDENT RECRUITMENT

Applications to study programmes with MIC - Malta come from a variety of sources, including through direct recruitment, events, social media, advertisements and word of mouth. Once an expression of interest has been made, there is a consistent process that is followed by all of the teams that assist with student admissions.

The procedure to process a student enquiry to follow a course is detailed at the end of this document, along with sample acceptance and rejection letters.

Procedure

Admissions Board

The MIC - Malta Admissions Board includes key members of staff who are responsible for determining if an applicant will be offered a place in a programme through MIC - Malta.

Members:

- Registrar - chairperson
- Academic Director or representative – member
- QA Manager or representative – member/acting chairperson if required
- Student Recruitment Office representative

The Registrar records the meetings of the Admissions Board.

Terms of Reference:

- Vet applications received from prospective students
- Verify applicants Entry Requirements
- Interview students when and if required
- Accepts/rejects Applications

Admissions

While the Student Recruitment Office are responsible for the initial review of applications, eligible applications are then referred to and reviewed by the Admissions Board. In the process of vetting applications, the Admissions Board assess the applicants to ensure that they satisfy all entry requirements for the chosen programme of study. This assessment is based on the applicant satisfying the minimum entry requirements for the programme and have the prerequisite level of English language required to commence the programme.



In some cases, the Admissions Board might decide to interview the student before accepting their application, and may ask the student to sit for an English Language test. Where students are found to be lacking in their level of English, they are assisted to achieve the required level by completing an organized English course or are encouraged to attend one-on-one lessons.

For applicants with an academic background outside of Malta, their qualifications are verified by assessing the equivalency of international certifications or qualifications and approval of prior learning with reference to the NCFHE accreditations levels. Applicants may need to provide NCFHE verification of their qualifications in some cases.

In assessing applications for admission, relevant experience is given importance where a student lacks formal qualifications. Where an applicant may not have qualifications or experience, they may be advised to follow a preparatory programme, in order to achieve the required standards for the programme for which they initially applied.

All applicants are informed of the outcome of their application with either an Acceptance or a Rejection letter. The Acceptance letter includes the programme commencement date, and the date and time of the induction session. This induction session is used to acclimatize the student with the MIC - Malta premises, staff, procedures and systems. All relevant procedures and systems are explained during this session, along with any other important information.

Age of Applicants

It is a minimum requirement that students are of at least 17 years of age by the beginning of the programme for which they have applied. In addition to this, MIC - Malta may consider mature students who have commensurate experience in lieu of the recommended or required formal qualifications for the programme. Admittance is not based on age only, and all applicants are assessed through their application form, as well as an interview if required.

The various programmes all have different prerequisite knowledge, depending on the MQF Level of the course, the awarding institution and the type of programme. In a case where a potential applicant does not meet the recommended or required qualifications for a programme, it is suggested that they speak with the SRO team or the Admissions Board to determine eligibility. Potential applicants may need to provide documentation, or sit for proficiency tests in order for MIC - Malta to determine how the applicant may fulfill the requirements.

Malita International College (MIC - Malta) has achieved this wide range of international students through having relationships with agents and contacts throughout the world.



5.2 PROMOTION, MARKETING & RECRUITMENT

At Malita International College (MIC - Malta) we have three main sources of marketing, promotion and recruitment.

1. Our “www.mic-malta.com” website
2. Our participation in Student Fairs and team of Agents
3. Our Student Services Officer and Marketing Officer

MIC - MALTA WEBSITE

Our website reflects the growth and continuing diversification of the college. Through our webpage prospective students can access information on our staff, facilities and courses.

Information and contact details are available to allow prospective students to apply via e-mail or through on-line application service. It also enables students to arrange airport pick-ups on arrival and accommodation.

The website is updated regularly and has features to make keeping in contact easier for both staff and students

STUDENT FAIRS AND AGENT TEAMS

The Business Development Director directly controls the management of agents. Malita International College (MIC - Malta) seeks agent partnerships through trade shows, tours and direct contact. Participation in student workshops, fairs and conferences has enabled Malita International College (MIC - Malta) to build a network of agents (who advise us and give us feedback regarding student recruitment) in its pursuit of a culturally diverse student body. All partnership agencies are issued with a contract, outlining the terms of agreement. Malita International College (MIC - Malta) may seek references when working with a new agent and where possible, deals only with agents who are members of recognised organisations.

5.3 OUR STUDENT SERVICES OFFICER AND MARKETING OFFICER

Our Student Services Officer is available during College opening hours to deal with requests and queries from potential students. These queries are generally via phone-calls or ‘walk-in’ students. The Student Services Officer may initially deal with each request/query and then put the prospective student in contact with the Sales Representative if additional information is required. If requested, the student is put in contact with the DoS for further information or clarification of their course options.

For the recruitment of students, our Business Development Director is involved in the following activities: designing and conducting student recruitment campaigns (e.g. advertising); designing and organising student recruitment events (e.g. open days and recruitment fairs); designing and operating student recruitment schemes (e.g. school liaison); issuing recruitment materials (e.g. to schools); handling enquiries from prospective students; organising communications with students and potential



students; analysing recruitment and retention data.

5.4 STUDENT DISCIPLINARY POLICY

It is important that students fully understand the policy and procedures in place for disciplinary action, in the event that such action is necessary. Malita International College (MIC - Malta) is committed to upholding and supporting the values of the institution, and ensuring a safe and positive environment for all staff and students. As such, instances of student misconduct, violations of other MIC - Malta policies or the student guidelines, and any breaches of academic integrity may result in disciplinary action against the student, as determined by the lecturer, Academic Director, Quality Assurance Office or when applicable, the MIC - Malta Disciplinary Board.

Disciplinary Board

When required, cases requiring disciplinary action may be referred to the MIC - Malta Disciplinary Board for resolution. The members of this board and terms of reference are listed below.

Members:

- Academic Director
- Lecturer
- Student/Guardian must be present
- Other ad-hoc members, as may be required

Terms of Reference:

- Repeated cases of major infringements
- Issues of excess absenteeism

Student Misconduct

Student misconduct refers to cases where students conduct themselves in ways that are not aligned with the aims or values of MIC - Malta, or that negatively impact on the experience of other students, teacher and staff. Student misconduct includes both academic and non- academic misconduct.

Minor Infringement

Minor infringements include, but are not limited to, noise, disorderly conduct and minor damage.

In the case of minor infringements, the Academic Director will issue a verbal warning to the student, which shall be effective for six months. A note shall be retained in the student's file. In the case of repeated minor offences, a student may be subject to the conditions of a major infringement.



Major Infringement

Major infringements include, but are not limited to, repeated minor offences, injury or threats to another person, harassment, bullying, abusive or dangerous behaviour, damage to property, malicious tampering with and/or disabling of security and safety systems or general nuisance behaviour.

In the case of major infringements, the Academic Director shall issue a Disciplinary Written Warning, which shall normally be effective for one academic year unless otherwise stated at the time of issue. A copy of the written warning shall be retained on the student's file

If the infringements persist they are then referred to the Disciplinary Board. The Disciplinary Written Warning form can be found below.

Drug and Alcohol Misuse

MIC - Malta takes very seriously its legal responsibility for the health and safety its students, and is committed to promoting a supportive learning environment.

- MIC - Malta operates a policy of zero tolerance in relation to the supply and use of illegal drugs. Whether alleged or proven, cases involving the supply or use of illegal drugs will be referred to the local authorities. The student concerned will also be subject to disciplinary action.
- MIC - Malta operates a policy of zero tolerance in relation to the excessive use of alcohol. Students who abuse alcohol in this way will be subject to disciplinary action.

When drug or alcohol misuse threatens or harms others, the welfare of the person against whom that behaviour is directed will take priority. The use of drugs or excessive use of alcohol will not be accepted as justification for threatening or irresponsible behaviour.

Student Absenteeism

There are two types of absenteeism that may occur: justified absenteeism or unjustified absenteeism.

1. Absenteeism - Justified

Justified, or innocent absenteeism refers to cases where students are absent for reasons beyond their control, like sickness and injury. Students may need to provide documentation to justify their absenteeism in some cases. Justified absenteeism is not culpable and thus is not subject to disciplinary measures.

2. Absenteeism - Unjustified

Unjustified absenteeism refers to students who are absent without valid reason. Procedures for disciplinary action apply only to absenteeism without valid reason, and in particular where this has been identified as being excessive.



Identifying Excessive Absenteeism

Attendance records should be reviewed regularly to ensure that students are attending lessons regularly. If the Academic Director or the Quality Assurance representative identify that a student has missed a number of lessons without valid reason, they will take the following steps:

- I. Gather as much information as possible in order to get a clear understanding of the situation.
- II. The student's actions should be reviewed against all relevant documentation.
- III. Written Warning for Absenteeism – A written warning will be issued to the student.

Persistence and Excessive Absenteeism

After sending a warning letter and monitoring the student's attendance carefully, the Academic Director should individually meet with the student who has been identified as having higher than average (or questionable) absence

5.5 PROCEDURES FOR MANAGING STUDENT ATTENDANCE

Attendance is recorded daily by the teachers. It is monitored and centrally recorded by the Registrar. Students are required to sign for each class that they attend. Registers are counter-signed by the teachers, who also write in the total number of students who attended that class. This attendance is entered into the online Student Management System by the Registrar (**online corporate google drive-Attached) on a weekly basis. In the event that the Registrar is unavailable, this responsibility is taken over by the Student Services Officer.

Any student who is more than 10 minutes late may not enter the class (this is to avoid disruption to the other learners and the teacher). The student must wait for that 90-minute class to finish and may then join the second 90-minute class. They will not get attendance for the class that was missed. If a student leaves more than 15 minutes before the end of a class, they will have their attendance scratched out for that class.

The Registrar monitors attendance from the online Student Management System and sends written warnings to any students who do not comply with Malita International College (MIC - Malta) attendance requirements. In the event that the Registrar is unavailable, this responsibility is taken over by the Student Services Officer.

Malita International College (MIC - Malta) Policies and Procedures pertaining to Absenteeism and Expulsion (for insufficient attendance) reflect Irish Immigration requirements and apply only to students on the International Student visa:



Disciplinary Written Warning

Date:

Dear Student,

The purpose of this warning is to emphasise the seriousness of your behavioral conduct as a student with MIC - Malta and to reprimand you for failing to meet acceptable standards of conduct. Further, you are hereby warned of additional disciplinary action if your conduct does not improve. A copy of this warning will be placed in your file for future reference.

Name _____ Surname _____

Course _____ Level _____

Course dates _____

Student ID _____

Comments _____

Academic Director

School Stamp

Written Warning for Absenteeism

Date: _____



Dear Student,

The purpose of this letter is to emphasise the seriousness of your attendance record (absenteeism) as a student with MIC - Malta and to reprimand you for failing to meet acceptable attendance standards. Further, you are hereby warned of additional disciplinary action if your attendance does not improve.

Name _____

Surname _____

Course _____

Level _____

Student | ID _____

Comments _____

Academic Director

School Stamp

5.6 EXPULSION POLICY

Non-attendance

In the event of regular poor attendance without justification, disciplinary action leading to expulsion will be taken by Malita International College (MIC - Malta) as outlined in the Attendance Policy. If a learner studying at Malita International College (MIC - Malta) misses 25% of their course through unauthorised absenteeism, they will be expelled from Malita International College (MIC - Malta). For students studying on 6-month courses, this represents 32 days. Before a student is expelled for insufficient attendance he/she will receive at least 3 written warnings. This written warning is either a letter or an



email. Students are required to keep the college informed of their most up-to-date email address. They are required to monitor this email account to keep in contact with the college.

Inappropriate Behaviour

Students and staff are expected to behave in a courteous and respectful manner at all times. In extreme cases of inappropriate behaviour on the part of a student, the college reserves the right to expel him/her with no refund. Students are required to communicate any problems/issues they may be having in class, around the school or with Administration in a courteous and respectful manner. The use of foul or abusive language will not be tolerated. Before a student is expelled for inappropriate behaviour he/she will receive both a verbal warning and a written warning.

Inappropriate Behaviour in Class

Students are expected to respect both their teachers and their fellow classmates during their classes at all times. Any student found being disrespectful during class may be asked to leave the class and if so, would lose their attendance for that day. All episodes of this nature will be reported to the Managing Director. Before a student is expelled for inappropriate behaviour he/she will receive both a verbal warning and a written warning.

Communication with students regarding poor attendance and expulsion is carried out primarily via email. Students are required to confirm their email address on registration at the college and are requested to keep the college informed of any changes to contact details: email address, postal address and mobile phone number.

Appeal: Students have the right to appeal this decision within one week of the expulsion being communicated to them. This appeal must be put in writing and addressed to the Managing Director.

Please note that students will lose their course fee in the event of an expulsion.

5.6 COURSE WITHDRAWALS

If a student wishes to withdraw from their course after arrival at the college (without refund) they must inform the Managing Director in writing, giving an explanation of their circumstance.

5.7 COMPLAINTS AND GRIEVANCES

It is important that students are treated fairly and receive prompt responses to problems and concerns. For this reason, MIC - Malta provides a complaints and grievance procedure to promote prompt and responsible resolution of issues raised by students. This procedure may be used with confidence and without fear of retaliation.

There are two types of matters which are addressed by this policy.



1. Complaints (Review by the Appeal Board is not available): A complaint is a concern that a student wants to discuss informally with university personnel in an effort to resolve the issue. Student concerns such as academic grade changes, reviews or appeals do not fall under the definition of a complaint.
2. Grievance (Reviewed by Appeal Board): A grievance may result from any incident taken against the student which:
 - a. Violates MIC - Malta policy, or involves inconsistent application of these same policies.
 - b. Violates any legal, human rights or the right to a safe educational environment. A student may only grieve those matters defined in sections a. and b. above.

General Rules and Processes for Filing a Complaint

1. Students using this procedure are entitled to do so without fear of retaliation, interference or discrimination.
2. A complaint/grievance must be presented to the immediate authority (teacher, counsellor or student relations office) within ten (10) days after the occurrence of the incident. Any claim not presented within the designated time frame shall be deemed waived.
3. For repetitive and/or ongoing incidents or circumstances, the complaint/grievance must be filed within ten (10) working days of the last occurrence of such incident or circumstance.

Steps for Filing a Complaint

1. Student Complaint Form and/or Discussion with Immediate Authority

Where a student wishes to submit a complaint, they may either discuss the issue directly with a relevant staff or faculty member, or submit a Student Complaint Form. The student should detail the basis for the complaint and if possible, identify or suggest a corrective action desired for resolution.

When a student has submitted a complaint form, the Academic Director, the QA department, and any other relevant staff have five (5) working days to investigate the matter. They will review the complaint and any relevant information, agree on a suggested course of action and discuss with the student what action has or could be taken. The student and staff shall discuss the complaint in a manner which fosters resolution. The authority shall inform the student upon full consideration of all the facts within ten (10) working days of the initial discussion.

The MIC - Malta staff must also complaint a Complaint Corrective Action report to ensure that the complaint has been resolved.

Both forms are available below.

2. Written Grievance Report

If the student and the immediate authority are not able to reach a mutually satisfactory resolution to



the complaint, the student may submit a Written Grievance Report. The grievance report must be filed within three (3) calendar days from the date of the follow up discussion with the immediate supervisor.

Students will have 10 calendar days from the incident in question (result published, letter or email received) to make their appeal with the relevant staff.

The student would be required to state in writing their grievance, and sign and date this grievance.

The Appeals Board will then set up a meeting which should not be later than 10 days from when the Appeal was made and inform the student in writing to attend the appeal hearing. Students have the right to be accompanied by a person of their choice (including a lawyer).

After the Appeals Board hears the student explain his/ her grievance, it will then call other witnesses it feels could shed light on the issue and then issue a decision. The decision is to be made not later than 10 days from when the hearing took place and the decision is to be communicated to the student in writing.

The timelines above are subject to amendment on a case-by-case basis due to operational requirements, travel away from campus, in-depth investigations, etc. The Director and/or Chair of the Appeals Board shall have final authority to resolve any disputes regarding the implementation of this Complaint Procedure, including determination of the appropriate decision makers.

Complaints Board

Members

The membership of the Complaints Board is as follows:

- Academic Director (Chair)
- Quality Assurance Manager (Co-Chair)
- Another member selected depending on the nature of the case

Terms of Reference:

- Managing and handling student complaints

6 TEACHING STAFF

MIC- MALTA assures the competence and effectiveness of their teaching staff. The recruitment process of teaching staff at MIC- MALTA is through head-hunting. The CEO and Administration/Admission Manager have a good grasp of what expertise exists locally and approach potential lectures directly. Lecturers have also been approached on recommendation by members of the board of directors or through recommendation by MIC- MALTA lecturing staff. The CEO ultimately approves all recruitment of lecturing staff.



6.1 COMMUNICATION SYSTEM FOR STAFF

Staffs are encouraged to express their suggestions through meetings with specific individuals, at the bi-monthly staff meeting, the staff questionnaire, through e-mails, phone calls or other messages. These meetings also allow for all staff to be made aware of developments in college activities, changes to procedures and guidelines and other such information that may have an impact on the students or staff.

The Director of Studies has an open door policy for all teachers. If necessary, feedback can be reported to the College Director for action to be taken.

The Staff Handbook

All new employees receive a copy of the Staff Handbook. This is emailed to them when they start work in the company.

6.2 STAFF RECRUITMENT

Staff Recruitment and Development Policy

The following applies to both the recruitment and selection of full-time and part-time staff.

Malita International College (MIC - Malta) operates its policy concerning staff recruitment and development according to the following:

Staff Recruitment

To establish a standard to match staff skill set to programmes and jobs to be done. To achieve this, the following methods will be used: Detailed Job description for each position is developed, Position to be filled is identified, Skill set required is laid out, and Interview and Selection follows.

1. The college operates a strict system of criteria-based recruitment and selection, based on an equal opportunities framework that complies with the Employment Acts, the unfair Dismissal Acts, the Employment Equality Act 1998 and 2004, and the Equal Status act 2000.
2. As such, the College encourages a situation of diversity in its recruitment that does not discriminate against such factors as gender, age, background, ethnic origin, disability, family status, marital status, sexual orientation, religion, personality or work-style.
3. The College operates an open selection process (regarding new positions or vacant existing positions) that takes into account the knowledge and skills required of a person for the particular position to be filled.
4. A job description is produced that is based on an exact clarification of what the position holder will do. In this way, the College identifies the responsibilities and other job demands of the position, as well as the abilities and experiences that a candidate will need to perform well in the position.
5. The purpose of the recruitment process is to assess the merit of each applicant and to recommend for appointment the candidate with the greatest merit, in relation to the criteria as



specified for the position.

6. The “open selection” process mentioned above involves the advertising of vacancies through the FAS website and head-hunters and, as appropriate, through other public advertisement.

7. Candidates for either teaching or administrative positions must present up-to-date curriculum vitae and a certified copy of their degree(s) and other awards.

6.3 STAFF INDUCTION

Malita International College (MIC - Malta) provides a comprehensive staff induction procedure to familiarise the new staff with the work environment, policies, procedures and health and safety issues at work. This is documented in the staff handbook which is provided to all staff as a functional guideline. Mentors are assigned to new staff to coach them through the initial joining period till they are deemed able to work independently.

The College offers induction training for new staff. On arrival at the college new teachers are met by the DoS, and new Administration staff are met by the Registrar. They familiarise the new staff member of the college layout, resources, health and safety and various administrative requirements. A teacher’s induction process is overseen by the director of studies with the following activities at least being undertaken:

- Go through the job description and ensure that the member of staff understands the task and responsibilities of the job.
- Set out his or her objectives clearly.
- Identify any initial training needs and provide initial internal or external support.
- Organise a suitable induction programme of activities.
- Make sure the new teacher is familiar with the Teachers’ Handbook(see Appendix 8), Health and Safety Procedures, Grievance Procedures, and his/her responsibilities to students
- Where appropriate, teachers are invited to observe existing teachers before they begin their role.

New teachers are given a probationary period of three months to prove, according to quality control measures (observation of classes, student feedback, etc.), that they meet the requirements of the position. Depending on seasonal requirements, some teachers are only offered three month contracts.

One of the possible outcomes of the probational period might be dismissal; however, this will not happen without appropriate guidance or warning beforehand. Dismissal might occur for the following reasons (among others):

- Progress does not meet objectives.



- Performance is deemed to be unsatisfactory.
- There exists a high level of incompatibility with the department where the new member of staff works.
- Changes in College Policy

The College management will ensure that staff appraisals, interviews and meetings are held regularly to assess skill gaps, identify staff training needs, and sponsor staff in continuing professional development to up-skill their existing skills in areas of relevance to the jobs they do for future career progression. In Malita International College (MIC - Malta) we recognise the importance and encourage the broadening of professional knowledge and development of skills.

1. Each member of staff is responsible for their own continuing development. The College expects that staff will keep up-to-date in their particular discipline and will ask for assistance with training needs and other development initiatives when this is necessary.
2. The College encourages innovative development and helps with the formulation, implementation and review of policies and procedures associated with teaching and learning activities.
3. As such, the College operates an appraisal scheme for teaching and administrative staff. This scheme supports and encourages a personal and professional development focus, leading to the identification of development needs that may result in such activities as staff training programmes, educational support or related activities.
4. It is the duty of the Director Studies (for teaching staff) or the College Principal (for administrative staff) to run this scheme and to recommend an opportunity for training, that might arise from this appraisal.
5. The core components of Malita International College (MIC - Malta)'s staff development are teacher observation and peer observation. Observations are carried out regularly by the DoS and each teacher is given individual written feedback. Peer observations are an essential part of sharing new ideas and maintaining best practices in a teaching environment. Teachers are encouraged to share new methodologies and classroom strategies with each other.
6. To further supplement our peer observations there is a weekly meeting of all teaching staff which is chaired by the Director of Studies. These meetings cover such areas as testing techniques and new materials. They also provide new members of staff with a chance to get to know other staff members who may work at different times to them and provide a general sense of staff involvement and solidarity.
7. A general review of staff needs is undertaken at the annual quality assessment meeting held in June, in which recommendations for any major changes are made.
8. The College undertakes to set aside funds it deems sufficient to meet training, development and support needs. This amount is set by the College Director after reviewing the College's financial situation



and the Director of Studies is then made aware of a confirmed amount.

9. The College keeps an individual record of the training programmes each member of staff has undertaken.

10. The College operates a grievance procedure, in which an employee can seek redress for work related grievances. In order to resolve problems quickly and definitively, the College encourages free communication between all staff and management and the open airing of any problems.

11. The grievance procedure provides a mechanism to resolve problems. The details of the grievance are recorded by either the director of studies (teaching staff) or the College director (administrative staff). Due consideration is given by the College Director. It is hoped that the matter can be resolved in an immediate and amicable manner. The grievance procedure is as follows:

12. It is important that if you feel dissatisfied with any matter relating to your work you should have an immediate means by which such a grievance can be aired and resolved.

13. Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record but if you wish your grievance to be formally recorded and investigated, please make this clear at the outset.

14. If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure), you should first raise the matter with your Manager either verbally or in writing; and explain fully the nature and extent of your grievance. If you wish, a fellow employee can be present with you to help you to explain the situation more clearly.

15. If the problem has not been resolved within ten working days you should agree a further time at which the matter will be discussed with a view to resolution. A decision reached at this meeting is final.

16. Revision Schedule for this Policy

17. This policy will be re-evaluated once a year by the Director of Studies and College Director.

6.4 TEACHER RESPONSIBILITIES

Teachers are required to:

- Follow the prescribed syllabus
- Prepare lesson plans in advance of each class
- Maintain a class-by-class record of classroom activities
- Do a test at least once a week
- Record learner attendance.



- Record results learner progress tests
- Inform the Academic Team of any learner who is not correctly placed in your class – either not on the register or not at the correct level.

6.5 TEACHER PUNCTUALITY

Punctuality is essential to the integrity of the college. All staff are required to be in the building at least 10 min before the start of classes.

6.6 TEACHER ABSENCE

In the event that you are unwell and feel that you are not able to teach on health grounds, please inform the DOS with as much notice as possible. It is OK to send a text message, so long as you receive a text back confirming that your message has been received. Until you have confirmation that your message has been received, you are still responsible to inform the college. In this case, please ring Jane directly and or call the college.

6.7 PAYMENT PROCEDURE

All teaching staff must complete an Hours Sheet every second Friday. This needs to be signed by the DOS and will be paid by BACS by the Wednesday of the next week. Payment is in accordance with employee contracts.

6.7 POLICY ON CANCELLING CLASSES

In the event that MALITA INTERNATIONAL COLLEGE (MIC - MALTA) cancels classes, teachers will be paid for classes that are scheduled to run on the same day as they are cancelled. Classes scheduled on other days will not be paid for.

In the event that teachers arrive late or finish classes early, the college will not pay for hours that are not taught.

STAFF Code of Practice Responsibilities and Expectations

As a faculty member you will:

- Respect and promote the aims and objectives of EAS as a Higher Education Institution.
- Ensure that all claims about your skills and experience are true and accurate.
- Keep up to date with developments in your area of expertise.
- Comply with EAS's requirements from time to time regarding continuing professional development.



- Encourage the development and maintenance of quality practices.
- Encourage the improvement of any activities conducted by EAS.
- Safeguard confidential information and not seek personal advantage from it.

Student Assessment

For students and candidates you are assessing, as a faculty member you will:

- Ensure that assessment, testing, examining and associated activities such as moderating of marking, are always carried out with integrity, consistency and without bias.
- Undertake assessment based on sound principles of educational measurement, supported, where appropriate, by academic research.
- Disclose any personal interest which might be seen to influence assessment.

Internal Conflicts and Conflicts of Interest

As a faculty member you will:

- Seek to avoid conflicts of interest with key stakeholders and must make prior voluntary and full disclosure to all parties concerned of all matters that might give rise to such conflict.
- Not imply in any statement that you are speaking on behalf of EAS unless you have the written authority of the Board of Directors or of some duly delegated individual.
- Always treat colleagues with dignity and respect.
- Avoid placing other colleagues in a position in which you might unwittingly breach any part of this Code. This includes implementing inappropriate or inadequate processes, procedures and relationships.
- Safeguard the reputation of EAS and avoid acting in a way that could bring EAS or colleagues into disrepute.
- Exhaust all available internal remedies for dealing with matters perceived as improper, before resorting to public disclosure.
- If information about a student is required, the faculty member should place such a request to the Registrar.
- Notify in writing to the Board of Directors where you wish to make a complaint about a breach of the Code by another colleague.

Infringements of the Code

All alleged infringements of this Code are to be referred to the Board of Directors. An initial review will



be made of the allegations and the complaint may be referred, if appropriate, to an ad hoc Disciplinary Committee appointed by the Board of Directors.

Disciplinary action may be taken if, on investigation of a complaint, it is found that in the opinion of the Board of Directors (or the Disciplinary Committee) any faculty member's conduct or work is in breach of this Code. No faculty member will be subject to disciplinary sanctions under this Code without an opportunity of a fair hearing.

Faculty members must make available the necessary information as and when requested by EAS's Directors or its Disciplinary Committee (or a person appropriately authorised by any of these bodies) in the course of an enquiry. Disciplinary action may be taken if a faculty member does not comply with a request for information within 15 working days of receipt of a letter from EAS.

A faculty member can be suspended on immediate notice by EAS's Board of Directors, if they are charged by the competent authorities of having committed a criminal offence.

6.8 TEACHER ABSENCE:

In the event of a teacher being absent the DoS will organise a substitute teacher to cover their class. The DoS will speak with the other team teacher and consult the weekly lesson plan to ascertain what material has been covered and what material needs to be covered for the upcoming class. The covering teacher will then be given the full assistance of their team teacher and the DoS in helping them to prepare for the class.

If a teacher is going to be absent for an extended period, for example going on holiday, the resident teacher must arrange to meet with the covering teacher to discuss what work needs to be covered to meet the weekly objectives, to explain Malita International College (MIC - Malta's team teaching structure and to ensure the covering teacher coordinates with their teaching partner.

6.9 TEACHER INDUCTION AND SUPPORT

The College offers induction training for new staff. On arrival at the college new teachers are met by the DoS, and new Administration staff are met by the College Director. They will familiarise the new staff member of the college layout, resources, health and safety and various administrative requirements. A teacher's induction process is overseen by the director of studies in one week of mentoring ("buddy system"), with the following activities at least being undertaken:

- Go through the job description and ensure that the member of staff understands the task and responsibilities of the job.
- Set out his or her objectives clearly.
- Identify any initial training needs and provide initial internal or external support.
- Organise a suitable induction programme of activities.
- Make sure the new teacher is familiar with the Teachers' Handbook, Health and Safety



Procedures, Grievance Procedures, and his/her responsibilities to students

During induction, the following points are covered:

1. A tour of the building.
2. An outline of learner profiles.
3. An outline of the courses.
4. An explanation the syllabus including assessment and feedback mechanisms
5. Directions on administrative duties: submission of lesson plans, completion of lesson records, recording of student progress results, writing the End-of-module Report, etc.
6. A description of the immigration requirements relevant to international students.
7. A discussion on textbooks and other materials.
8. The importance of using authentic texts and up-to-date material regarding social and cultural diversity.
9. Clarification of the teacher's duties and responsibility as listed in the job description
10. Details of end-of-course external examinations.
11. Information on the photocopier.
12. Fire Regulations.

In Malita International College (MIC - Malta) all our teachers must attend in-house workshops and bi-weekly meetings where new methodologies and pedagogic approaches are discussed and demonstrated. All our teachers, but particularly new teachers are encouraged and sponsored to attend external CPD workshops to develop their teaching.

The following is a list of key points relating to support of both new and existing teaching staff:

- Observations, both peer and DoS, help to facilitate a continual exchange of constructive feedback on teaching methods and practices and beneficial suggestions on how to plan a differentiated lesson and manage a classroom
- Bi-weekly meetings give teachers the opportunity to convene as a group and discuss any academic matters with their peers and the DOS and brainstorm ideas and solutions to any problems
- Malita International College (MIC - Malta)'s open door policy ensures teachers can always approach the DOS with any important and/or pressing matters that will be dealt with promptly and dynamically
- End-of-year Appraisals help to develop teachers and improve the organizational performance of



Malita International College (MIC - Malta). They are important for staff motivation and provide an opportunity for the DoS and teacher to establish individual training needs and development for the coming year

- Team-teaching makes sure that all teachers have a partner to discuss matters with, 'bounce' ideas off and plan how to best meet the course objectives
- Reference and resource books, websites and extra materials provide teachers with all the means necessary to plan and execute a lesson that is not only educational and engaging for different learning styles but also interesting, contemporary and relevant
- In-house workshops mean teachers are continually exposed to important developments in teaching methodologies, techniques for differentiating and pedagogic approaches whilst also 'brushing-up' on their own teaching skills
- Self-evaluations give teachers the chance to engage in some critical self-reflection, acknowledge areas they can improve on and plan their own personal development

Teachers are also briefed on the benefits of the following teaching practices:

- Sharing learning goals at beginning of lesson – this helps students to understand what they will be learning and why they are learning it
- Think, Pair, Share – this allows students to assess their own learning and understanding in relation to their peers
- Praise-Critique-Praise – by using this method of feedback the teacher bolsters the learners confidence and also provides guidance on how they can improve
- Ungraded Descriptive feedback – encourages students to identify what areas can be improved and highlights what they have done well
- Exemplary Work – helps to demonstrate to learners the standard they are aiming for.
- Student Self-assessment – helps students to become independent learners and promotes learner autonomy
- Peer Assessment – encourages students to compare their own learning and understanding with that of their peers
- Focused Discussions – allows learners to ascertain peers' understanding
- Recapping what was learnt in the lesson – demonstrates to and consolidates for the student what was learnt in class
- Learner's Journal – encourages self-assessment and promotes learner autonomy



- Collaborative Exercises/Activities – allows for peer assessment and learning
- Concept Checking Questions – provides teacher the opportunity to monitor understanding and allows learners to compare their understanding with others
- Think through Talking – allows students to articulate their thoughts and thus to learn
- Active Learning – engages students in the learning process
- Lesson Reflection – encourages students to assess and evaluate what they have learnt

6.10 MONITORING THE PERFORMANCE OF TEACHING STAFF

The Director of Studies has the following responsibilities and duties:

- Help ensure-with the College director, and staff of the College, the general academic well-being of the programmes of English Language.
- The performance and conduct of teachers:
 - 1) The director of studies shall act as the person immediately responsible for the academic well-being of teaching staff and, as such, will be the teacher's first point of contact in such situations before they contact the College Director

As such, he or she shall:

- 2) Ensure that teachers understand fully the rules and regulations pertaining to their teaching functions.
- 3) Visit each classroom on at least one occasion per course cycle to observe the quality of courses, giving the teacher notice at the latest one day in advance, and, if necessary, making recommendations to the teacher in question
- 4) Ensure the design and presentation of syllabus, course plans and materials are ready for teachers to use at the latest two weeks before a class starts.
- 5) Ensure that the teachers follow the calendar of activities that the Director of Studies has designed, particularly with regard to specific days for formative and summative exams.
- 6) Ensure clear and full communication with teaching staff (through e-mail and staff meetings)
- 7) Ensure that the results of partial exams and of final exams be handed in by teachers within three working days of the examination date
- 8) Ensure that the resources (in terms of materials, books, video, publications, equipment, etc.) of the college are sufficient for the needs of the students and staff
- 9) Conduct a bi-weekly staff meeting to keep abreast of any difficulties a teacher has or to suggest



improvements that can be made

6.11 DISCIPLINARY PROCEDURES FOR ACADEMIC STAFF

The disciplinary rules and procedures and code of conduct for teachers are set out in the Teachers Handbook (Appendix 8). This Handbook is given to teachers during their induction process and can be e-mailed to them if requested. The Teachers Handbook covers:

1. Disciplinary Rules and Procedures

- Disciplinary Rules
- Rules Covering Minor Misconduct
- Rules Covering Major Misconduct
- Rules Covering Gross Misconduct
- The Disciplinary Procedures for the above (i.e. verbal warning, written warning etc.)
- Disciplinary Authority
- Period of Warnings (i.e. a formal verbal warning will normally be disregarded after a period of six months)
- Extended Warnings
- Spent Warnings

7 LEARNING RESOURCES AND STUDENT SUPPORT

MIC - Malta has appropriate funding for their learning and teaching activities and sufficient learning resources to fully support the students' learning experiences. Teaching staff and students alike seem to be generally satisfied with the resources available for teaching and learning. During its annual monitoring exercise OTHM will check that MIC - Malta has the necessary learning resources and student support services. OTHM provides registered students with course material including lecture slides, past papers as well as a selection of e-books related to their area of study. Students may access these through the OTHM and MIC - Malta student portal.

7.1 FACILITIES & PREMISES MANAGEMENT

Malita International College (MIC - Malta) is maintained on a daily basis by a full-time maintenance team. Their daily duties include:



- Vacuuming and cleaning of all classrooms and public spaces
- Cleaning of staff and student toilets and restocking of hygiene products
- Emptying of all refuse from classes and offices
- Minor repairs and painting work

All other building requirements are reported to the landlord via the Managing Director

7.2 STUDENT RESOURCES

CLASSROOM RESOURCES

- All students are supplied with a core textbook along with supplementary support material. A core text book is supplied to each student once the student has paid a 20 euro deposit. This core text is used by the student for the duration of his/her course. If the student moves up a level the text book is returned to the teacher and the student is given another core textbook at the appropriate level. When the student leaves the school, provided the text book is in good condition, his/her 20 Euro deposit is refunded. Support for core texts are arranged according to purpose (pronunciation support, communication games etc.) and any text resource may be borrowed by students on a sign-out basis.

DIGITAL RESOURCES

- Each classroom is equipped with a computer with internet access and a projector. As part of the Malita International College (MIC - Malta) integrative curriculum, teachers are encouraged to utilise ICT elements in course delivery and presentation. As such, class teachers are expected to avail of the computer laboratories at least once every two weeks. This can be done by booking a class in one of the laboratories.
- The student area also provides computers that have internet access for students. They are able to access the computers until 5pm each day. If there are many students wishing to access the computers then time slots are scheduled for the students by the Student Services Officer.

STUDENT STUDY ROOM

- All students can avail of a quiet study area before and after their classes. The study room is available until 5pm and contains a small library of books and other such materials that students may find helpful.

7.3 TEACHER RESOURCES AND FACILITIES

1. All teachers must compile resources and materials used in their lesson plans to meet the weekly objectives. These activities/exercises are compiled to form level folders which are stored in the staff resource room to provide teachers with a hardcopy of objective and relevant material. This helps to collate and organise photocopiable material for class as well as helping the DoS in preparing material for future curriculum.



2. The staff preparation room has a photocopier, computers and a variety of resource books to aid in the preparation of lessons. The resources are maintained by the DoS and are used by teachers in the staff resource room to ensure all teachers have access to the resources at all times.
3. Malita International College (MIC - Malta) uses the Cutting Edge 3rd Edition series as a core text. Students have access to a core text book. All supporting resource books at each level are available in the staff area.
4. Teachers have access to the online resource www.onestopenglish.com, which is updated yearly.
5. Teachers can place any suggestions/ideas for new resources with the DoS at biweekly meetings and these are purchased based on need, suitability etc. In Malita International College (MIC - Malta) we recognise the importance of materials development and in the future we hope to be able to budget for dedicated materials development time.
6. Each teacher is allocated a personal locker. The personal locker is used for storage of personal effects and material, and is locked by key.
7. Whiteboard markers and erasers are stored in the DoS's office and teachers can obtain them on request. Each teacher is allocated a photocopy allowance which allows them to copy, scan and print material, all from the Staff area. Our ICLA License is up to date.
8. Each classroom is equipped with a computer and a projector with internet access. As part of the Malita International College (MIC - Malta) integrative curriculum, teachers are encouraged to utilise ICT elements in course delivery and presentation. As such, class teachers are expected to avail of the computer laboratories at least once every two weeks. This can be done by booking a class in one of the laboratories. Computers with internet access are provided for teachers in a staff area/resource room

7.4 STUDENT WELFARE AND ADMINISTRATION

STUDENT WELFARE

It is the responsibility of all teachers to inform the Director of Studies or the Registrar if they suspect that a student requires extra support.

The Registrar supports all Malita International College (MIC - Malta) students with any issues / problems they may encounter both within Malita International College (MIC - Malta) and outside class hours. Due to the unpredictable nature of any individual's issue/problem, the Registrar will attempt to help resolve the problem or offer advice, where necessary she will contact the appropriate organisation or establishment on the student's behalf. This is especially important for students with a low level of English.

The Registrar, with the permission of the student, may also refer the problem to a member of the Malita International College (MIC - Malta) staff that is better suited to resolve or help resolve the issue.

SOCIAL PROGRAMME



At Malita International College (MIC - Malta) we believe that a vibrant and relevant Social Programme is an essential component of any curriculum. With this in mind we organise weekly events that are open to all students.

- A good social programme can foster good class/school spirit, can give students a chance to utilise their skills in a real world setting, can help students assimilate and understand Irish culture, and most importantly, can presents an opportunity for students to enjoy themselves
- The activities range from day trips to food festivals and from zoo tours to art galleries. Our tours are guided by our social activities co-ordinator ADOS but we aim to have a ratio of one teacher to every ten students so teachers will also go along when necessary.
- The Social Programme is organised one month in advance and a list of up-coming activities is posted around the school to inform students. The activities are chosen by the Student Services Officer in consultation with the DoS, and taking into consideration seasonal festivals and exhibitions. Where possible the programme tries to incorporate events with little or no admission charges due to the financial constraints on most students.
- Each week posters are placed around the school informing students of the time, cost and duration and health and safety concerns (when necessary) of upcoming social events. The information will be also posted on the Malita International College (MIC - Malta) Facebook page.
- After each activity the event is recorded and evaluated in terms of its attractiveness to students, its uptake and its all-round suitability. This allows us to constantly revise our programme and its content. The social activities can take place after class on the school's premises (i.e. film club) or can be off campus (i.e. a trip to the Guinness Storehouse)

REGISTERING STUDENTS

Students enrol in Malita International College (MIC - Malta) either through our admissions office or through overseas agent (via email). The same process applies to both:

Information from the application form is then verified (using a photocopy of the relevant passport page) and entered and stored in the student database system. Any letters for non-EU students can be generated at this stage.

From here all the student's details are added and the student will automatically get a unique Student ID number.

Port of Entry Students: Student admissions pre-approve students who are applying overseas. Once all documents have been approved they are uploaded into the students file, and once payment is received in full, the necessary paperwork is issued to the student (either by regular post, DHL, or by e-mail).

Non-Port of Entry Students: The same procedure as for Port of Entry students but the necessary documents are then sent to the student or to the relevant Irish Embassy for processing.

Non Visa Seeking Students: For Students from countries that do not require any visa to come to Malta,



letters of enrolments are issued.

Application Form: Once a student is eligible for a course, our Application Form must be completed. This application form must be completed thoroughly and the student themselves must sign the Terms and Conditions of the application process.

Students may also take a copy of our student handbook if they wish or it can be e-mailed to them.

Additions: Upon requesting enrolment

All students can be issued with a letter of acceptance if necessary

7.5 STUDENT PLACEMENT AND INDUCTION

Every new student meets with the Student Services Officer and Director of Studies as part of their induction. During the induction students are shown how to acquire important details like a bank account, health registration and social number.

Students are informed that they are required to do an exit exam in line with their visa requirements. Students are given a description of the exit exam that Malita International College (MIC - Malta) offers. Students are also explicitly informed about Malita International College (MIC - Malta)'s policies regarding student punctuality, attendance, absenteeism, holidays and breaks. The students are given a tour – reception, classrooms, bathrooms, recreation room with computers and library and Director of Studies office - of the campus to help familiarise them with their new surroundings

During Induction the Director of Studies informs the student of the following:

1. The need to inform the school of up to date contact information
2. End-of-Course Examinations/ Assessment
3. Course Textbook requirements
4. Punctuality requirements
5. Reporting Sickness
6. Attendance Requirements
7. Holiday Policy
8. The requirement to speak English
9. The Student Handbook
10. Signing up to the Malita International College (MIC - Malta) Facebook account
11. Roles of different staff members in the organisation



12. Class times
13. Course Outline
14. Description of the student Learning Path
15. Monthly Learning Objectives
16. Student Facilities
17. Library Facilities
18. Fire Safety
19. Medical Information

7.6 ACCOMMODATION

Accommodation can only be reserved when the college receives a completed booking form and payment. If you want to extend your stay in college-organised accommodation you must inform the college in advance and the college must receive payment. Accommodation may be cancelled up to a week prior to commencement with a €95 administration penalty. All accommodation cancellations after arrival are non-refundable. This also applies if you do not arrive, postpone your arrival or if you have to shorten your stay – payment is non-refundable. If a student moves out of the accommodation before the agreed date, they will not be refunded for the remainder of their accommodation fee.

Accommodation during Christmas Holidays

There is no extra cost to stay either at host family during this period, although this must be requested in advance.

7.7 MEDICAL & TRAVEL INSURANCE

All students must have private medical and travel insurance. EU citizens should bring a European Health Insurance Card (EHIC). Non-EU students must take out their own Medical and Travel Insurance, and provide the college with a copy in English of the certificate for this insurance policy or alternatively book their Medical Insurance with Malita International College (MIC - Malta). Students must inform Malita International College (MIC - Malta) of any medical conditions.

7.8 THE INTERNATIONAL STUDENT VISA

Students are granted a maximum 8-month study visa with permission to work part-time (20 hours per week) at all times and full-time (40 hours per week) during June, July, August and September and from 15th December to 15th January. (For more information see the Department of Justice website www.inis.gov.ie). Malita International College (MIC - Malta) offers an efficient visa support service at no extra cost.



7.9 CANCELLATIONS & REFUND POLICY

All requests for cancellations and terminations must be made in writing to Mahbub Kabir, Centre Manager, Malita International College (MIC - Malta), email: info@mic-malta.com. Where applicable, refunds will be made to the person or organisation who initially made the payment, within one month of approval of cancellation.

Conditions of Refund:

Course refunds will only be granted where a course is cancelled prior to the course commencement date. In the event of a course cancellation, an administration fee of €100 will be charged. Full fees (less the administration fee) can only be granted for bookings cancelled up to 2 weeks prior to course commencement. For cancellations occurring 1 to 7 days before course commencement, 50% of the full amount can be refunded. A cancellation fee of €100 also applies.

If a cancellation occurs because of a visa refusal, a fee of €100 will be charged. In the case of a visa refusal, the official letter of refusal is required.

In the case of illness, students may ask for their course to be postponed to a later date. In this case the college will require a medical certificate.

A course cannot be refunded, carried over to the next calendar year or transferred to another student when the visa is already conceded.

No refund will be made:

For any cancellation once the course has commenced. This includes late arrival, early departure, or days missed during the course.

For students who fail to complete a programme.

If a student has changed his/her mind to study, or has used false information or engaged in fraudulent activity during the visa application.

Accommodation Cancellation:

All accommodation cancellations after arrival are non-refundable. This also applies if a student has reduced her/his stay. No-shows, failure to arrive or postponement will be charged in full from the booking date.

8 INFORMATION MANAGEMENT

MIC - MALTA ensures that they collect, analyse and use relevant information for the effective management of their programmes and other activities. Student information is stored in physical student files, electronically on MIC - Malta's school management system. Only the 'Administration and



Admissions manager' as 'Centre Co-ordinator' has access to the portal.

8.1 COMMUNICATION SYSTEMS

STAFF

- Staff are encouraged to express their suggestions through meetings with specific individuals, at the bi-monthly staff meeting, the staff questionnaire, through e-mails, phone calls or other messages. These meetings also allow for all staff to be made aware of developments in college activities, changes to procedures and guidelines and other such information that may have an impact on the students or staff.
- The Director of Studies has an open door policy for all teachers. If necessary, feedback can be reported to the College Director for action to be taken.

Any staff member can fill out an incident report form to formally record an incident that has taken place. Following the report the College will perform the appropriate action.

STUDENTS:

- Learner verification through questionnaires, one-to-one meetings and group/staff meetings.
- Social activities calendar and advertisement of this week's activities on noticeboards in the student area.
- Malita International College (MIC - Malta) Facebook account is updated regularly with pictures taken during social activities, free business classes, promotions etc.
- The reports of the quality assurance meetings and the management.
- Follow-up on feedback and notification of this on noticeboards, student meetings, web page and internet.
- Report and implementation of annual quality assurance meeting (each June).
- Student Handbook
- Each week posters are placed around the school informing students of the time, cost and duration of upcoming social events.

8.2 COMMUNICATIONS POLICY

E-MAIL AND INTERNET POLICY

The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of Internet and E-mail within the Company. The Internet and E-mail system have established themselves as an important communications facility within the Company and have provided us with contact with professional and academic sources throughout the world.



Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout. Company E-mail and internet facilities are monitored on a regular basis. Excessive or inappropriate use of these facilities will result in disciplinary action, up to and including dismissal.

INTERNET

Where appropriate duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Company name. Where personal views are expressed a disclaimer stating that this is the case should be clearly added to all correspondence. The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or non-related employment issues, leave an individual liable to disciplinary action which could lead to dismissal. These provisions apply to internet usage on Company mobile phones also.

E-MAIL

The use of the E-Mail system is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. The procedure sets out the Company's position on the correct use of the E-Mail system.

Unauthorised or inappropriate use of the E-Mail system may result in disciplinary action which could include summary dismissal.

The E-Mail system is available for communication and matters directly concerned with the legitimate business of the Company. Employees using the E-Mail system should give particular attention to the following points:-

1. all E-mail messages comply with Company communication standards.
2. E-Mail messages and copies should only be sent to those for whom they are particularly relevant.
3. E-Mail should not be used as a substitute for face to face communication or telephone contact. Flame mails (i.e. E-Mails that are abusive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding.
4. if E-Mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The Company will be liable for infringing copyright or any defamatory information that is circulated either within the Company or to external users of the system.
5. offers or contracts transmitted by E-Mail are as legally binding on the Company as those



sent on paper.

The Company will not tolerate excessive use of the E-Mail/Internet system for personal use, and should not be used for unofficial or inappropriate purposes, including:-

1. any messages that could constitute bullying, harassment or other detriment.
2. personal use where this interferes with work (e.g. social invitations, personal messages, blogging, jokes, cartoons, downloading music/films/clips chain letters, buying or selling of goods, accessing social networking sites or other private matters).
3. use of social networking sites during your working hours is strictly forbidden.
4. Due to the lack of confidentiality of these sites contact with clients/customers or their employees outside your working hours must not make reference to Malita International College (MIC - Malta) or discuss business related to Malita International College (MIC - Malta). Failure to abide by this policy may lead to disciplinary action which could result in your dismissal depending on the seriousness of the breach.
5. on-line gambling.
6. accessing or transmitting pornography.
7. transmitting copyright information and/or any software available to the user.
8. posting confidential information about other employees, the Company or its customers or suppliers.

8.3 Virus Protection Procedures

In order to prevent the introduction of virus contamination into the software system the following must be observed:-

- Unauthorised software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used.
- All software must be virus checked using standard testing procedures before being used.

Statements to the Media

Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only by a Manager.

Use of Social Networking Sites

Any work related issue or material that could identify an individual who is a customer/client or work colleague, which could adversely affect the company a customer/client or our relationship with any customer/client must not be placed on a social networking site. This means that work related



matters must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment, mobile phone or PDA.

Use of Computer Equipment

In order to control the use of the Company's computer equipment and reduce the risk of contamination the following will apply:-

- The introduction of new software must first of all be checked and authorised by a nominated senior member of the Company before general use will be permitted.
- Only authorised staff should have access to the Company's computer equipment.
- Only authorised software may be used on any of the Company's computer equipment.
- Only software that is used for business applications may be used.
- No software may be brought onto or taken from the Company's premises without prior authorisation.
- Unauthorised access to the computer facility will result in disciplinary action;
- Unauthorised copying and/or removal of computer equipment/software will result in disciplinary action, such actions could lead to dismissal.

Company's Right of Access

Please note that we reserve the right and will exercise the right, when appropriate, to review, audit, intercept, archive, access and disclose all messages created, received or sent over the computer system. If requested you are obliged to provide your Manager with all passwords for your computer system.

Communications

We will try to keep you informed about items of interest by means of our notice board. You should use this, if you wish (with permission), to promote any particular item of interest to other employees.

Mail

All mail received by us will be opened, including that addressed to employees. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

Telephone Calls/ Mobile Calls

Telephones are essential for our business. Personal telephone calls are allowed only in the case of emergency and with the prior permission of your Manager.

Personal mobile phones should be only be used to receive work-related phone calls during working



hours. Teachers should keep their mobile phones on silent during working hours.

9 PUBLIC INFORMATION

MIC - Malita publishes information about their activities which is clear, accurate, objective, up-to-date and readily accessible. The website has a creative design that works well aesthetically and functionally. Details such as tuition fees, payment plans, links to scholarship and where to ask for further help are easily accessible.

MIC's interactive website and social media page Facebook have clear, accurate and up-to date information about.

- a. the selection criteria for the courses/ programmes;
- b. their intended learning outcomes;
- c. the qualifications they award, including information on the EQF/MQF level and ECTS/ECVET learning credits;
- d. the teaching, learning and assessment procedures used;
- e. the pass rates, and
- f. the further learning opportunities available to their students.
- g. information on possible career pathways available as a result of taking a course.

Also, exam dates, any announcements, result publication dates are always informed and noticed in the online platform. Registered students can have their own information and online resources from MIC Intranet.

9.1 EQUAL OPPORTUNITIES POLICY

STATEMENT OF POLICY

1. We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedures, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.
2. The aim of the policy is to ensure no job applicant or employee is discriminated against either directly or indirectly on the grounds of gender, civil status, family status, sexual orientation, religious belief, age, disability, race or membership of the travelling community.
3. We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.
4. The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.
5. The policy will be implemented in accordance with the appropriate statutory requirements and



full account will be taken of all available guidance and in particular any relevant Codes of Practice.

6. We will maintain a neutral working environment in which no worker feels under threat or intimidated.

Malita International College (MIC - Malta) is committed to ensuring equality of opportunity for all students. Everyone studying or working at the College has the right to feel comfortable and productive in what they are doing; the College's equal opportunities policy has been written to make sure that this happens.

The College will not tolerate:

- Racist, sexist, or anti-LGBT slang, graffiti or jokes
- Offensive remarks about someone's appearance, sexuality, beliefs or abilities
- Unwelcome physical contact
- Offensive posters, literature or Internet material.

If you are being harassed in any way there are people who will listen to you and take your complaint seriously, such as:

- Your Teacher
- The Students Services Officer
- The Welfare Officer
- Any other member of staff you trust

Any conversation you have with any of these people will be absolutely confidential and you are welcome to bring a friend with you. Action will then be taken, with your permission, in line with College regulations, to prevent further unwelcoming behaviour. Any student or member of staff who breaks the College's Equal Opportunities Policy runs the risk of disciplinary proceedings which could lead to permanent exclusion from the College. If you wish to make a complaint regarding any equal opportunities issues, please contact the Students Services Officer/Welfare Officer at the college. Help make the College a welcoming place for us all.

9.2 RECRUITMENT AND SELECTION

The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.



Job descriptions, where used, will be revised to ensure that they are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.

We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

Employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

Short listing and interviewing will be carried out by more than one person where possible.

Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.

Selection decisions will not be influenced by any perceived prejudices of other staff.

9.3 TRAINING AND PROMOTION

Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions. All promotion will be in line with this policy.

9.4 HEALTH & SAFETY

Malita International College (MIC - Malta) Building and Classrooms

Our building, 2, Melfar Buildings, C. De Brocktroff Street, Msida, MSD1421, Malta has been granted an Educational Licence by the Matla City Council under the Planning & Development Act 2000, and has also been granted a Fire Safety Certificate by the Malta City Council.

9.5 HEALTH AND SAFETY STATEMENT

This is a safety statement in compliance with the Safety, Health and Welfare Act 2005. This is a declaration of our commitment to ensure as safe and healthy a workplace as is reasonably practicable. We will comply with all relevant statutory requirements, approved codes of practice and technical standards. We will pay particular attention to encouraging improvements in the working environment with regard to the health and safety of all colleagues.

This statement also identifies hazards and assesses risks to safety and health in Malita International College (MIC - Malta). We are committed to ensuring that safety and health considerations are



integrated in to all activities and at all levels of Malita International College (MIC - Malta) and that any person delegated with responsibility to implement the safety policy is given the necessary means to do so.

In terms of the basic policy in relation to overall health and safety the underlying principle is that of prevention. The principles to be adopted by Malita International College (MIC - Malta) are as follows:

- Avoidance of risks
- Evaluation of unavoidable risks
- Combating risks at source
- Adaptation of work to the individual
- Adaptation of the place of work to technical progress
- Replacement of dangerous articles, substances or systems of work by non-dangerous or less dangerous articles, substances or systems of work
- Development of an adequate prevention policy in relation to safety, health and welfare at work, which takes account of technology, organizations of work, working conditions, social factors and the influence of factors related to the work environment
- Giving collective protective measures priority over individual protective measures
- Giving appropriate training and instruction to employees

This safety statement and any subsequent revisions will be made available to everyone who works at Malita International College (MIC - Malta). If anyone has a query relating to health and safety he/she should discuss the matter with our Health & Safety Co-Coordinator who may in turn discuss it with the College Director who has overall responsibility for Health & Safety at Malita International College (MIC - Malta).

OVERALL RESPONSIBILITY

Overall and final responsibility for health and safety in Malita International College (MIC - Malta) is that of the Managing Director

DAY TO DAY RESPONSIBILITY

On a day to day basis, the Health & Safety Co-ordinator is responsible for ensuring this policy is adhered to within Malita International College (MIC - Malta)

PERSONAL RESPONSIBILITY

Every individual working at Malita International College (MIC - Malta) is responsible for the following:

- Taking reasonable care for his/her own safety, health and welfare and that of any other person



who may be affected by his/her acts or omissions while at work

- Co-operating with his/her employer and any other person to such extent as will enable his/her employer or the other person to comply with any of the relevant statutory provisions, so as to provide the protection intended, any suitable appliance, protective clothing, convenience, equipment or other means or thing provided (whether for his/her use alone or for use by him/her in common with others) for securing his/her safety, health or welfare while at work
- Reporting to his/her employer or his/her immediate supervisor, without unreasonable delay, any defects in equipment, place of work or system of work, which might endanger safety, health or welfare of which he/she becomes aware.

TRAINING

The following areas of training have been completed

- Occupational first aid (our Health and Safety Coordinator has an up to date first aid certificate and is present on normal working days and normal working hours)
- Fire drills/evacuation procedures
- Office ergonomics

9.6 FIRE SAFETY PROCEDURES

In the event of fire the fire evacuation procedures should be followed. These instructions are posted throughout the college. Each individual should make themselves aware of the evacuation procedures, location of emergency exits and escape routes. There are diagrams posted on the doors of each classroom and the door of the staff area showing the layout of the College, where the nearest exits are.

Any person discovering a fire shall

- Activate the nearest Break Glass Unit (Student Area, Room 3, Room 7, Reception)
- Extinguish the fire if it is safe to do so (No more than 1 extinguisher to be operated – if fire has not been extinguished evacuate immediately)
- Contact a responsible person and the receptionist to inform them of the fire
- Provide details to reception of exact location and extent of fire

On hearing the Fire Alarm Building Occupants shall

- Evacuate the building immediately via the NEAREST AVAILABLE FIRE EXIT
- Comply with all directions given by Fire Wardens
- Where possible assist less able bodied persons / visitors to evacuate to safety



- Proceed to the Fire Assembly Point for the building – outside the gate of the steelworks complex
- Remain outside the building until the all clear is given

On hearing the Fire Alarm Fire Wardens shall

- Enter all accessible rooms in their assigned area (teachers are informed that their assigned area is their classroom during their induction) and instruct occupants to evacuate the building, closing all doors whilst progressing through the floor
- Direct building occupants to their nearest emergency escape routes
- Proceed to the Fire Assembly Point when the assigned area has been evacuated
- Take control at the assembly point and ensure that no one re-enters the building until the 'all clear' has been given by the Fire Brigade and the emergency is stood down
- Attend the post evacuation debrief and report any particular difficulties encountered during the evacuation

Exit points

- The front door (main entrance/exit)
- The fire doors in room 3
- The fire door in room 7
- The fire door in the student area

Location of fire extinguishers

- In the reception area at the entrance of the building (2 extinguishers Co2 & foam)
- Along the corridor across from the student area (2 extinguishers Co2 & foam)
- Inside the student area beside the entrance (2 extinguishers Co2 & foam)
- Outside classroom 6 at the back of the building (2 extinguishers Co2 & foam)

All fire systems including extinguishers are within their service by date and were serviced by our fire safety company ServcoFM.

We also use an online logbook system (www.firelogbook.com) to ensure the premises is compliant with the regulations in Malta.

Our online logbook system enables us to:

- comply with Fire Regulations



- fulfil your daily and weekly checks
- manage Responsible Persons
- maintain an asset register
- raise issues directly with your chosen contract present a comprehensive Fire Log Book to our Fire Officer

FIRST AID AND MEDICAL CARE PROVISION

In the event of an accident requiring first aid assistance:

The accident should immediately be reported to Reception (Student Service Officer) who is also the occupational first aider. There is a first-aid kit in the teacher's kitchenette and also at the reception. Following administration of first aid treatment, the first aider will complete an incident report form which must be filled out and filed in the Incident Report folder. Any recommendations highlighted by an accident must be dealt with as soon as possible. It is the responsibility of the Health and Safety Officer to maintain the Incident Report folder and to action any recommendations arising.

HEALTH INSURANCE ARRANGEMENTS FOR LEARNERS

It is compulsory for all non-EU students to have medical cover for the duration of their course. Malita International College (MIC - Malta) purchases Medical and Travel Insurance on behalf of each non-EU student by accepting payment in advance of the course start date and issuing the Medical Insurance Policy to the student during the student's induction process. This Medical and Travel Insurance Policy covers the student from the start date of their course to their finish date. Non-EU students may also arrange their own private medical insurance but suitable medical cover must be in place prior to entering Malta.

Students from EU Member States should be in possession of a European Health Insurance Card (EHIC) from their home country. Students who do not yet have this card are advised to make the necessary arrangements immediately.

During induction students are made aware that the Irish health care system might be slightly different from the health care system in their own country, and they may need to make certain payments you would not have to pay at home.

9.7 PERSONAL HARASSMENT POLICY

Many people in our society are victimised and harassed as a result of their gender, marital status, family status, sexual orientation, religion, age, disability, race or membership of the traveller community.

Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes, personal harassment is always serious and is totally unacceptable.



Sexual harassment covers acts, requests or conduct which could reasonably be regarded as being offensive, humiliating or intimidating; and are in fact unwelcome to a particular employee. We recognise that personal or sexual harassment can exist in the workplace as well as outside and that this can seriously affect employees' working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

Bullying in the workplace is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could be regarded as undermining the individual's right to dignity at work.

POLICY

1. We deplore all forms of personal or sexual harassment and bullying and seek to ensure that the working environment is sympathetic to all our employees.
2. We have published these procedures to inform employees of the type of behaviour that is unacceptable and provide employees who are the victims of personal harassment or bullying with a means of redress. For the sake of simplicity, the word "harassment" has been used in the remainder of this policy. However, it should be understood that, for the purpose of this policy, the examples given and the procedures to be used apply equally to the more general concept of bullying.
3. We recognise that we have a duty to implement this policy and all employees are expected to comply with it.

EXAMPLES OF PERSONAL HARASSMENT

Personal harassment takes many forms and employees may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one employee towards another and examples of harassment include:

- a. Insensitive jokes and pranks.
- b. Lewd or abusive comments about appearance.
- c. Deliberate exclusion from conversations.
- d. Displaying abusive or offensive writing or material.
- e. Unwelcome touching.
- f. Abusive, threatening or insulting words or behaviour.
- g. The use of a mobile phone to harass, bully or intimidate.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of personal harassment.



SEXUAL HARRASSMENT POLICY

You have a right to work in an environment which is free from sexual harassment. Sexual harassment can be persistent unwanted attention which continues after the person receiving it makes it clear that they want it to stop. Sexual harassment can also be a serious one-off incident.

EXAMPLES OF SEXUAL HARRASSMENT

In general, you are free to determine what behaviour is acceptable to you and other employees should respect your standards.

Examples of behaviour which can constitute sexual harassment include:

- a) Acts of physical intimacy (such as unnecessary touching, patting or pinching or brushing against another employee's body)
- b) Requests for sexual favours
- c) Gestures
- d) Spoken words (such as propositions or pressure for sexual activity, continued suggestions for social activity outside the work place after it has been made clear that this is unwelcome, unwanted or offensive flirtations, suggestive remarks, innuendoes or lewd comments)
- e) The production, display or circulation of inappropriate
 - o Written words
 - o Pictures
 - o Or other material (for e.g. videos, etc.)

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of sexual harassment.

You are reminded that the use of email to circulate jokes, pictures, and so on, can constitute sexual harassment and are reminded that the Company may occasionally monitor emails in accordance with the Company's Communications Policy.

COMPLAINING ABOUT PERSONAL HARASSMENT

Informal complaint

We recognise that complaints of personal harassment and particularly of sexual harassment can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior person of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be your Manager, who will be



responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

Formal complaint

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of your Manager as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:-

1. the name of the alleged harasser
2. the nature of the alleged harassment
3. the dates and times when the alleged harassment occurred
4. the names of any witnesses
5. any action already taken by you to stop the alleged harassment.

On receipt of a formal complaint we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will carry out a thorough investigation in accordance with our disciplinary procedure. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

When the investigation has been concluded, a draft report of the findings and of the investigator's proposed decision will be sent, in writing, to you and to the alleged harasser.

If you or the alleged harasser are dissatisfied with the draft report or with the proposed decision this should be raised with the investigator within five working days of receiving the draft. Any points of concern will be considered by the investigator before a final report is sent, in writing, to you and to the alleged harasser.

COMPLAINING ABOUT SEXUAL HARASSMENT

The Company's Harassment Grievance Procedure, detailed above, should be initiated if you believe that you are being sexually harassed by any of the following:

- a fellow employee



- a supervisor
- customers
- anybody else whom you regularly come into contact with as a result of your employment, e.g. Company suppliers

You are encouraged to report all behaviour that you are uncomfortable with and which you feel could be sexual harassment. Each report will be investigated in accordance with this policy.

All complaints will be kept confidential as far as possible; however on receipt of a formal complaint in order to investigate the matter thoroughly the alleged harasser will be made aware of any such complaint. You will not be penalised or victimised in any way as a result of making a complaint unless following investigation it becomes clear that the complaint is malicious or vexatious by its nature.

GENERAL NOTES

If the report concludes that the allegation is well founded, the harasser will be subject to disciplinary action in accordance with our disciplinary procedure. An employee who receives

- a formal warning or who is dismissed for harassment may appeal against the disciplinary action by using our disciplinary appeal procedure.
- If you bring a complaint of harassment you will not be victimised for having brought the complaint. However if the report concludes that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

DIGNITY AT WORK CHARTER/ ANTI-BULLY CHARTER

We at Malita International College (MIC - Malta) commit ourselves to working together to maintain a workplace environment that encourages and supports the right to dignity at work. All who work here are expected to respect the right of each individual to dignity in their working life. All will be treated equally and respected for their individuality and diversity. Bullying in any form is not accepted by us and will not be tolerated. All individuals whether employed by us or contracted by us have a duty and a responsibility to uphold this dignity at work charter.

BULLYING PREVENTION POLICY

As part of our commitment to the fairness, dignity and respect of each employee, any form of bullying will not be tolerated by this Company. The aim of this Policy is to indicate what constitutes bullying and what action the Company will take if it becomes necessary to deal with an offence of this nature.

SCOPE

This Policy is applicable to all employees (temporary and permanent) irrespective of length of service and includes clients and service personnel both inside and outside the work environment.



POLICY

The Company acknowledges the right of all employees to a workplace and environment free from any form of bullying. Every member of staff has an obligation to be aware of the effects of their own behaviour on others.

Any instances of bullying will be dealt with in an effective and efficient manner. In cases where the behaviour is proved to be repeated and consistent, causing unnecessary stress and anxiety, this will be considered gross misconduct. The Company reserves the right to use the disciplinary procedure up to and including summary dismissal.

As part of this Company's code of conduct, it is imperative that all staff and suppliers respect the dignity of every colleague. Please consider the multi-cultural beliefs of all of your colleagues regarding your code of conduct, with particular reference to remarks, dress code, posters, e-mails and anything which may cause offence on the grounds of a person's gender, marital status, race, religion, family status, age, sexual orientation or disability or to a member of the travelling community.

DEFINITION

The Task Force on the Prevention of Workplace Bullying defines bullying as:

"Repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work but, as a one off is not considered to be bullying".

The following are examples of the types of behaviour considered as bullying and are prohibited by the Company:

VERBAL ABUSE

- Shouting or using aggressive or obscene language, in public or in private, to humiliate or intimidate.
- Making offensive comments about the same person regularly.
- Unfair and excessive criticism.
- Ridiculing the employee in front of other employees and individuals.
- Spreading false or malicious information about the individual around the organisation etc.
- Personal insults, name calling



- Threatening job loss for trivial errors.

The above list is not exhaustive and only serves as a guideline to employees. Each case will be taken in isolation and dealt with in the appropriate manner.

NON-VERBAL ABUSE

- Setting up a person to fail by overloading them with work or setting impossible deadlines.
- Withholding information and blaming the person for being ignorant.
- Ignoring, excluding and isolating a person.
- Blocking promotion.
- Threatening body language.
- Damaging personal belongings.
- Excessive monitoring.
- Making offensive/inappropriate comments via text messaging, email or via social networking sites

The above list is not exhaustive and only serves as a guideline to employees. Each case will be taken in isolation and dealt with in the appropriate manner.

PHYSICAL ABUSE

- Hitting.
- Bodily contact that is abusive in nature.

The above list is not exhaustive and only serves as a guideline to employees. Each case will be taken in isolation and dealt with in the appropriate manner.

PROCEDURES FOR DEALING WITH BULLYING

INFORMAL PROCEDURE

An informal approach can often resolve difficult situations with the minimum of conflict and stress for the individuals involved. This in no way diminishes the issue of the effects on the individual.

If you feel you are being bullied you should attempt to explain to the alleged bully that their behaviour is unacceptable. If you find it difficult to approach the alleged bully alone then seek help and advice from the nominated contact person. He / she will listen, be supportive and explain the various options open to you.

You may ask the contact person to assist you with raising the issue with the alleged bully. The contact person will approach the alleged bully in a confidential, non-confrontational discussion to try to resolve



the matter in a low-key manner.

If you decide to bypass the informal procedure, for whatever reason, and choose to go down the formal route then this will not reflect negatively on you in any way.

FORMAL PROCEDURE

If the informal approach is not appropriate, or if after using the informal procedure, the bullying continues, then the formal procedure will be invoked.

A formal written complaint must be given to your Manager. The complaint should only contain precise details of actual incidents of bullying. A letter will be sent to the alleged bully to inform him/her that a formal complaint has been made against them. A copy of the complaint will be given to him/her and he/she will be given the opportunity to respond to the allegations.

An initial examination will be carried out by a designated, impartial member of Management who will determine the appropriate course of action to be taken e.g. a mediated solution or attempt to resolve the situation informally or decide if it should be progressed to a formal investigation. If these courses of action prove to be inappropriate or inconclusive, then a formal investigation of the complaint will take place to determine the facts and credibility of the allegations.

INVESTIGATION

The investigation will be carried out by a designated member of the Management team or, if necessary, in the case of any possible conflict of interest, an agreed external third party. In either case, the person nominated should have appropriate training and experience and be familiar with the procedures involved. The investigation will be thorough, objective and confidential. It will be conducted with sensitivity and respect for the rights of the complainant and the alleged bully.

The designated investigator will meet with the complainant, the alleged bully and any witnesses or other relevant persons individually. The purpose of these meetings is to establish the facts about the allegations, set a timeframe, all of which will be completely confidential.

The complainant and the alleged bully have the right to be accompanied by a work colleague or employee / trade union representative.

The person investigating the complaints will make every effort to carry out and complete the investigation as quickly as possible. When the investigation is complete, a written report will be submitted to Management which will contain the findings of the investigation.

Both the complainant and the alleged bully will be given the opportunity to comment on the findings of the investigation before any action is decided by Management.

The Management will inform the complainant and the alleged bully, in writing, about the findings of the investigation.



OUTCOME

If it is decided that the complaint is well founded then a formal interview will be conducted with the alleged bully to determine an appropriate course of action. This may include counselling, monitoring or progressing the issue through disciplinary and grievance procedures.

In the event of the findings of the investigation concluding that the complaint was untrue and was brought with a malicious or vexation intent then disciplinary action will be taken against you up to and including dismissal.

9.8 COMPLAINTS AND GRIEVANCES PROCEDURES

Complaint and Grievance Procedures for Malita International College (MIC - Malta) Learners and other External Stakeholders

Complaint and Grievance Procedures

Should anyone wish to make a complaint about any treatment that they have received while at Malita International College (MIC - Malta), please follow the procedure outlined below:

What is a complaint?

A complaint may relate to

- the nature of a decision or action regarding Malita International College (MIC - Malta)
- the specific implementation of a decision or action which, it is claimed, is not carried out in accordance with the rules, practice or policy of the organisation
- the generally accepted principles of equity and good administrative practice
- a complainant believing that (s) he was dealt with in a discourteous, impolite, abrupt or curt manner.

Some complaints arise from a breakdown in communications and usually these complaints are quickly resolved when the facts, evidence or circumstances have been established. It is important that Malita International College (MIC - Malta) operates a fair system that gives people the opportunity to make complaints to the organisation, and that these complaints are dealt with responsibly and effectively.

If a complaint arises

If you have a complaint, please let the teachers, Academic Support Team or Administration team know. If your problem is not resolved please report it to the Managing Director, Jane Langley, email: jane@MIC - Malta.ie.

Registering a Formal Complaint

If the problem persists, please follow the procedure outlined below:



Each formal complaint should be referred to the Managing Director. The complainant should submit the complaint in writing.

The Director will register the complaint and acknowledge receipt in writing within five working days. All complaints will be dealt with discreetly, subject to the need to investigate the facts involved. The complainant should be assured in every case that the complaint is being taken seriously and that they are being treated properly, fairly and impartially.

Malita International College (MIC - Malta) Response to a complaint

A written report on the subject of the complaint will be requested from the relevant staff member(s).

The Director may also, if appropriate, request a report in relation to the complaint from other Managerial staff.

Where appropriate the Director may discuss a complaint with relevant staff.

The Director will issue a full response to a complainant no later than 28 days after receipt of a complaint, or within a reasonable longer period in a complicated case.

Where it is not possible to meet the target of 28 days, the Director will issue interim letters at least every 28 days, updating the complainant on progress. The college endeavours to provide a solution to all reasonable complaints within a period of three months.

Management and relevant staff will be informed of the outcome of a complaint

If you wish to make a complaint about the Director, this should be made to the Registrar

Complaint Form

Part A- about you (the complainant)

Name

Address

Contact Number

Email Address

Course

Part B- Your complaint

Please describe your complaint in as much detail as possible, including what happened, when it



happened, and, if appropriate, who was involved.

Part C- Further information

Informal resolution- Have you tried to settle your complaint informally? If so, please describe what happened, including dates and people involved.

Supporting evidence

Please provide copies of any documents that might help us investigate your complaint. If you cannot do this, please tell us about any sources of evidence or names of potential witnesses and how they can be obtained/ contacted.

What outcome are you seeking?

Signature _____

Date _____

Please post to the College or hand in to the College Director

COMPLAINTS AND APPEALS PROCEDURE REGARDING END-OF-COURSE EXAMINATIONS

Should any MIC - Malta learner have a complaint against the way in which their external examination was conducted, or wishes to appeal the results of this examination, Malita International College (MIC - Malta) will assist that learner in submitting a complaint to the relevant examinations body.

COMPLAINTS AND APPEALS FORM

Name of Candidate:

Date of Birth:

Date of exam:



Name of School:

Address of Centre where exam took place:

.....
.....

Nature of Complaint:

.....
.....
.....

Name of school representative:

Title:

Signature of school representative:

Date:

Signature of candidate:

Date:

10 ON-GOING MONITORING AND PERIODIC REVIEW OF PROGRAMMES

MIC - Malta implements the 'Quality Cycle' by monitoring and periodically reviewing their programmes to ensure their continuing fitness for purpose. It monitors and reviews its qualifications in line with OTHM requirements.

10.1 MONITORING, REVIEW AND EVALUATION OF TEACHING AND LEARNING RESPONSIBILITIES

It is the responsibility of the Director of Studies to inform the teachers about the programmes in the school and to answer any questions that may arise. The Director of Studies is also responsible for considering changes based on feedback from teachers and students in regards to materials, resources and the assessment system currently in use. The DoS should keep abreast of news, advancements and changes in the worldwide English Language training community and make improvements to the delivery of our English Language programmes where possible..



TEACHING

- Teachers should ensure that techniques and procedures used in classroom delivery are relevant to the student and lesson type.
- Teachers should ensure a balance of all skills are taught along with meeting the functional language objectives of the curriculum.
- Where possible, teachers should ensure that the students are exposed to a variety of types of English with a specific focus on Hiberno-English.
- Teachers should keep abreast of world news/trends for use and exploitation in the classroom.

We at Malita International College (MIC - Malta) believe in having a wide and varied curriculum and undertake to monitor it and update it at regular intervals. In order to monitor critical quality indicators the College will generate and collate all necessary data including but not limited to, continuous assessment results, examination results, completion rates and learner feedback.

10.2 PROGRESS MONITORING

Course monitoring and management policy

Malita International College (MIC - Malta) is committed to monitoring and managing its courses. Course monitoring and management is the means by which Malita International College (MIC - Malta) aims to maintain and improve standards, whilst allowing it to administer any changes needed to improve courses.

Course monitoring and management helps to ensure a consistently high level of differentiated teaching that engages a wide variety of learning styles. It also ensures a contemporary and relevant course that exposes learners to up to date materials and methods.

Malita International College (MIC - Malta) believes that a robust course monitoring and management policy helps teachers to achieve a high standard of teaching and also allows them to provide valuable feedback about the courses

Course Monitoring and management key points

- Weekly lesson plans ensure all necessary preparation is made for every class and allows the DOS to monitor a class's progression. The plans also demonstrate to the DoS that teachers are differentiating for MI's
- DOS observations give the DOS the opportunity to confirm the level of teaching across the board meets Malita International College (MIC - Malta)'s internal standards
- Peer observations provide teachers with the chance to garner valuable feedback and suggestions from their fellow teachers in how to best structure a MI friendly lesson plan and manage a classroom



- Weekly meetings give the DOS the avenue to advise teachers of any academic and/or curricular news or issues. It also gives teachers the chance to raise any learner or course-based matters they have observed in class
- Student feedback forms help Malita International College (MIC - Malta) to understand our learners' needs and satisfaction and to ascertain students' thoughts on the school, the level of teaching and their own progression as a student(Appendix 11)
- Team teaching ensures teachers consult with each other on a daily basis to discuss any course / student related issues, to monitor course progression and confirm weekly objectives and course goals are being met. Team teaching is also beneficial for students as it revitalises classes and allows students to connect with different personalities and teaching styles.
- Monthly continuous assessments, progress and end-of-level exams monitor student advancement and help to ensure that students are always studying at the correct level
- Submission of how objectives were met provides the DOS with empirical evidence for the activities and exercises that were used in class to fulfil the weekly objectives and course goals

All new teachers are observed within the first month of starting work at Malita International College (MIC - Malta). After that all teachers are observed on a six-monthly basis and more frequently if necessary. Post-observation feedback is given in written form following the criteria for Observation of Teachers as outline within the ACELS Inspection Scheme:

- Lesson Planning and Preparation – the organisation of the lesson and your ability to match the content with the level and needs of the class in general and individual students in particular.
- Methodology and Techniques – your ability to select activities and techniques appropriate to the teaching situation and your ability to pace the lesson adequately, vary activities, give clear instructions, balance talking time and create an atmosphere conducive to learning for all students.
- Classroom management – your ability to manage resources and the students, as a class, in groups, or individually.
- Your role as a teacher – the ability to act as facilitator, monitor, informant, orchestrator etc. where appropriate.
- Language awareness – your ability to use adequate and appropriate techniques for linguistic explanation and error correct and to your own awareness of the English Language

Teachers are invited to fill in a section of the report describing how they felt the observation went. The observation report is then signed by both parties and a copy is kept by the college.

10.3 MONITORING OF STUDENT LEARNING AND SATISFACTION:

Summative Assessment / Assessment of Learning (AoL)



- End-of-course exams help to guarantee that learners have achieved the level of English needed and met the necessary objectives to advance. It also allows the students to gauge their own progression in a discernible and tangible manner. Passing these exams will result in promoting the student a higher level
- Monthly progress tests give learners the opportunity to test themselves on the learning objectives covered in each 4-week segment of a course so that learners can recognise areas they can focus on before the end-of-course exams
- Weekly tests provide the teachers and DoS with a breakdown of results detailing students' understanding of the weekly objectives

Other

- The Student Services Officer supports all Malita International College (MIC - Malta) students with any issues / problems they may encounter both within Malita International College (MIC - Malta) and outside class hours
- Malita International College (MIC - Malta)'s open door policy means that students are free to approach the DoS with any academic and/or curricular matter that they feel is not being dealt with in class

10.4 INTERNAL SELF-EVALUATION

Policy for Self-Evaluation of Programmes and Services

1. It is the policy of Malita International College (MIC - Malta) to closely monitor the programmes and services provided in order to ensure that they meet the needs and requirements of our students. A variety of techniques are employed to do this: we believe that through on-going evaluation of our programmes and service, we can continue to develop in a way that facilitates the best possible learning experience. Self-evaluation also enables the Director of Studies to identify those aspects of the curriculum which are positive and to target those which are in need of improvement or development.
2. All staff play key roles in the self-evaluation of programmes on offer at Malita International College (MIC - Malta). It is essential that each person knows exactly what role they play in order to facilitate effective evaluation of our programmes. Teaching staff liaise with the Director of Studies, Student Services Officer and College Director in the process of evaluation and bi-monthly meetings are held to ensure on-going communication on evaluation procedures. Teachers are required to regularly complete questionnaires, the findings of which are used in evaluating our programmes and services. Through this process we can identify any weakness in our system and in turn address these.
3. Teachers also liaise with students in the self-evaluation process. One-to-one teacher/student feedback sessions take place on a regular basis and the findings from these are passed onto the Director of Studies to help her/him in the role of evaluating the services provided. Student questionnaires and surveys are also part of the methodology employed by Malita International College (MIC - Malta).



4. Through self-evaluation we are able to assess the following:
 - The extent to which the needs and requirements of our students are being met.
 - The effectiveness of the teaching methods employed by our staff.
 - How appropriate are the resources/supplementary materials used by the schools?
 - How well do our courses prepare students for further education/training or employment?
 - The training and development needs of our staff.
 - The effectiveness of our procedures for on-going training and development.
 - Ways in which our methods of assessment can be improved.
5. Through self-evaluation, we are continually seeking ways to improve our programmes and services in a way which best meet the needs and requirements of our students.
6. The College conducts an evaluation that results in a report, which is based on hands –on assessment of the workings, structures and facilities of the College itself, as outlined in “Procedures for Self-Evaluation” below. This is then developed to create a plan to improve the performance and overall excellence of the College.
7. This evaluation is constant, involving on-going assessments, but the college produces a full evaluation report and improvement plan after its annual general meeting in June.
8. It is then vigorously but carefully implemented. The College Director and Director of Studies have the responsibility for doing this follow-up. The implementation of the improvement plan is prepared and its success is assessed through weekly meetings between the College Director and Director of Studies. Thereafter, if the initial implementation is judged to be a success, it is normally the case that there are monthly meetings with the same focus.

10.5 PROCEDURES FOR INTERNAL SELF-EVALUATION

At MIC - Malta we employ a variety of methods for self-evaluation. The overall responsibility of the self-evaluation process lies with the College Director and Director of Studies, and both staff (teaching and administrative) and students are integral parts of the self-evaluation process

Along with the annual general evaluation in June, there are quarterly evaluations before Easter, at the end of September and in December.

For all English language courses, the teaching staff liaise with the Director of Studies to evaluate the courses. The input of students (through interviews with individuals, meetings, questionnaires and other written feedback) is very strongly encouraged.

Evaluations are on-going and the findings are used in the future development and improvement of



courses offered by Malita International College (MIC - Malta).

Below we will attempt to outline and explain the various techniques used:

1. Teaching observations

- The purpose of the teaching observations is to ensure that all courses offered by Malita International College (MIC - Malta) are delivered to the highest possible standard. It is the responsibility of the Director of Studies to ensure that all teachers are observed on a regular basis and that any problems that may arise during observation are addressed.
- Teachers are observed on a regular basis as part of the training and development programme. Each teacher is observed a minimum of four times each year and observations can also be arranged upon the request of the teacher. The observer usually sits in for between 45 minutes and 1 hour of the lesson and does not participate in the lesson unless specifically asked to do so. A feedback session takes place at a pre-arranged time after the lesson; firstly the teacher is asked to self-evaluate his/her lesson then the observer goes through the observations and makes recommendations on any areas which could be improved on. The teacher is then given a copy of the observation worksheet to take with them so as they can refer to any advice given in the future.
- If a problem is observed during a class observation, the Director of Studies will advise the teacher in question how to best deal with it. Another observation will be arranged for a future date to ensure the teacher has overcome this problem. The Director of Studies will usually schedule peer observations, however, peer observation can also be arranged upon request to allow teachers to gain from the experience of others.

2. Questionnaires

- Both teachers and students are asked to complete questionnaires on a regular basis; the findings of these are used to identify weaknesses/areas in need of improvement and these areas are then addressed. Questionnaires are anonymous but we ask students to complete them during class-time and teachers to fill theirs out during staff meetings to ensure that all distributed questionnaires are returned.
- The questionnaires used by MIC - Malta have been designed to assess both the English language courses currently on offer at the College and the individual experience of the learner during their time spent there. As the questionnaires have been designed with foreign learners of English in mind, the language is deliberately basic so as to ensure the comprehension of the student as far as possible.

3. Staff meetings

- A staff meeting is held every first Thursday of the month which gives teachers the opportunity to voice any difficulties they may be experiencing with their classes. An agenda is set for each meeting and a memo with the agenda is posted on the staff area a few days beforehand to remind teachers of the meeting and allow them time to think of any other issues which need to be addressed.



- These meetings are an ideal time for teachers to share ideas and to make suggestions on any pedagogical aspect of the syllabus. Any issues which are raised at the meetings will be in turn addressed; this helps with the overall development of the curriculum.

- Minutes are taken at each meeting and record of these and records of the agendas are filed.

4. Student focus groups

- Once a quarter, a group of students is selected by the Director of Studies for interview. A few days before the interview the selected students are given a questionnaire to complete and are asked to bring it with them on the day. During the interview the students' answers are discussed and the findings are used in future planning of the curriculum and other aspects of school life.

10.7 Assessment of Learning:

MIC MALTA is a source of empowerment and motivation for learners... its intention is to form, shape or guide the next steps in learning.' By incorporating strategies and techniques in our classes we hope that students in Malita International College (MIC - Malta) will develop the capacity for self-assessment and become independent learners. The key principles are:

- Sharing learning goals with students. Students often understand what to do for an individual exercise/activity but fail to see how the task fits into the 'bigger picture'. By explaining the learning goals to the students, in words they can understand, it helps students to appreciate what they are studying and why they are studying it

- Helping students to recognise the standards they are aiming for. Effective marking of student work can contribute significantly to the students' appreciation of the standards they are aiming for. Through feedback that is focused on the learning task, teachers can indicate to students what a high-quality piece of work entails and the steps the students need to take to reach that standard. Teachers' comments should be constructive and focus on what has been done well and what can be improved rather than a list of errors/mistakes.

- Involving students in their own learning. Teachers can encourage self-assessment by providing opportunities for students to assess their own and/or another learner's work. This helps the students to understand their achievements, identify areas that can be improved and plan for better learning.

- Providing positive and constructive feedback. Research has shown that students respond much better to positive, constructive comments than marks or grades. Feedback from a teacher can help students to improve by pinpointing strengths and giving clear and constructive advice on weaknesses and how they can be addressed.



11 CYCLICAL EXTERNAL QUALITY ASSURANCE

MIC - Malta will undergo external quality assurance by, or with the approval of, the NCFHE on a cyclical basis, according to NCFHE guidelines, once every five years. It will fulfill this standard by virtue of hosting the external quality audit referred to in this report. In addition, MIC - Malta will undergo an annual monitoring review by OTHM where the latter monitors MIC's compliance with OTHM Education's Centre Regulations.

