



Mariano Club
Act Effectively

MF ACADEMY

Mariano Farrugia

INTERNAL
QUALITY
ASSURANCE
DOCUMENT

Version 6 2023

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INTRODUCTION

MF Academy's vision is to better the transmission, understanding and practice of fitness in our society.

The MF Academy is an institution focused on the education and training preparation of fitness professionals, promoting hands-on practical pedagogies in its teaching and learning.

It is within this context that this Internal Quality Assurance document is being developed. Together with key educational experts and trainers, we believe that the concept of quality is core to our strategic efforts. This forms the basis of our quality strategy which then drives the academy's educational practices and other principles including non-discrimination, tolerance, support to individuals with diverse needs and active participation.

This concise document also serves to define the important quality concepts by which the Academy reaches its quality commitments towards the 11 standards as prescribed in the National Quality Assurance Framework for Further and Higher Education as established by the National Commission for Further and Higher Education (NCFHE), now known as the Malta Further and Higher Education Authority (MFHEA). The document is structured to cover all the ten quality assurance criteria systematically and is also in line with Standard Operating Procedures which are used internally to ensure that each quality commitment is reached.

Needless to state, quality assurance is a dynamic activity and this document will be updated through the lifetime of the intended programme(s) delivery of MF academy.

Standard 1: Policy for Quality Assurance

MF academy's strategic priorities for the next 5 years are to:

1. Provide high-quality training programmes in the field of fitness training
2. Develop trainers that can transform the lives of individuals
3. Formulate strategic partnerships in the field of fitness training in Europe

In order to achieve these strategic priorities, MF academy will ensure that a robust policy for Quality Assurance is maintained by all personnel involved in the academy. All students of the academy will be consulted on all aspects related to institutional processes, and the provision of training including design of programmes, method of delivery, and programme reviews. All the academic trainers and mentors that will form part of the academy will have the freedom to deliver the training programme as they deem appropriate so long as the accrediting parameters of the programmes are respected, and the delivery is aligned to the intended learning outcomes. While no research activity is expected to take place, students will be encouraged to develop valuable projects within the field of fitness training that leads to the betterment of individuals' life. Furthermore, teachers, trainers and mentors are expected to be well-informed and up-to-date on the recent practices of the sector.

MF Academy adopts a policy of **non-discrimination** irrespective of age, colour, gender, religion and sexual orientation. No academic malpractice will be tolerated, and anyone caught with any kind of malpractice will be expelled from the academy instantly. In its operations, MF Academy has a zero-tolerance towards any kind of discrimination towards its employees or students as outlined in its anti-discrimination policy (refer to Annex 1).

The quality assurance operations will be maintained by the Head of Academy, the Administrative Officer and the QA Officer. These roles all together are central to the upkeep and safeguarding of the quality assurance principles enshrined in this policy and upheld by the operations of the Academy. Irrespective of the engagement process, all recruits will need to possess all the minimum criteria outlined for key personnel.

ORGANISATIONAL STRUCTURE

MF academy will be owned by Mariano Farrugia, and he will act as the main person responsible for the Quality Assurance process, and administrative and financial affairs of the academy. In addition, a dedicated team of key personnel will act to head the academic side of the academy in order to ensure

integrity, reliability and academic freedom. A lean quality assurance system will also be deployed in order to ensure that all the necessary quality criteria are adhered to. All key personnel will meet the following minimum requirements: The Administrative and QA officers shall hold at least an MQF level 4 with a minimum of ten (10) years of experience in the industry, and trainers shall also hold at least an MQF level 4 with a minimum of three (3) years of experience. Teaching staff shall hold a minimum of MQF level 6 with three (3) years of experience.

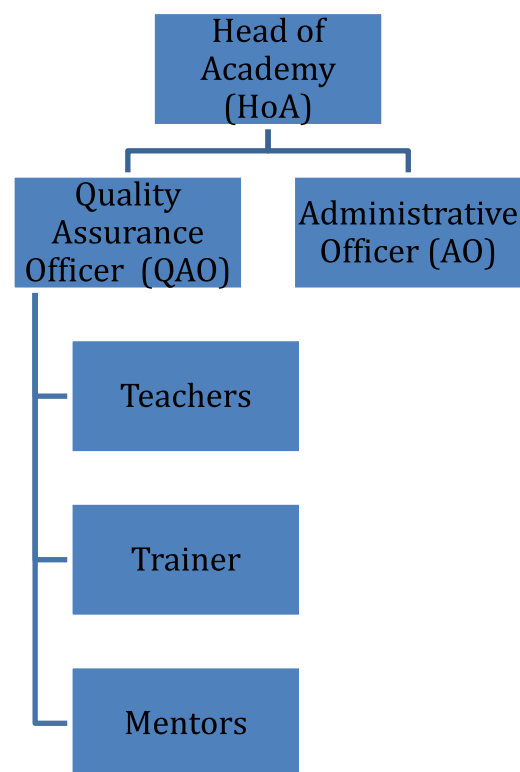


Figure 1: Organisational Structure of MF Academy

A. HEAD OF ACADEMY

The HOA will be directly responsible for the overall running of the academy which will be structured into 4 specific domains of operation:

- Administrative Management
- Quality Management

- Teaching and Training and assessment
- Student Mentoring

All the fields of operation will be led by key personnel that possess the minimum qualifications and experience as defined in the introductory paragraph of this section. All the specific responsibilities of the above fields will be explained systematically and in accordance with the quality standards in the next four sections.

The role and responsibilities of the HOA include:

- Provide leadership and development of the Academy
- Creating a supportive working environment for all staff in the Academy

B. ADMINISTRATIVE OFFICER

The administrative officer will ensure compliance with the following quality standards:

Standard 2: Probity, Standard 5: Student Admission, progression, recognition and certification
Standard 9: Public Information. Therefore, the Administrative Office shall be responsible for:

- Administering the student's life cycle process from admissions to course completion
- Up-keeping of students' records,
- Assist with the marketing strategy of the Academy
- Ensure that all marketing material is up-to-date and relevant
- Provide administrative support

C. QUALITY ASSURANCE OFFICER

The quality management of the academy will ensure compliance with the following quality standards:

Standard 1: Policy for Quality Assurance, Standard 8: Information Management

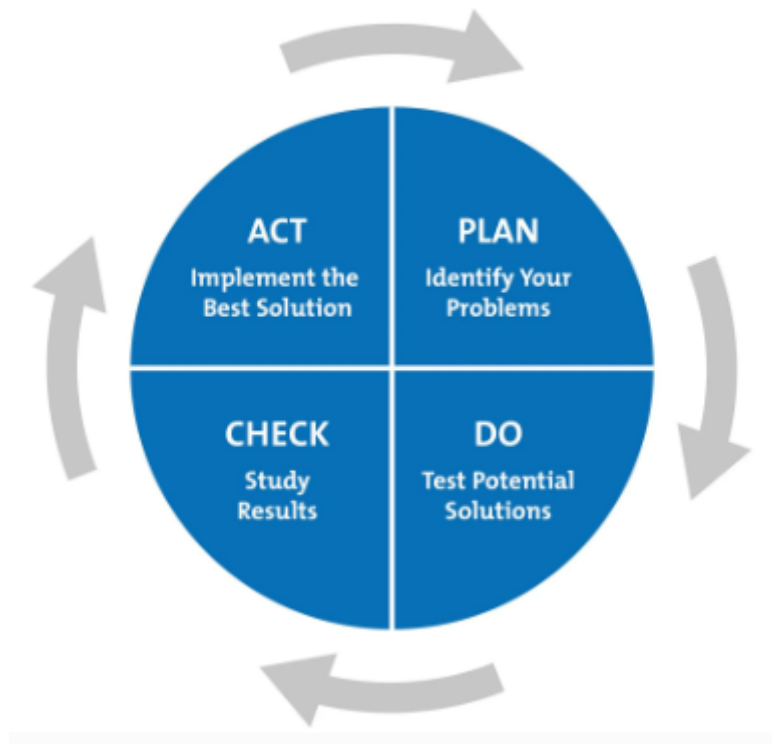
Standard 10: Ongoing monitoring and periodic review of programmes.

Therefore, the Quality Assurance Officer shall be responsible for:

- Developing a structure for the development of new programmes
- Developing a structure for the periodic review of programmes
- Developing a strategic plan for the Academy
- Engage the staff in devising and agreeing to the plan
- Be responsible for regular budget planning and financial matters of the Academy
- Allocate the necessary resources for the smooth running of the Academy
- Recruit staff necessary to ensure the smooth running of the Academy
- Develop an appropriate structure for the development of new programmes so as to be innovative in the Academy's specialisation

fields.

- Support and develop tutors through Observation of teaching
- Conduct regular sample checks on assessments made.
- Review feedback from various stakeholders of the Academy
- Evaluate institutional process and development through a PCDA Approach



D. TEACHERS & TRAINERS

The teachers and trainers of the academy will ensure compliance with the following quality standards:

Standard 3: Design and approval of programmes, Standard 4: Student-centred learning, teaching and assessment, Standard 6: Teaching staff. Teachers and trainers shall be responsible for:

- The delivery and assessment of the programmes that they have been engaged to deliver
- Design the assessments to be used per programme in accordance with the MFHEA application
- Ensure that the assessment process is clear and understood by all students
- Ensure that the assessment process is undertaken in a fair manner.
- Monitor students' progress
- Assist the HOA and QA officer in the design of new programmes
- Assist the HOA and QA officer in the review and amendments of programmes
- Stay up-to-date in the field that they are teaching.

E. STUDENT MENTORS

The student mentors of the academy will ensure compliance with the following quality standards: Standard 7: Learning resources and student support.

The role of the student mentors is to provide all the required support to students which they may need. This role will ensure that students have all the required learning resources and support irrespective of their specific/special need and background.

In terms of ensuring full compliance all Teachers, trainers and mentors shall be made aware of the learning outcomes of the programme so as to discuss the teaching practices to be used and also the assessment processes to be used throughout the course with the HOA and the Quality Assurance Officer.

Standard 2: Probity

In order to ensure full compliance, MF academy will have a legal representative that has an effective residence in Malta. All key personnel will meet the following minimum requirements: The Administrative and QA officers shall hold at least an MQF level 4 with a minimum of ten (10) years of experience in the industry. In particular, the Head of Institution is expected to hold a degree at MQF Level 6 in social sciences; and more importantly, have evidence of more than 10 years of solid experience in leading sports-related initiatives at managerial levels. Across all grades, preference will be given to candidates who would have worked with a variety of clients coming from different backgrounds and in a range of contexts. This combination of academic and experiential preparation will ensure that the candidate is able to apply theoretical and knowledge concepts to the practical, hands-on pedagogy adopted by our Institution. This will ensure that such positions are fit for the required purposes.

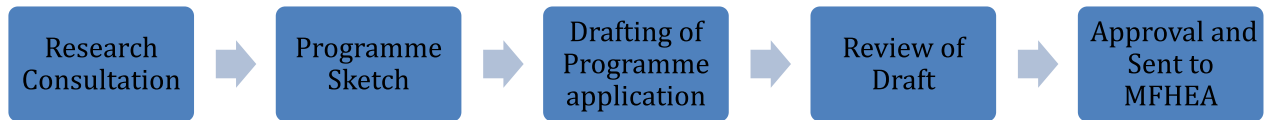
All records of financial transactions will be maintained, and sufficient financial reserves will be in place in the event of unforeseen events. The academy also commits to regularly update and sit for financial auditing undertaken by professional accountants.

The above will be made possible through an initial capital investment, effective administration, management and professional level of legal representative and key management personnel.

Standard 3: Design and approval of programmes

The design, development and approval of programmes will follow a step-by-step procedure that will

be managed by the Head of Academy (HOA), together with the Quality Assurance Officer and respective teachers & trainers of the academy as follows:



1. The HOA will consult with stakeholders in the fitness industry and clients (potential students), teachers and trainers in the fitness training sector to identify training needs. These consultations may take the approach of informal meetings or focus groups. Such discussions will ensure that the programmes designed, and their roll out are relevant to both the students' needs and the industry's needs.
2. The HOA together with the Quality Assurance Officers shall review whether the newly proposed area/ programmes are relevant and discuss together with the stakeholders above the following aspects: the target audience, the MQF level, entry requirements and the duration of the programmes to arrive at having a sketch of the programme.
3. The HOA may opt to draft the MFHEA programme application, delegate this to one of the teachers/trainers as the expert in the area, or engage an external expert in accordance with the area being developed.
4. In drafting the programme application, it shall be ensured that learning outcomes are designed in accordance with the MQF Level required. The design shall be guided by the referencing report as issued by the MFHEA. The training and assessment methods and delivery for each module shall be clearly stated and any reading material necessary shall be listed.
5. Once a complete draft of the programme application is finalised it, shall be reviewed by HOA and the quality assurance officer and at their discretion shall invite any other person, they deem fit.
6. Once the review is complete and any amendments catered for the developed programme is submitted to MFHEA for the accreditation process.

Standard 4: Student-centred learning, teaching and assessment

MF academy adopts a student-centric approach in its philosophy of teaching and learning. All

methods of instruction adopted at the academy, including assessment, will ensure simple, interactive methods where the students, typically students over the age of 18, will be able to take an active role in directing their learning journey. This will be achieved through hands-on instruction, practical tasks and assessments, collaborative learning and facilitation.

The Academy encourages the use of real-life situations and case studies in teaching environments in order to learn through actual, practical experience with a subject rather than just its mere theoretical parts.

The MF Academy has an anti-discrimination policy (Annex 1); therefore, the Academy favours democratic values, and inclusive communities and ensures that proactive efforts are taken to increase diversity and eliminate discrimination. We are against all types of discrimination including discrimination on the basis of race, colour, ethnicity, religion, sex, national origin, age, disability, sexual orientation, and marital status as extrapolated further in our anti-discrimination policy statement.

The Quality Assurance Officer will handle all inquiries and complaints regarding any perceived discrimination and have zero tolerance for discrimination. Any reports of discrimination shall be handled promptly in the manner deemed necessary by the Quality Assurance Officer. Students having a complaint shall write an email or set-up a meeting with the Quality Assurance Officer to describe the grievance the student is reporting. In case of a meeting, the Quality Assurance Officer shall ensure that minutes of the meeting are kept so as to have a record of the complaint at hand. On the basis of the grievance portrayed, the Quality Assurance Officer may either provide a way forward in their capacity as Head of Institution or may decide to appoint an ad-hoc committee in order to discuss the matter and then decide on a way forward.

The MF Academy is committed to widening underrepresented groups and increasing its diversity. In doing so, the Academy promotes intellectual diversity in its learning community. Where possible, the Academy will recruit and encourage applications from underrepresented groups and create a positive and supportive environment for all. This is in line with the philosophy of the Academy, as fitness is thought of as a measure which has an impact not only on the aesthetic of the individual but also on their psychological and emotional well-being.

The delivery of all modules shall ensure that students are engaged in their learning and therefore trainers and mentors present material to be covered during the session in different methods such as hands-on training, discussion, case studies and group work. During the session, students are expected to contribute so as to make the most out of their learning experience.

In order to be eligible for assessment, a learner must be enrolled as a learner of the Academy, have attended lectures regularly and have paid the relevant fees. In fact, a learner may only sit for assessment if they have attended **75% of all the sessions**. Any student who did not attend more than 75% of the session are immediately notified that they cannot sit for the assessment and will be obliged to re-do the modules. The Academy shall only consider lack of attendance under extraordinary circumstances, such as sickness or situations which are beyond the student's control. Any such extraordinary circumstances are to be backed up by evidence, produced by the student for the Academy's consideration. In taking these decisions the Head of Academy together with the Quality Assurance Officer shall deliberate and communicate the outcomes to the student. Assessments will be done within the periods as indicated by the calendar/schedule published by the Academy. If the student wishes to have an assessment postponed, a written justified reason must be sent to the Head of the Academy who will discuss the request with the lecturer concerned in order to accept or refuse the student's request.

Students will be informed of the criteria and modes of assessment during their induction at the beginning of their training programme. This information will be included in the info pack provided to the students.

The assessment methods will be of two types: formative and summative. The formative assessments will not be graded. They can take on the form of tests, practical sessions, presentations and write-ups. The summative assessments can take the same form as formative assessments explained but will be graded on a two-level system: Pass or Fail. Students shall in fact, be provided with the rubric at the beginning of each module so as to ensure that they know what are the criteria to get a pass. Students will be informed about which criteria they failed and also be given guidance on how to improve their performance.

Students will be given a chance to re-submit their summative assessments only once. The achievement of qualifications will require that all students achieve a pass in all the modules.

Assessment decisions are impartial, reliable, and fair and provide a valid judgement of the students' successful achievement of the set learning outcomes. In fact, the Quality Assurance officer shall ensure that a random sampling of about 5% of the assessments is reviewed prior to the publication of the marks. If the Quality Assurance Officer finds that marks were not allocated in accordance with the module's rubric, the teacher/trainer shall be asked to re-review and re-assess the whole cohort's marks as per the guidance given by the Quality Assurance officer.

Revision of Paper Procedures.

Students who are dissatisfied with their results may request a revision of paper (see the revision of paper procedure Annex 7) within **three** working days from the publication of the results. The paper will be reviewed to ensure that no error was made in the calculation of marks awarded. The student is to apply for the revision of paper through the Application Form for the Revision of Paper (Annex 8).

The revision of paper entails that an external examiner blind-marks the examination paper, therefore the marks given by the first examiner will not be known to ensure that the process is fair and transparent.

Students will be provided with feedback both from the external examiner and the teacher.

The revision of paper process carries an administrative charge of €90

Resit Procedure

Students who have failed one of the exams have the opportunity to resit the examination, subject to the availability of the Academy. The student will not normally be required to attend the whole course to redo the exam, provided that the Academy deems that the student may resit the examination without having to redo additional modules/courses in order to successfully achieve the required pass mark (refer to Annex 9 for the full procedure).

Resits carry an administrative of €60 and examination charge of €60

Appeals Process and Procedure

The Academy recognises that some might question the decisions issued and therefore students are allowed to appeal such decisions. Students shall fill in a form (Annex 2) which is reviewed by the Administrative officer, who shall convene with the Head of Academy, the Quality Assurance officer and any other person deemed to be an expert in the subject area that is being appealed against. The Academy aims to deal with any appeals in a speedy manner.

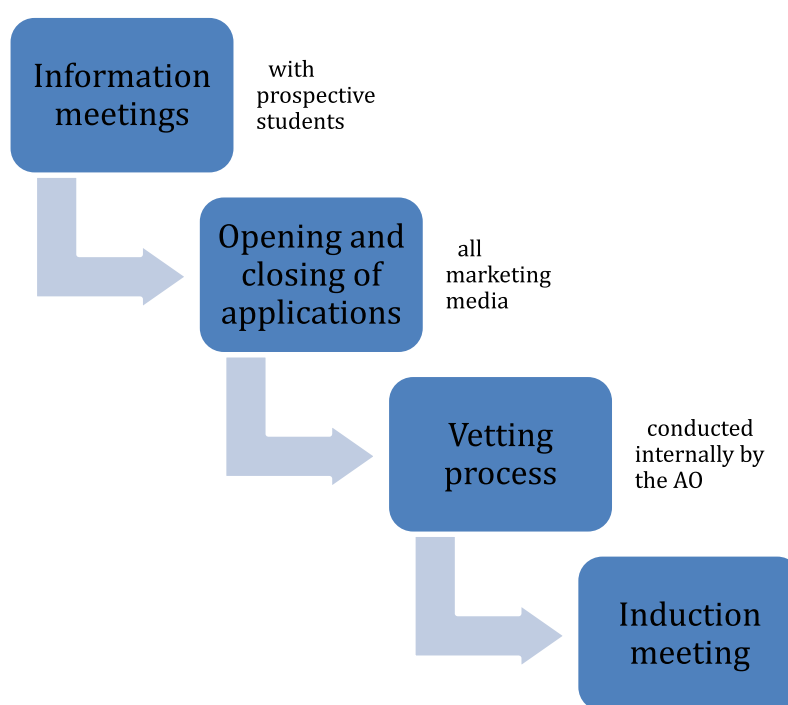
The Academy will only consider appeals that are submitted within 10 working days of the receipt of the assessment; outlines why the appeal is being submitted and provides supporting documentation; and is submitted by the student himself or herself and not third parties.

The Academy will review the appeal and communicate an outcome within 20 working days from receipt.

Standard 5: Student Admission, progression, recognition and certification

The admin. officer (AO) will also be responsible for student admission, progression, and certification. MF Academy will not adopt the process of recognition of prior learning at the initial stages (3 years) of its operation. In the eventuality that the latter process will be incorporated, this IQA document will be updated accordingly and sent to MFHEA.

The process shall follow the stages outlined below:



In order to provide quality management of these processes, the AO will:

- Organise information meetings to explain to all potential students the purpose of which is to relate information with regards to the programme the students would have shown interest in, explain the admissions procedures and also the requirements necessary to apply of the Course
- Keep a record of all the correspondence and information of students asking for information
- Ensure that the opening and closing of applications are communicated through the necessary

communication channels such as: adverts and social media campaigns.

- Utilise an effective admission process by checking that all the eligibility requirements expected of the respective programmes are met. All documentation submitted by the students will be vetted manually by the AO. This is done through a step by step procedure by checking each and every application against the entry requirements.
- Keep evidence of entry requirements and qualifications of students, together with the result of the admission process.

Once this list is complete, the AO shall convene with the HoA to approve the selection of applicants. Upon approval of this list the AO shall communicate with prospective applicants detailing the outcome of admission.

Following the vetting process and communication of outcomes, the AO shall inform the applicant that they have been formally enrolled on the programme. Furthermore, the AO shall organize an induction meeting with the whole cohort. During the induction meeting, the students will be given a brief of the programme, and whom to contact in case of any difficulties or challenges encountered during the course. Students are also given a short information pack which they can make reference to throughout the programme duration. The information pack includes:

- Description of Each module
- Timetable

Upon admission approval, all students shall be informed via e-mail of important information related to their programme at least one week prior to the course commencement. All students shall be made aware of the following:

- Venue Detail including directions – if applicable
- Course Timetable
- Course Start/Finish Time
- Course Aims & Objectives
- Qualification Level and number of ECTS/ECVET
- Learner/Assessor's Name
- Topics/Subjects Covered
- Learning outcomes of the courses

In liaison with the Head of Academy and teachers & trainers, the AO shall keep a record of student performance. Individual student records are kept electronically to safeguard the students' information. Such information is only accessible by the HoA and teachers & trainers on a need-to-know basis. The AO shall also record the achievement/progression of students and prepare the issuing of certification on the basis of successful programme achievement.

The MF Academy issues certificates to all successful students. The certificates will indicate the following::

- The full name of the Institution, Licence number, licence category, logo
- Student's name and ID card no
- Certificate issue date
- Unique certification number
- Exact Course title as per MFEHA application
- ECTS/ECVET
- MQF / EQF level
- Duration of the course
- Status of Qualification Gained
- Signature of Head of Institution

- The extract: The Malta Further and Higher Education Authority (MFHEA) deems this certificate to be at Level "X" ("X" ECTS) of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning.

- MFHEA logo

The Academy is cognisant that there may be instances where students who have enrolled in the course may encounter some difficulties in further pursuing their commitment. The Academy declares that refunds may only be effected in exceptional cases, and the students will be offered to pursue their studies with the next intake should they inadvertently have to stop. Monetary refunds shall be considered for medical reasons only (refer to annex 10 for the full refund policy).

Standard 6: Teaching staff

Teaching staff will be engaged on a contract for service, part-time basis. All the teachers will be expected to have at least a level 6 qualification and 3 years of experience working in the fitness sector. During their few sessions of teaching, newly engaged staff will be accompanied by the quality assurance officer or any other person delegated by him as a support mechanism for the newly engaged personnel. Trainers will be expected to have at least 8 years of experience in the fitness sector and will need to be accompanied by a teacher if sessions are to be conducted in a classroom environment.

Prospective trainers apply for the post by being nominated by the Head of Academy. The prospective trainer should present the following documents: personal data, CV, and copies of the certificates. On the other hand, trainers can reply to a call for applications issued by the Academy, by addressing an application to the Head of the Academy explaining why he/she considers himself/herself apt for the indicated post and present also the following documents: personal data, CV, copies of the certificates. The Head of Academy is expected to verify all the documents submitted and Interview the prospective trainer together with the Quality Assurance Officer. The Head will then inform the applicant in writing about the acceptance or refusal for the indicated post.



The Academy has procedures for regular observation of teaching. All staff are aware and accept to be observed and supervised as a means of ensuring the quality of teaching at the Academy. A Peer Observation of Teaching Guide tool (Annex 3) is used for the Quality Assurance Officer to undertake the peer observation process; however, it is also encouraged that staff also use this guide to peer observe and learn from each other. The Academy supports staff development and upskilling of its teaching staff members. While its teaching staff will be mainly employed on a part-time basis, it is still keen to provide them with means of professional development, mainly through online courses and professional development sessions. Part-time staff members are kept abreast of the Academy's developments by the Head of the Academy. Part-time staff members are also particularly encouraged to participate in the staff

development plan and also scheduled staff development activities.

Standard 7: Learning resources and student support

The role of the student mentors is to provide all the required support to students which they may need. This role will ensure that students have all the required learning resources and support irrespective of their specific/special needs and background. The academy will allocate 25% of its budget plan to learning resources which apart from fitness equipment and stuff will also include specialist books, articles, magazines and online subscriptions. During each course, students will be provided with necessary material such as class notes and other relevant material which will enable them to meet the assessment criteria.

At the beginning of each course, teachers and trainers will indicate the resources required for the training events. Where additional resources are necessary, requests are forwarded to the Head of the Academy for consideration. Unless justified, the Head of the Academy shall not unnecessarily withhold his or her approval.

Students and staff are encouraged to make use of the resources made available to them. Students are informed of the resources available at the beginning of their course and are given unlimited access to all resources both during the lessons as well as during the self-study hours. Since students will follow the course on a part-time basis, the Academy will make the resources available during indicated evening opening hours to suit the flexibility needed by the students. Details of the resources available and the opening hours will be made available to the students at the beginning of each training programme. Furthermore, on any issues related to the subject content, students will have ease of access to contact teachers or trainers to seek support in teaching-learning and assessment. Administrative and personal concerns shall be directed to the Administrative Officer who shall guide the student on the best course of action.

The Academy attracts students of different educational backgrounds. In order to support all students according to their individual learning needs, the Academy will make available additional tutorial sessions and re-sit options.

Standard 8: Information Management

The academy will develop an information management (IM) system that will integrate all the information on students, teaching & training staff, student mentors, admission, certification and learning activity. The management of all students and stakeholders and the documentation mentioned will be stored on Google drive and administered by the administrative officer.

Reports extracted from the IM will be made available, as necessary to the MF Academy management staff. Similarly, teachers and training staff will be provided with information if and when necessary. Safeguarding personal information, both students' and staffs', will be central to identifying and justifying reporting requirements.

In addition, all the following information management will be maintained through the dedicated IM system:

- Student profiles, including personal information such as gender, level of education, disabilities, ethnicity, etc.
- Admission records, including the application and additional documentation submitted by the students
- Course participation, retention and performance rates
- Students' feedback and expectations
- Career paths

In keeping information on students' progression grades are kept in excel sheets for the AO to monitor all students' performance.

Information management shall be maintained with the QA officer supported by the AO. The details as outlined above shall be maintained for forty years as stipulated in the MFHEA standard. However, in collecting information and in the processing of this data the MF Academy shall adhere to GDPR rules and regulations (Annex 5).

Standard 9: Public Information

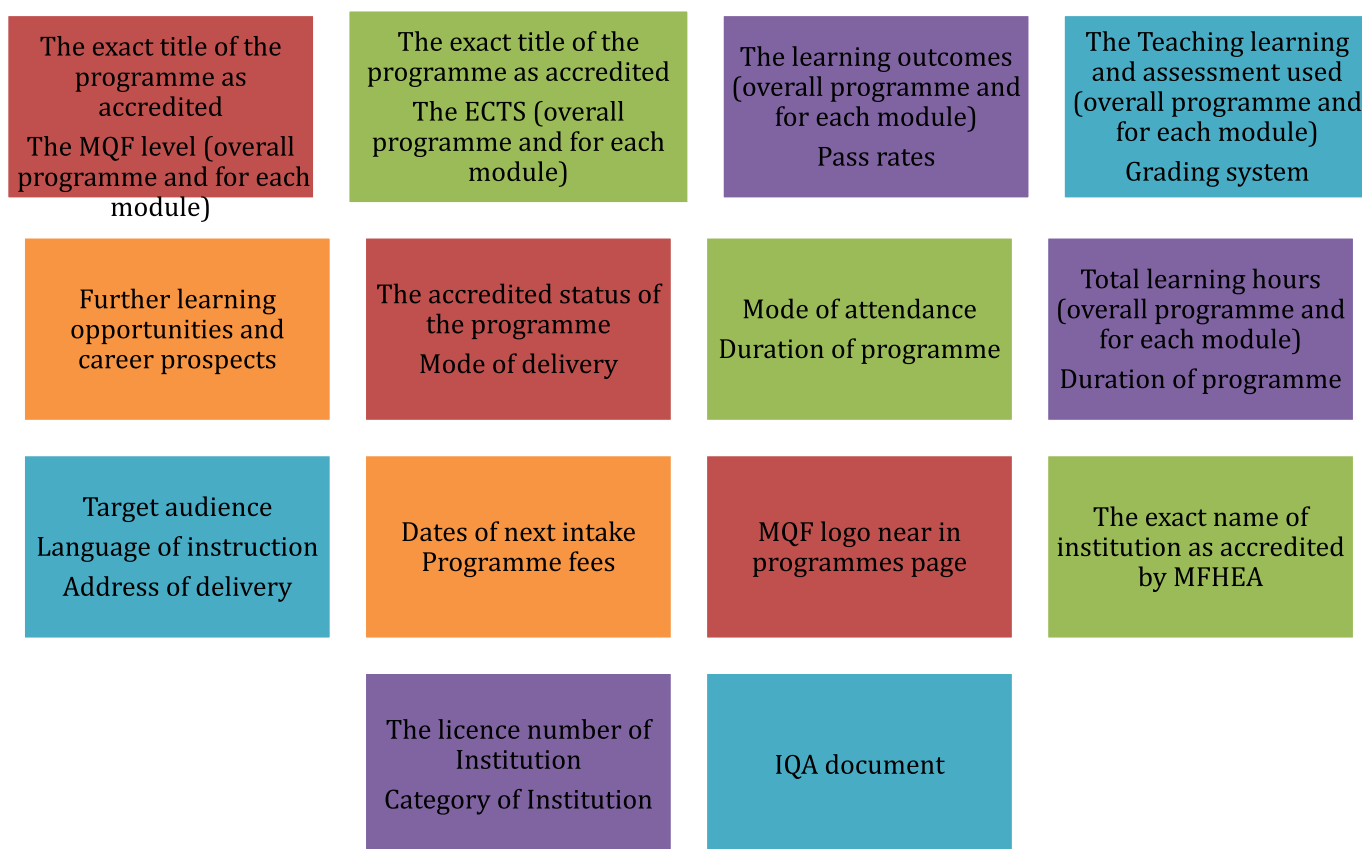
All public information will be managed by the AO who will ensure that:

- Information about the academy's programmes is made available for potential students on a dedicated website and through printed material such as student booklets and brochures
- The dedicated website will be maintained and updated regularly by means of a management

process check done by the AO (see checklist Annex 4).

- The information made available to the public will also be discussed with students both informally throughout their course duration and also by setting up a formal focus group to collect their feedback
- All information relating to programmes of study will contain the essential information as per requirements detailed in the national quality assurance framework for further and higher education and also the regulations and guidelines as issued by the MFHEA from time to time.

All information on the website shall have the following elements as outlined in the figure below:



Standard 10: Ongoing monitoring and periodic review of programmes

MF academy is committed to ensuring that its programmes are of excellent quality, up-to-date and of relevance to the latest trend in the field. To do this MF Academy will primarily review its programme after every cohort of students finishes the module. In essence, this would entail a review of the feedback received throughout the duration of the programme, feedback given

from the trainers, tutors, and students' mentors delivering or assisting in the module delivery, therefore the programme itself will undertake initial reviews whereby changes may be necessary to the delivery and assessment processes. This review will take place approximately once every 4 years. The QAO shall be responsible for reviewing the initial module reviews, and any recommendations for improvement/amendments will be discussed with the trainers delivering the module for implementation.

MF Academy shall also undertake a revamping and re-accreditation process for the programme at least every four years, whereby the MFHEA programme application is reviewed holistically through the involvement of external stakeholders and experts in the field under review, current students, students who have finished the particular course under review. The HoA, AO and QAO shall be responsible for the review of the whole programme. In ensuring that a holistic review of the programme is undertaken, the AO shall compile a schedule of programme review whereby every programme is re-reviewed every four years after its accreditation. This would give a one-year timeframe for any necessary changes to the programme to be made prior to the programme being submitted for MFHEA for re-accreditation. The HoA shall set up an ad-hoc committee per programme composed of:

- The HoA
- The trainers involved in the delivery of the programme
- At least one past student who had followed the course
- An expert in the area undergoing review.
- The QAO

The MF academy is also committed to internally reviewing its processes and procedures every three years to ensure that processes are fair, transparent and mutually understood by all its employees and students.

Appendices:

Additional Policies and Procedures

Annex 1: Anti-Discrimination Policy

AIMS

MF Academy is committed to providing a safe, flexible and respectful environment for staff and clients free from all forms of discrimination, bullying and sexual harassment. All staff are required to treat others with dignity, courtesy and respect. By effectively implementing our Equal Employment Opportunity & Anti-Discrimination Policy MF Academy strives to create a positive working environment for staff.

SCOPE

This policy applies to:

- All staff, including employees on part-time or casual, temporary or permanent staff; job candidates; students, prospective students, prospective employees and any other clients of the Academy.
- Discrimination, bullying and sexual harassment are unacceptable at the Academy.
- Staff or students found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including termination of employment in case of employees or dismissal from the course for students.

The Academy may unilaterally introduce, vary, remove or replace this policy at any time.

DISCRIMINATION

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law, such as sex, age, race or disability.

Discrimination can occur:

- Directly, when a person or group is treated less favourably than another person or group in a similar situation because of a personal characteristic protected by law. For example, a worker is harassed and humiliated because of their race or a worker is refused promotion because they are 'too old'
- Indirectly, when an unreasonable requirement, condition or practice is imposed that has, or is likely to have, the effect of disadvantaging people with a personal characteristic. Examples of personal characteristics include;
 - o Race, colour, descent, national origin, or ethnic background;
 - o Age, whether young or old, or because of age in general;
 - o Sex;
 - o Religion;
 - o Sexual orientation, intersex status or gender identity, including gay, lesbian, bisexual, transsexual, transgender, queer and heterosexual;
 - o Marital status, whether married, divorced, unmarried or in a de facto relationship or same-sex relationship;

- o Political opinion;

BULLYING

Bullying can take many forms, including jokes, teasing, nicknames, emails, pictures, text messages, social isolation or ignoring people, or unfair work practices.

Behaviours that may constitute bullying include;

- Sarcasm and other forms of demeaning language; Threats, abuse or shouting;
- Coercion; Isolation;
- Inappropriate blaming; Ganging up;
- Constant unconstructive criticism;

Any form of bullying is unacceptable at MF Academy.

SEXUAL HARASSMENT

Sexual harassment is a specific and serious form of harassment. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written. It can include:

- Comments about a person's private life or the way they look; Sexually suggestive behaviour, such as leering or staring; Brushing up against someone, touching, fondling or hugging; Sexually suggestive comments or jokes;
- Displaying offensive screen savers, photos, calendars or objects; Repeated unwanted requests to go out;
- Requests for sex;
- Sexually explicit posts on social networking sites; Insults or taunts of a sexual nature;
- Intrusive questions or statements about a person's private life; Sending sexually explicit emails or text messages; Inappropriate advances on social networking sites;
- Accessing sexually explicit internet sites;
- Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Just because someone does not object to inappropriate behaviour in the workplace or during class at the time, it does not mean that they are consenting to the behaviour.

Annex 2: Appeals Form

Name: Click or tap here to enter text.

Surname: Click or tap here to enter text.

ID card number: Click or tap here to enter text.

E-mail address: Click or tap here to enter text.

Mobile number: Click or tap here to enter text.

Course title (if applicable)

Click or tap here to enter text.

Please indicate the decision/results you are appealing against

Click or tap here to enter text.

Please Indicate the date when you have received this decision/ results

Click or tap here to enter text.

Kindly tick the type of Appeal

An appellant may disagree with the assessment mark given only after a revision of the paper has been made	<input type="checkbox"/>
An appellant may indicate a procedural irregularity undertaken by the Institution.	<input type="checkbox"/>
An appellant may indicate a personal bias.	<input type="checkbox"/>

Please provide an overview of the decision/results you are appealing against and outline the steps you have taken till now

Click or tap here to enter text.

Kindly indicate your expected outcomes from the Appeal

Click or tap here to enter text.

Please provide any evidence through the following e-mail address:

If no tangible evidence can be provided, please provide a thorough explanation in the box, below. You are kindly reminded that no appeal case shall be reviewed if no evidence or explanation is provided.

Click or tap here to enter text.

Declaration:

I have identified the grounds of Appeal	<input type="checkbox"/>
I have sent the supporting document to academy@mariano.club	<input type="checkbox"/>
I declare that the information provided is, to the best of my knowledge, accurate and no information is being without that my obfuscate the outcome of the Appeal	<input type="checkbox"/>
I declare that I have consulted with the appeals policy of MF Academy while filling in the form.	<input type="checkbox"/>

Annex 3: Peer Observation of Teaching Form

	Action	Observed	Comments
ORGANIZATION	The instructor states the relation of the class to the previous one	<input type="checkbox"/>	
	The instructor posts class goals or objectives on the board or a slide	<input type="checkbox"/>	
	The instructor provides an outline of the organization of the class.	<input type="checkbox"/>	
	The instructor revisits objectives at the end of class	<input type="checkbox"/>	
	Students are made aware what preparation (readings or other assignments) they should complete prior to the next class.	<input type="checkbox"/>	
INSTRUCTIONAL MATERIALS	Handouts or digital resources are appropriate in number and subject.	<input type="checkbox"/>	
	The instructor gives assistance or insight into reading or using assigned texts.	<input type="checkbox"/>	
INSTRUCTIONAL STRATEGIES	The instructor's choice of teaching techniques is appropriate for the goals	<input type="checkbox"/>	
	During discussion, the instructor pauses after asking questions.	<input type="checkbox"/>	
	The instructor keeps discussion on track or facilitates small group discussion	<input type="checkbox"/>	
	The instructor provides explicit directions for active learning tasks.	<input type="checkbox"/>	
	The instructor allows enough time to complete active learning tasks, such as collaborative work	<input type="checkbox"/>	
	The instructor offers "real world" application	<input type="checkbox"/>	
	Exercises are well chosen and well organized.	<input type="checkbox"/>	
	Procedures/techniques are clearly explained/ demonstrated	<input type="checkbox"/>	
	The instructor is thoroughly familiar with experiments/exercises.	<input type="checkbox"/>	
	The instructor is thoroughly familiar with equipment used.	<input type="checkbox"/>	
	Assistance is always available during exercises.	<input type="checkbox"/>	
	exercises are of appropriate length.	<input type="checkbox"/>	
	exercises help to develop confidence in the subject area.	<input type="checkbox"/>	
	The instructor's emphasis on safety is evident	<input type="checkbox"/>	
	instructor conveys openness and warmth and encourages students to interact with others the same way	<input type="checkbox"/>	
	The instructor varies the teaching methods used throughout the session	<input type="checkbox"/>	

PRESENTATION	The instructor speaks at a pace that allows students to comprehend what is said.	<input type="checkbox"/>	
	The instructor uses appropriate examples, metaphors and analogies	<input type="checkbox"/>	
	The instructor is enthusiastic about the subject matter	<input type="checkbox"/>	
RAPPORT WITH THE STUDENTS	The instructor addresses students by name, as possible	<input type="checkbox"/>	
	Delivery is paced to students' needs.	<input type="checkbox"/>	
	The instructor provides feedback at given intervals.	<input type="checkbox"/>	
	The instructor uses positive reinforcement.	<input type="checkbox"/>	
	The instructor encourages students to build on each other's comments and ideas	<input type="checkbox"/>	
	The atmosphere of the classroom is participative.	<input type="checkbox"/>	
	The instructor provides students opportunity to mention problems/concerns with the class, either verbally or in writing	<input type="checkbox"/>	

Annex 4: Website information Checklist

<u>WEBSITE INFORMATION CHECKLIST</u>	<u>Check</u>
The MQF level (overall programme and for each module)	<input type="checkbox"/>
The ECTS (overall programme and for each module)	<input type="checkbox"/>
The exact title of the programme as accredited	<input type="checkbox"/>
The learning outcomes (overall programme and for each module)	<input type="checkbox"/>
The Teaching learning and assessment used (overall programme and for each module)	<input type="checkbox"/>
Pass rates	<input type="checkbox"/>
Further learning opportunities and career prospects	<input type="checkbox"/>
The exact name of institution as accredited by MFHEA	<input type="checkbox"/>
The licence number of Institution	<input type="checkbox"/>
Category of Institution	<input type="checkbox"/>
IQA document	<input type="checkbox"/>
The accredited status of the programme	<input type="checkbox"/>
Mode of delivery	<input type="checkbox"/>
Total learning hours (overall programme and for each module)	<input type="checkbox"/>
Mode of attendance	<input type="checkbox"/>
Duration of programme	<input type="checkbox"/>
Target audience	<input type="checkbox"/>
Language of instruction	<input type="checkbox"/>
Address of delivery	<input type="checkbox"/>
Grading system	<input type="checkbox"/>
Dates of next intake	<input type="checkbox"/>
Programme fees	<input type="checkbox"/>
MQF logo near in programmes page	<input type="checkbox"/>

Annex 5: Data Protection Policy

This Policy describes the Academy's policies and procedures on the collection, use and disclosure of personal information when individuals use the Service and outlines the individuals' privacy rights.

MF Academy uses personal data to provide and improve the Service. By embarking on an educational programme of MF Academy students and stakeholders agree to the collection and use of information in accordance with this Privacy Policy.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalised have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Privacy Policy:

- **"Data Controller"**, for the purposes of the GDPR (General Data Protection Regulation), refers to MF Academy as the legal person which alone or jointly with others determines the purposes and means of the processing of Personal Data.
- **"Personal Data"** is any information that relates to an identified or identifiable individual.
For the purposes of GDPR, Personal Data means any information relating to You such as a name, an identification number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity.
- **"Service Provider"** means any natural or legal person who processes the data on behalf of MF Academy. It refers to third-party companies or individuals employed by MF Academy to facilitate the Service, to provide the Service on behalf of MF Academy, to perform services related to the Service or to assist MF Academy in analyzing how the Service is used. For the purpose of the GDPR, Service Providers are considered Data Processors.
- **"You"** means the individual accessing or using the Service, or MF Academy, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
Under GDPR (General Data Protection Regulation), You can be referred to as the Data Subject or as the User as you are the individual using the Service.

Collecting and Using Your Personal Data

Types of Data Collected

Personal Data

While using Our Service, We may ask You to provide Us with certain personally identifiable information that can be used to contact or identify You. Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, State, Province, Postal code, City
- Usage Data

Usage Data

Usage Data is collected automatically when using any of the MF Academy's services or upon enrolment into any programme

Usage Data may include information such as Your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that You visit, the time and date of Your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When You access the Service by or through a mobile device, the Academy may collect certain information automatically, including, but not limited to, the type of mobile device You use, Your mobile device unique ID, the IP address of Your mobile device, Your mobile operating system, the type of mobile Internet browser You use, unique device identifiers and other diagnostic data.

We may also collect information that Your browser sends whenever You visit our Service or when You access the Service by or through a mobile device.

Use of Your Personal Data

MF Academy may use Personal Data for the following purposes:

- **To provide and maintain our Service**, including to monitor the usage of our Service.

- **To contact You:** To contact You by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.
- **To provide You with news,** special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless You have opted not to receive such information.
- **To manage Your requests:** To attend and manage Your requests to Us.
- **For other purposes:** We may use Your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Service, products, services, marketing and your experience.
- **Throughout student life-cycle:** We will be collecting data throughout the duration of the Programme to maintain records of your educational progression. Data will be retained for verification of certification purposes.

We may share Your personal information in the following situations:

- **With Service Providers:** We may share Your personal information with Service Providers to monitor and analyse the use of our Service, for payment processing, to contact You.
- **With other users:** when You share personal information or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside.
- **With Your consent:** We may disclose Your personal information for any other purpose with Your consent.

Retention of Your Personal Data

MF Academy will retain Your Personal Data only for as long as is necessary for the purposes set out in this Policy. We will retain and use Your Personal Data to the extent necessary to comply with our legal obligations.

MF Academy will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of Our Service, or We are legally obligated to retain this data for longer time periods.

Transfer of Your Personal Data

Your information, including Personal Data, is processed at MF Academy's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of Your state, province, country or other governmental jurisdiction where the data protection laws may differ from those from Your jurisdiction.

Your consent to this Privacy Policy followed by Your submission of such information represents Your agreement to that transfer.

MF Academy will take all steps reasonably necessary to ensure that Your data is treated securely and in accordance with this Privacy Policy and no transfer of Your Personal Data will take place to an organisation or a country unless there are adequate controls in place including the security of Your data and other personal information.

Disclosure of Your Personal Data

Law enforcement

Under certain circumstances, MF Academy may be required to disclose Your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

Other legal requirements

MF Academy may disclose Your Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of MF Academy
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of Users of the Service or the public
- Protect against legal liability

Security of Your Personal Data

The security of Your Personal Data is important to Us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While We strive to use commercially acceptable means to protect Your Personal Data, We cannot guarantee its absolute security.

Detailed Information on the Processing of Your Personal Data

The Service Providers We use may have access to Your Personal Data. These third-party vendors collect, store, use, process and transfer information about Your activity on Our Service in accordance with their Privacy Policies.

Email Marketing

We may use Your Personal Data to contact You with newsletters, marketing or promotional materials and other information that may be of interest to You. You may opt-out of receiving any, or all, of these communications from Us by following the unsubscribe link or instructions provided in any email We send or by contacting Us.

GDPR Privacy Policy

Legal Basis for Processing Personal Data under GDPR

We may process Personal Data under the following conditions:

- **Consent:** You have given Your consent for processing Personal Data for one or more specific purposes.
- **Performance of a contract:** Provision of Personal Data is necessary for the performance of an agreement with You and/or for any pre-contractual obligations thereof.
- **Legal obligations:** Processing Personal Data is necessary for compliance with a legal obligation to which MF Academy is subject.
- **Vital interests:** Processing Personal Data is necessary in order to protect Your vital interests or of another natural person.

- **Public interests:** Processing Personal Data is related to a task that is carried out in the public interest or in the exercise of official authority vested in MF Academy.
- **Legitimate interests:** Processing Personal Data is necessary for the purposes of the legitimate interests pursued by MF Academy.

In any case, MF Academy will gladly help to clarify the specific legal basis that applies to the processing, and in particular whether the provision of Personal Data is a statutory or contractual requirement, or a requirement necessary to enter into a contract.

Your Rights under the GDPR

MF Academy undertakes to respect the confidentiality of Your Personal Data and to guarantee You can exercise Your rights.

You have the right under this Privacy Policy, and by law if You are within the EU, to:

- **Request access to Your Personal Data.** The right to access, update or delete the information We have on You. Whenever made possible, you can access, update or request deletion of Your Personal Data directly within Your account settings section. If you are unable to perform these actions yourself, please contact Us to assist You. This also enables You to receive a copy of the Personal Data We hold about You.
- **Request correction of the Personal Data that We hold about You.** You have the right to have any incomplete or inaccurate information We hold about You corrected.
- **Object to processing of Your Personal Data.** This right exists where We are relying on a legitimate interest as the legal basis for Our processing and there is something about Your particular situation, which makes You want to object to our processing of Your Personal Data on this ground. You also have the right to object where We are processing Your Personal Data for direct marketing purposes.
- **Request erasure of Your Personal Data.** You have the right to ask Us to delete or remove Personal Data when there is no good reason for Us to continue processing it.
- **Request the transfer of Your Personal Data.** We will provide to You, or to a third-party You have chosen, Your Personal Data in a structured, commonly used, machine-readable format. Please note that this right only applies to automated information which You initially provided consent for Us to use or where We used the information to perform a contract with You.
- **Withdraw Your consent.** You have the right to withdraw Your consent on using your Personal Data. If You withdraw Your consent, We may not be able to provide You with access to certain specific functionalities of the Service.

Exercising of Your GDPR Data Protection Rights

You may exercise Your rights of access, rectification, cancellation and opposition by contacting Us. Please note that we may ask You to verify Your identity before responding to such requests. If You make a request, We will try our best to respond to You as soon as possible.

You have the right to complain to a Data Protection Authority about Our collection and use of Your Personal Data. For more information, if You are in the European Economic Area (EEA), please contact Your local data protection authority in the EEA.

Changes to this Policy

We may update Our Policy from time to time. We will notify You of any changes by posting the new Privacy Policy on this page.

We will let You know via email and/or a prominent notice on Our Service, prior to the change becoming effective and update the "Last updated" date at the end of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Updates:

The policy was last updated in December 2022

Annex 6: Data Consent Form

Title: Click or tap here to enter text.

Name: Click or tap here to enter text.

Surname: Click or tap here to enter text.

ID card number: Click or tap here to enter text.

E-mail address: Click or tap here to enter text.

Mobile number: Click or tap here to enter text.

Home Address: Click or tap here to enter text.

Consent notice:

MF Academy is the controller of your personal data. You may contact MF Academy with concerns about GDPR compliance at academy@mariano.club.

Your personal data will be used for the following purposes: admissions; academic programs; communicating MF Academy's activities and accomplishments; soliciting donations; recruiting students; marketing; research; related records; and appropriate medical information.

The categories of personal data you are being asked to consent to the Academy's collection and use are your name, address, email address, telephone number, academic records, and other data related to the

purposes described in the previous paragraph and normal operations of an educational institution. MF Academy will share your personal data with third party software and service providers who collect, store and process your personal data on behalf of the Academy and who are contractually obligated to keep your personal data confidential subject to appropriate safeguards to prevent it from unauthorized disclosure. The Academy also intends to share your personal data with: appropriate internal units as required during the course of your attendance; government agencies.

For data subject to the GDPR, you have the right to request access to, rectify, erase and restrict the processing of your personal data. You also have the right to revoke this consent to use your personal data. If you feel the Academy has violated the GDPR, you have the right to file a complaint with the appropriate EU supervisory authority.

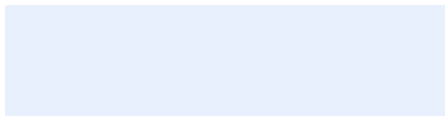
I consent to MF Academy using my personal data for the purposes described in this notice and understand that I can withdraw my consent at any time.

I give consent ☐ I do not give consent ☐

Name of Individual providing Consent: Click or tap here to enter text.

Address of Individual providing Consent: Click or tap here to enter text.

Signature:



Date of Signature: Click or tap to enter a date.

Annex 7: Revision of Paper Procedures

Students who are dissatisfied with their results may request a revision of paper within three working days from the publication of the results. The paper will be reviewed to ensure that no error was made in the calculation of marks awarded. The Student is to apply for the revision of paper through the Application Form for the Revision of Paper.

The revision of paper entails that an external examiner blind-marks the examination paper, therefore the marks given by the first examiner will not be known to ensure that the process is fair and transparent.

The revision of paper process carries an administrative charge of €90

Annex 8: Application Form for Revision of Paper

Name: Click or tap here to enter text.

Surname: Click or tap here to enter text.

ID card number: Click or tap here to enter text.

E-mail address: Click or tap here to enter text.

Mobile number: Click or tap here to enter text.

Course title (if applicable)

Click or tap here to enter text.

Module title

Click or tap here to enter text.

When did you receive the result?

Click or tap here to enter text.

Annex 9: Resits Procedure

Students who have failed one of the exams have the opportunity to resit the examination, subject to the availability of the Academy. The student will not normally be required to attend the whole course to redo the exam, provided that the Academy deems that the student may resit the examination without having to redo additional modules/courses in order to successfully achieve the required pass mark.

Resits carry an administrative charge of €60 and an examination fee of €60

Annex 10: Refunds Policy

In terms of Fee Refunds, the Academy abides with the provisions of S.L. 607.03 (Laws of Malta) and confirms that:

- Refunds procedures shall be communicated effectively to students prior to their enrolment into the course.
- Refund procedures are compatible with the consumer protection laws of Malta.
- Students have the right to take further action under the Consumer Affairs Act;
- Students are not prevented from seeking any other legal Remedies.

The Academy declares that refunds may only be effected in exceptional cases, and the students will be offered to pursue their studies with the next intake should they inadvertently have to stop. Refunds shall be considered for medical reasons only and shall be considered as follows:

- having exceptional medical cases, which makes students unable to pursue physical activities as required throughout the course. This instance is subject to the evaluation of the case by the administration of MF Academy. This means that a refund shall only be adjudicated subject to the approval of the MF Academy administration.

Accredited programmes awarded by MF Academy are eligible for funding under the **Malta Enterprise's Get Qualified** scheme. The Get Qualified is an initiative that supports the personal development of individuals for the achievement of qualifications and certifications required by the industry. The incentive is applicable for individuals who are self-funded and who are following a course of studies leading to a certification, diploma, degree or postgraduate degree course. **Upon completion of the programme, you will be able to recover up to 70% of expenses on both the registration and tuition fee.**

Annex 11: Application for Refunds

Name: Click or tap here to enter text.

Surname: Click or tap here to enter text.

ID card number: Click or tap here to enter text.

E-mail address: Click or tap here to enter text.

Mobile number: Click or tap here to enter text.

Home Address: Click or tap here to enter text.

Kindly indicate the reason why you are applying for refunds

Click or tap here to enter text.

Students are reminded that refunds are considered for medical reasons only ☐

I declare that I have submitted medical evidence in support to this request on [email address]

I agree ☐