



**EUROPEAN COLLEGE  
OF INNOVATION**

European College of Innovation (ECI)

Internal Quality Policy Document  
(IQPD)

ECI IQPD 2022 v1

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## About The College

The European College of Innovation (ECI) is a private limited liability company registered in Malta (With Company Registration Number C103842) with registered business address (office): European College of Innovation (ECI) Ltd, Central Office Building Block A, Level 2. Halmann Vella, Mosta Road, Lija, LJA 9016, Malta.

Training will occur at: The Hub Workspace, Triq San Andrija, San Gwann, SGN 1612, Malta.

The ECI is an independent educational institution, which is dedicated towards quality education for all to increase their skill set, knowledge base and assist in preparing students for the highly competitive employment market. The training is tailored to address the continuous educational requirements by its various stakeholders and is responsive to the needs of the individual and the economy.

The ECI plans to offer various courses accredited by various international and national (Malta) awarding bodies to its students.

## Mission Statement

The rationale of the European College of Innovation (ECI) is to provide innovative education and training, responding to the dynamic national and international needs of the individual, industry and the economy within various industry sectors. The ECI will achieve this by culture of learning, personal development, and high aspirations within the students to help them develop intellectually, socially and professionally.

## Objectives

The European College of Innovation 's objectives are:

- To provide quality education (as per the curriculums)
- Promote a positive and continuous attitude towards learning
- To enable students to follow their chosen career paths
- Assist students of all ages in achieving their desired qualification
- Assist working students to continue their education through Continuous Professional Development (CPD)

## Purpose of Policy

This policy ensures the College's commitment to provide an academic platform of sharing of ideas and collaborative educational opportunities which are of high-quality in line with Quality Assurance (QA) Standards outlined in the National Quality Assurance Framework for Further and Higher Education.

The Quality Assurance Policy will be available online on the ECI website.

## Internal Quality Assurance

### Organisational Chart



Terms in Organisational Chart:

- HOC: Head of College

## Institutional Probity

The main aim is to ensure that the learning process is appropriate, and the delivery provides the best learning material ensuring equality, appropriate well explained assessment and fairness.

- Equality – all students will be supplied with the same lecturing material such as notes, PowerPoint presentations, and slides to ensure success of all participants.
- Assessment – the assignments will be self-explanatory to reflect the learning outcomes (knowledge, skills, and competencies). To ensure uniformity, all assignments are prepared and assessed by the same qualified trainers responsible for the programme.
- Fairness– participants have an equal opportunity to succeed by following the provided unit learning material

Notes:

- All students have access to all the relevant teaching material and guidelines.
- All students have access to the Learning Management System (LMS)
- Assignments to be submitted on the LMS
  - The LMS can only be accessed by logging in to the LMS using the institute email address that the institute provides to the student on successful registration.
- The LMS system is utilising 'High Availability' to ensure reliability and continuous availability. The System has backups and multiple servers to ensure constant availability, reliability and redundancy.
- The LMS will also collect, manage and store the student journey, including student progression.
  - LMS will collect and keep student marks, any student complaints, appeals, disciplinary action (including plagiarism warnings should any be issued)
- All Assignments screened using third party similarity/plagiarism software (Such as Turnitin)
- All premises used for such lecturing will have access facilities for participants with special requirements.

The Head of the Institution along with the College's selected Tax Advisory Consultant (Accountant and Auditor) will ensure the long-term financial stability/probity of the business. As a business (Limited Liability Company – LTD) registered in Malta at the Malta Business Registry (MBR), ECI is legally bound to submit regular accounts and audits (Annually) ECI does this utilising its chosen third-party independent & warranted accountant/auditor. ECI submits quarterly VAT reports to its accountant and has an annual audit conducted of its financial operations. The VAT Accounts and Audit are then presented to the relevant Government Authorities through the accountant/auditor on behalf of ECI.

## Headship Position

The criteria for appointing the Head of the College (HOC) should be as follows:

### Education & Experience:

- A minimum of a Recognized Masters qualification at MQF Level 7 (MA/MSc) with a minimum of 5 years managerial or administrative experience within the academic field.
- Experience of managing staff including monitoring work performance, experience of conducting staff reviews/appraisals, experience of interviewing and recruiting staff, and experience of carrying out formal performance procedures.

- Eligible applicants will be interviewed by a Board using competency-based interviews to address the specific skills, experience, problem solving, tasks and challenges related to the managerial, educational and administrative sector.
- Ensure that the head position is fit to oversee the delivery of further and higher educational courses.

### HOC Performance

The Head of College together with the Board of Directors will review the performance of the Head of College based on internal key performance indicators (KPIs), which are decided by the Board of Directors together with the Head of College on an annual basis based on consultations within and outside the College to set how the college should improve and what new areas of interest to target.

## Design and development of programmes

The College's Internal Quality Assurance is supported by the following list of quality assurance strategies for successful quality provision of learning:

- Training Needs Analysis
- Design and Approval of programmes
- Organising/Teaching Staff
- Course Dissemination
- Learning and Teaching resources
- Assignment
- Participant Admission, Progression, Recognition and Certification

### Training Needs Analysis

Training needs are hidden in the gaps between ideal performance and reality. Gaps are determined through organisational and individual analyses. These analyses are required to identify the causes of the gaps, and it is recommended that the analyses begin at the organisational level and work its way down to the personal level. Hence, training needs are identified by the ECI through a focus group discussion or interview with the various internal and external stakeholders. A questionnaire designed to target individual needs is developed and distributed amongst external stakeholders.

### Design and approval of programmes

Some of the courses offered at the ECI will be courses accredited by foreign bodies, such as the UK's OTHM. These courses are subject to external validation and inspection.

When a course is created for the first time there is collaboration with the Academic Head and Director of Studies to identify course outlines, learning objectives and outcomes, materials to be used and assessment criteria using both formative and summative assessment methodologies. All courses created and taught at the College shall define the expected student

workload in terms of ECTS or ECVET learning credits. The senior management at the College will rely on numerous internal and external data when introducing a new course, this includes current educational trends, consulting with experienced people in the industry, staff feedback as well as discussing with students and looking at feedback from students on their courses.

All Courses are designed in line with the Malta Qualifications Framework (MQF) and the Malta Referencing Report 2012 and its respective updates.

The following factors are considered when a new course is being designed:

#### Target participants

The current level of the target participants is analysed in terms of knowledge, skill, and attitude to identify prerequisites of the training needs.

#### Training objectives

Bloom's Taxonomy model is used to identify course learning objectives. These are based on the performance, condition and criteria which specifies the level or degree of proficiency necessary to be competent in their jobs and profession because of the training.

#### Learning outcomes

The ECI uses an outcome-based learning approach. The learning outcomes are based on the KSA learning model, which includes cognitive, psychomotor, and emotional domains. The ECI takes into consideration the knowledge, skills, and attitude participants need to complete the course.

#### Hours of total learning

All ECI courses are designed on the ECTS format unit, whereby a 25-hour of learning is made up of contact hours, supervised placement, practice hours, self- study, and assignment hours.

#### Choice of tutor

All tutors engaged by ECI need to be duly qualified in their respective field of expertise to deliver and provide the programme. This will also specify the tutor's/lecturer's minimum requirements needed.

#### System implementation

All procedures and logistics undertaken from the planning phase up to the awarding of the certificate are in line with the Training course Procedures of the ECI.

## Learning Dynamics

A dynamic learning environment is characterized by change, activity and progress. It is intentionally designed to meet the needs of all students while challenging them to enhance existing skills, interests and understandings, as well as meaningfully building new ones.

## Resources Required.

Resources required by the students that would be undergoing the course. Such items are the required essentials so that the student can participate freely in the lessons/course.

## Organising/Teaching staff

The ECI's staff works on the principles of excellence and teamwork. The ECI Committee which is made up of ECI Head and three other members who cooperatively work to:

- Design course and content development
- Support technical and media operations.
- Develop the teaching course.
- Interact and support learners.

## Policy against Academic Fraud

The College is passionate about making sure academic fraud does not happen within our courses and takes any form of academic fraud seriously. Academic fraud as highlighted in the Malpractice and Maladministration Policy includes these areas:

- Plagiarism of any nature, written guidance is given to students during their induction.
- Collusion by working collaboratively with other learners to produce work that is submitted as individual learner work.
- Copying (including the use of ICT to aid copying).
- Deliberate destruction of another's work.
- Fabrication of results of evidence.
- False declaration of authenticity in relation to the contents of a portfolio or coursework.
- Impersonation by pretending to be someone else to produce the work for another or arranging for another to take one's place in an assessment/examination/test.

The Internal Verifier /Assessor / Trainer will have training and will be provided with all of the appropriate resources / documentation prior to the beginning of their employment so they understand how to appropriately detect academic fraud.

Any member of staff that suspects academic fraud should report this straight to the Quality Assurance Manager who will then begin an investigation into the suspected fraud. The Quality Assurance Manager will then pass on their findings to the HOC. The HOC will discuss the malpractice issue with both parties and will come to a decision. If the learner is found to be in breach of malpractice, then they will be reported to the awarding body and potentially withdrawn from the programme. All learners are given a copy of the Complaints Procedures and Notes for Complainants Policy at the beginning of their course. The HOC shall be the

person who is in charge of recording and making sure that all penalties handed out to students are given in a consistent and fair manner.

## Student-centred learning, teaching, and assignment

### Diversity

Courses at the ECI are all designed to address diversity by encouraging its lecturers to use various pedagogical methods employing different teaching, learning, and assessment methodologies and tasks to detect learning needs. In every course students are encouraged to ask questions, participate in discussions and quizzes, as well as focus groups. All courses are recorded to evaluate pedagogy against evaluation submitted by students at the end of course. Student support is further elaborated in the student support section.

Educators at the ECI are always encouraged to use the data gathered from training needs analysis to adapt teaching to the requirements of course participants and to shift from standard evaluation to a more learner-centred and formative approach. The information gathered also consists of information about student diversity and special needs.

To ensure that the proper academic advice and guidance is available for students, free communication exists between the tutor, participants, and the College for the relevance of the course to their current/desired job/career path. Since all the examiners are experts in the field of the topic being delivered, this ensures that all the examiners are familiar with different assessment/examination methods.

The ECI has a policy and procedures to cater for the student complaints and appeals. This also applies to ensure a fair and consistent assessment, whereby any complaints by students are assessed by the Board of Studies (BOS) after referral from the Head of College (HOC). Since the ECI courses run over various timeframes, due to the different course types and modules within the course, assignments need to be submitted before the deadline stipulated by the lecturer. The lecturers should give reasonable timeframes for the students to complete the assignments. If students have a valid reason, then the deadline may be extended on a case-by-case basis.

### Assignments

The assignment should clearly indicate the questions, the method of correction, the referencing system to be utilised, the learning criteria and scoring rubrics.

All the necessary assignment guidelines are clearly defined in the assignment brief given to the participants. Assignment format will provide the participants with the following information such as the length of essay, learning outcomes, skills and competencies pertaining to that assignment.

The trainer should abide by the well-defined objectives in the assignment and use them for the evaluation to standardise the assessment result.

The Proof of assessment and marking will be kept by ECI (in Malta) for the necessary legal amount of years as stipulated by MFHEA policy.

## Verification

All ECI Courses (homegrown or foreign accredited) will ensure consistency in assessment based on learning outcomes through verification processes, by assigning an internal verifier to each course.

The Internal Verifier will assess:

- The assignment prior to its distribution to students
- A sample of the corrected assignments (by lecturer)

The above is done to ensure consistency of the learning outcomes and the marking. This will ensure standardisation across all assignments and units.

## Student admission, recognition and certification

### Admissions Policy

The College believes that a diverse student population contributes to a challenging and stimulating learning environment. We therefore welcome applications from all candidates with the potential to succeed, whatever their background. We are committed to equality of opportunity and aim to avoid unfair discrimination on any grounds, including disability, gender, age, ethnic background, sexual orientation, religion or belief.

To be admitted to a course, a participant must meet the entrance requirements for the specific programme of study. The ECI admission processes and criteria are implemented consistently and in a transparent manner. Since there is a limited number of participants per course, the College implements a “first come, first served” basis for admission.

The Requirements for admissions to a specific course and its resulting progression are available to the public through the ECI Website under the page of the specific course requested. This information is also available in the course flyer that is downloadable from the ECI Website.

### Induction

New Students at the ECI shall undergo an induction to familiarise students with the various tools used by the ECI such as the Learning Management System (LMS), Referencing System.

This introduction shall include a presentation about the LMS and Referencing System which students can review anytime they wish.

The induction shall also inform students about the ECI's complaints procedures and how to submit a complaint should they wish to do so.

## Certification

Participants who successfully complete the course are awarded a certificate. Besides the certificate, learning outcomes are provided when the students request further information. Should the qualification be awarded from a foreign accreditation body, the student shall be given a certificate from the foreign awarding body.

All certificates for homegrown courses are issued based on MFHEA/03/2021 communication. Each Certificate template/draft is shown to the MFHEA of submission of a new programme for approval.

## Evidence of initial assessment of learners in English

ECI will request students who are not native English speakers or who originate from a country that does not speak English as a main or national language to require to perform the following English assessment tests or obtain equivalent to:

- Common European Framework of Reference (CEFR)
- Pearson Test of English Academic (PTE Academic)
- IELTS

With the students obtaining a minimum mark level as indicated below, or obtain any English language proficiency with equivalence to:

- Common European Framework of Reference (CEFR) level B2
- Pearson Test of English Academic (PTE Academic) 51
- IELTS 5.5; Reading and Writing must be at 5.5

English proficiency is important as all our courses are in English and it is thus important to understand that the students are proficient enough in English to be able to understand the contents of the lectures and be able to formulate/write their assessments in English.

## Verifying Student Identity

Students should submit various documents such as ID Card or Passport as required in the application form.

In case of Maltese Nationals the ID Card is sufficient. Citizens of the European Union should submit a Passport. Third country nationals will submit their passport to ECI and have to apply for a student Visa. Identity Malta will do their own independent screening of the student.

Should Students have a foreign certification they will be mapped with Malta Qualifications Recognition Information Centre (MQRIC).

# Administrative and Support Staff

## Recruitment

Administrative and Support Staff requirements are determined by the Head of College together with the Registrar, Director of Studies and other members based on requirements and which section the new members of staff are required.

## Training

Administrative and Support Staff will be trained internally or externally depending on the type of training required. Administrative and Support Staff may be asked to attend internal training during working hours to ensure that their experience, understanding and abilities are refined and updated. Training can go into various subjects such as technology, platforms, management, psychology, understanding students and more based on the various duties and responsibilities that the members of staff have.

## Teaching Staff

The College aims to cultivate student engagement and motivation and to promote high aspirations in learning with an inclusive, safe and orderly environment both physical and psychological. The selected teaching staff are leading experts in their field. The College provides the right support and conditions to maximise their teaching skills. Teaching staff are experts in the field of the topic being delivered for the course. Continuous professional development is encouraged by their renewal certification and attendance to pedagogical education. The CVs of all teaching staff are checked annually to ensure that they are attending pedagogical courses and seminars to keep abreast with the latest developments in their area of expertise. Students are at the centre of all processes with priority given to the enhancement of their skills and aptitudes during training. Teaching/lecturing staff is expected to continue advancing their experience through continuous professional development (CPD).

Selected trainers/lecturers have qualification(s) of MQF levels which are superior to the courses being offered by the College, as well as other requirements that are specifically related to the particular courses being delivered. MQRIC recognition, on the job experience, previous teaching experience, communication skills, conduct and continuous professional development are also taken into consideration. Staff of the College who are actively involved in the preparation of the courses, hold relevant academic qualifications, and are fully committed and aware of their obligation to offer students the best possible learning experience with emphasis on the quality of learning, teaching and assessment. The strategies adopted by the College are supervised by the Head in collaboration with the committee and recommendations to improve the quality of these three properties are discussed in meetings held post training.

It is imperative for all training staff to keep up with the latest innovations and developments in the subject area and to be informed of any new learning techniques that could be utilised in the delivery of the course. During the delivery accredited quality review checks are carried out as follows:

- Dissemination of knowledge such as articles and other research material amongst trainers.
- Regular meetings and sessions with trainers regarding feedback and performance.
- Course evaluation feedback and suggestions from participants.
- Observations of teaching staff during lectures (to be able to provide feedback to the teaching staff on their methods and pedagogy)

ECI will organise regular Teaching Staff seminars/gatherings that will go over any new policies, teaching methods, pedagogical changes that teaching staff should implement.

ECI will follow Malta Legislation on fair employment practices. ECI will advertise its requirements for new staff. Applicants will be invited to an interview by the HOC and other members of the administration/management staff that are available. ECI will give the selected candidate a contract depending on the terms of employment (contract, part time or full time employment). The Employment Contract will state all the conditions and responsibilities of the employee. This contract will be reviewed by ECI's lawyer prior to being utilised.

Students have a right to complain regarding any assignment's grades and/ or appeal any decision directly with the HOC. The HOC will collect all the related evidence before any decisions and / or corrective actions are taken. The HOC together with the BOS, will analyse all the information and take a decision on a case-by-case basis. Information/ decisions will be relayed to the student in a written form.

Complaints/concerns are forwarded in writing to the generic mailbox [info@eci.com.mt](mailto:info@eci.com.mt). Depending on the nature/ severity of the complaint, the HOC may decide to refer the issue to the BOS for a final decision to be taken.

## Learning resources and student support

Meetings prior to the delivery of the accredited course are held to ensure that all parties involved are harmonious in the methods employed to improve student support. Information is provided to participants on course specific resources which are included in the induction package. Students are provided with a copy of the training presentations, links to online material and other documentation related to the course.

Participants are encouraged to ask questions during training. Students who have any queries following the completion of the course may e-mail the College. The system also supports students in their queries related to enrolment, fees and logistics as well as course content, lecturers, method of assessment and certification. All issues are addressed and recorded appropriately in a database. Moreover, students may call the College during office hours and

receive assistance over the phone in real time for most queries. Questionnaires disseminated following the completion of the course enables collation of feedback, leading to further improvement in student support services. This strengthens the Institution's delivery of teaching and learning and ensures that students are supported in all their needs. The College is committed to cater for the needs of a diverse student population such as mature students, part-time, employed, and international students, as well as students with special needs. These factors are considered when allocating, planning and providing the learning resources and student support. The College provides a safe and inclusive environment and in line with its ethos of embracing equality, condemns any form of discrimination be it related to age, gender, religion, culture, social status, special needs or sexual orientation.

## Information Management

Courses offered by the College are either offered to students who wish to enter the job market or students who already have a job and wish to increase their career prospects.

Information collected related to course participants, such as admission records, personal details and proof of assessment are maintained, retained and archived for a period of 40 years. The information collected during the admission and registration phase together with the students' progress reports and certification are adequately processed and retained in the College's Database. All information gathered is managed in accordance with the EU General Data Protection Regulation (GDPR). Information is made widely available within the provider to assist management decision making which is undertaken through management meetings, management review, BOS meetings and also by means of direct communication from the HOC.

Data collected is utilised to continuously improve the courses. The College ensures that it monitors participants throughout the course and supports them in their efforts to succeed. All student's data is retained in the relevant database. This allows the tracking of the profile of participants in the different courses.

All students are given the opportunity to provide feedback once the course is completed. Student satisfaction rates are analysed by means of a questionnaire which may also be of an electronic format. Data may also be collected by means of focus groups and semi-structured questionnaires. This provides an insight into the students' concerns regarding the lecturers, course material and their own learning and thus enables adjustments to be made to successive courses if necessary. This guarantees that all courses offered by ECI are designed and tailor-made in line with the participants' requirements and assures that the latest developments are incorporated to reflect the best possible experience and lecturing methods. ECI will maintain a profile of vulnerable groups within the student population and monitor their participation to ensure inclusion, fairness, equality within the College's Student population. ECI will require Students (be it as they attend the course and graduated students) to perform a survey in order to collect data so that ECI may further improve its quality.

All of the above records and data mentioned within the IQA will be kept at ECI in Malta.

## Public Information

Information pertaining to courses are made publicly available through the ECI website, online media platforms such as the ECI Facebook page or LinkedIn Page.

The information available includes the course title, description, learning objectives and outcomes, target audience, maximum number of participants, teaching and assessment methodologies, time schedules, dates, venues, together with link for registration purposes, fees, payment methods, contact details and special requirements. All the information regarding the teaching methodology, learning and assessment, the pass rates and information regarding further learning opportunities are included in the relevant SOP and its appendices and in the information leaflet and website.

Periodic review of public information is performed using various sources of information gathered from evaluation forms submitted by participants. Regular questionnaires and studies are carried out targeting various areas including the needs and expectations and suggestions for improvement. Students are consulted and informed about the usefulness of the information provided, as this is addressed in the evaluation form. This ensures that students assist in the upgrading and evaluating of the public information.

For accredited courses, the level of qualification, number of ECTS and the award/ certification conferred are specified, alongside the corresponding MQF level, in line with the Malta Qualifications Framework and the European Qualifications Framework. For foreign accredited courses, the course Level shall also be mentioned along with the equivalent MQF Level for the course.

A technical coordinator is responsible for ensuring that information published online is accurate and up to date. The Director of Studies will compile information for publication subject to the approval of the Head of College. ECI will ensure that the information published on its website and social media is in line with Communication MFHEA/09/2021.

## Ongoing monitoring and periodic review of programmes

The College implements an ongoing monitoring and annual review and revision of the programmes by abiding to the PDCA cycle. During this review the setting of strategic and quality objectives, design and development of accredited learning programmes and development of course participant support services is planned. The necessary changes identified through the analysis of results obtained from the internal and external feedback, auditing and management review are applied.

It is standard practice for ECI to formally collect and assess feedback from students by means of an ongoing monitoring of all training programmes. Students' comments are reviewed by the BOS and any applicable suggestions are taken on board and incorporated, with the course content upgraded in the subsequent delivery.

The ECI committee is tasked with the overall internal quality assurance processes and procedures and is committed to monitor all quality standards. This is mainly being done through evaluation appraisals which are dissipated at the end of the course. To implement the employment-oriented programmes, the HOC is in regular contact with related stakeholders such as employers and industry experts and collates the information and recommendations resulting from such meetings to implement the course improvement cycle. Moreover, sessions are organised with administrative and academic/ technical staff for their feedback and contribution to the course improvement cycle. These meetings are important for improving the quality of teaching and resources utilised. Records are kept of the feedback received from the continuous monitoring of the services provided, as well as the replies and actions taken.

All information gathered from stakeholders is analysed to be reflected in the training needs. This information is gathered from consultation workshops, departmental meetings, surveys and input from course feedback. The information output is communicated to all academic and administrative staff concerned at different levels at ECI.

Course content and delivery is amended to reflect this input. All actions and reviews are communicated through the BOS meetings, management review and ad hoc management meetings.

The ECI is committed to reviewing all the training courses offered on an annual basis (during management review), with the scope of incorporating improvements to the programmes in line with changes and innovations in the field. Following the revision to the course material, the programme is forwarded to the MFHEA for reaccreditation if the review process has resulted in major changes such as adaptations to the structure of the course, changes in the number of ECTS and MQF level awarded and modules of studies. Major changes refer to changes in course content due to changes to the legislation. The ECI will resubmit the application for accreditation to the MFHEA in case of the above mentioned changes.

This guarantees that the revised programmes are fit for purpose and aligned with important changes in the subject area, regulatory environment, and internal quality assurance improvements. The College ensures that the courses are accredited to MFHEA and are of acceptable standard in terms of content, progression, and delivery, that the assessment system is fair and is operated equitably and that the awards are of an appropriate standard, nationally and internationally.

In order to ensure that the programmes are of a comparable standard to similar courses offered by other providers, ECI engages lecturing staff that are experts and knowledgeable in their field. Moreover, most of the courses offered by ECI follow EU related legislations and regulations, as well as standards imposed by the foreign accreditation bodies.

## Cyclical external quality assurance

The ECI shall be subject to an autonomous and independent Quality Assurance (QA) audit by the MFHEA every 5 years which ensures that the College meets national expectations for the quality of the course participant experience. The QA audit by the MFHEA guarantees that the

College is compliant with relevant national regulations, whilst providing vital external insight on the effectiveness of its internal quality assurance (IQA) procedures. The college shall also be audited periodically by the relevant foreign accreditation bodies, for example by the OTHM every 3 years.

The College believes that quality assurance should be a prerequisite to quality enhancement and a greater proportion of energy and resource is devoted to quality assurance by:

- Gathering regular feedback on courses and programmes and utilising such information to resolve related issues and improve in the delivery of the services provided.
- Performing Internal Audits on the processes on a risk-based approach and monitoring of the outcomes by the ECI committee
- Generating good quality internal evidence, including participant and staff opinion, lecturer feedback and student performance data, to be used to support quality assurance and enhancement
- Communicating with representatives from the industries with which the College collaborates in the provision of courses. This also serves as a measure for the College to render its programmes in a timely fashion and relevant to industry and the economy but more so to meet the needs of its participants, through the quality of its programmes
- Making public the findings from quality assurance to demonstrate to its stakeholders that quality is given the relevant importance
- Reviewing teaching, learning and assessment practices as a means of assuring quality
- Establishing an internal assessment process, both ongoing monitoring and periodic self-assessments, coupled with the reporting of KPIs, culminating in an evaluation of the internal audit activities and reporting of results to appropriate stakeholders
- Assuring the quality, design and delivery of courses through annual committee meetings

The ECI provides an educational platform offering employment-oriented programmes meeting stakeholders' needs. Its processes are analysed through the BOS by reviewing the evaluation forms submitted by the participants which are evaluated to determine the course efficiency and effectiveness, and their conformance to standards.

Foreign Accredited courses such as OTHM will have regular OTHM External Verifier Audits per course, as well as the OTHM Centre being reviewed itself ever three years. This is mentioned on the OTHM terms and conditions (publicly mentioned on the OTHM Quality Assurance Policy available on its website, which mentions that OTHM formally monitors and reviews all quality assurance processes and procedures at approved centres at least annually.)

# Appendix

## Selection Criteria for Teaching Staff

The European College of Innovation (ECI) specification is a description of the qualifications, skills, experience, knowledge and other attributes (selection criteria) which teaching staff must possess to perform the job duties. This specification was derived from the job description and forms the foundation for the recruitment process. The College used this specification as a basis for selection decisions at shortlisting, presentation/test and interview stages. Interview questions and selection tests also derived from this specification and designed to elicit more evidence on candidates against the criteria.

Specification of selection criteria for teaching staff of ECI:

### Specific

ECI's selection criteria is specific rather than general. This is to ensure that the teaching staff specification properly reflects job requirements. It also helps ensure that candidates understand the skills/qualifications and experience the College is looking for.

The criteria "good communication skills" is vague and covers a range of possible skills. College specified the nature and level of communication skills that the teaching staff required (e.g: effective presentation skills, report-writing skills, the ability to draft complex correspondence, counselling skills, the ability to converse with a diverse range of learners at all levels).

### Justifiable

The College believes that selection criteria must be justifiable in relation to the job tasks and requirements. Non-justifiable criteria could be discriminatory and prevent suitable applicants applying for your position.

A requirement for a teaching staff to hold a good first degree in the same discipline would be justifiable. Ideally the teaching staff should hold a qualification one MQF level above the MQF course/unit level they will be teaching. Should this not be possible the same MQF level as the course being lectures with experience would be accepted.

### Measurable

When following selection criteria, it needed to consider how would the College assess the criteria "A commitment to equal opportunities"? The College could question or test candidates on their knowledge of equalities legislation and best practice but arguably, this would not test commitment only understanding and the criteria rephrased as 'A knowledge of equal opportunities legislation and best practice". Alternatively, at interview, the college would ask

candidates on how they had demonstrated their commitment to equal opportunities through their work.

## Non-Discriminatory

Selection criteria was fair, objective and directly relevant to the job requirements. Discriminatory language or statements concerning race, ethnicity, colour, nationality, marital status, age, religious belief, sexual orientation, transsexuals, disability or age were not be used. Advice obtained from designated HR Officer.

## Qualifications

As the Institution required specific qualifications to carryout the functions of the role, teaching staff specifications stated the level of the qualification (i.e. BA/BSc, MA/MSc) and the relevant discipline. Some posts required professional qualifications – TESOL or teaching of business English for example. The College avoided setting qualification levels higher than required by the nature of the post, as this could be discriminatory.

## Experience

When defining criteria which relate to a candidate's experience, the College considered that experience can be gained through voluntary activities and study as well as work experience. The College specified the type and level of the experience. For example, for the role of Senior teaching staff, the candidate needed considerable post-qualification professional experience. However, for the vacancy of part time teaching staff, the candidate might be able to carry out the duties with just a fresh degree. Instead, think about what exact experience or competencies the candidate required.

## Skills

The College considered any additional skill required by the teaching staff to carry out the role such as computer skills, interpersonal skills, report-writing skills, presentation skills.

## Knowledge

The College also specified further knowledge the candidate required to bring to the role such as knowledge of a specific academic area and professional knowledge.

## Competencies

The College described the behaviour that the person will need to perform the role effectively such as the ability to work independently with minimal support or the ability to use initiative.

# Complaint Procedure and Notes for Complainant Policy

## Informal Stage

It is recognized that many concerns will be raised informally that can and should be dealt with immediately. Normally these concerns should be raised promptly and directly with either the class tutor/course leader/admin team member if the issue is not about an individual member of staff. Similarly, concerns should be raised promptly and directly with the individual against whom there is a concern. If you feel unable to approach that person directly, there are a number of people who could be approached. The aim is to resolve informal concerns quickly, keep matters low-key and enable mediation between the complainant and the individual to whom the matter has been referred. This is entirely appropriate where it can be achieved.

However, if concerns are not satisfactorily resolved in this way complainants may follow ECI Formal Procedures for handling complaints – as specified below.

## Formal Procedure

### Purpose

The formal procedures are intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### Definition

The European College of Innovation (ECI) has defined a complaint as 'any expression of dissatisfaction that requires a response'. This definition will apply consistently across all curriculum and functional areas.

## Responsibilities of the College:

The ECI will:

- Acknowledge the formal complaint and aim to respond within a stated period of the time dal reasonably and sensitively with the complain take action where appropriate

- Welcome issues being brought to its attention to enable it to improve its services.

## Responsibilities of the Complainant:

The complainant will be expected to:

- bring their complaint to the ECI's attention within 12 weeks after the reason for the complaint occurred.
- explain the problem as clearly and as fully as possible, including any action.
- Allow the ECI reasonable time to deal with the matter.

## Responsibilities for Action:

The Head of College and his/her senior managers and staff and the Director of studies.

## Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and ECI observe the confidential nature of issues. However the circumstances giving rise to the complaint may be such that it might not be possible to maintain confidentiality and each complaint will be judged on its own merit. Should this be the case, the situation will be explained to the complainant and/or their representative.

## Monitoring and Reporting:

ECI Management Committee will receive a report of all complaints at least annually and will monitor the handling of complaints according to the ECI's procedures.

## Procedure and Stages

Matters should normally be raised promptly and directly with the appropriate member of staff.

### Formal Procedure

Formal complaint, in writing, to Administration Office who will acknowledge receipt and confirm who the matter has been referred to

Referred to the relevant Course Leader/Administrator who will respond normally within 10 working days indicating the progress on their investigation into the complaint. Complainant will be invited to evaluate the process

If not resolved to the complainant's satisfaction - Formal complaint in writing to the Senior Administrator stating reasons for dissatisfaction within 10 days of receipt of outcome at Stage 1

Initial response normally within 10 working days indicating the action to be taken to investigate

the complaint. At the end of Stage 2, the complainant will be invited to evaluate the process. If not resolved to the complainant's satisfaction – formal complaint in writing to the Principal, stating reasons for dissatisfaction within 10 days of receipt of outcome at Stage2.

Initial response normally within 10 working days indicating the action to be taken to investigate the complaint. At the end of Stage 3, the complainant will be invited to evaluate the process.

If the issue is not resolved to the complainant's satisfaction, a formal complaint in writing should be made to the Management Committee. \*

\*The Management Committee comprises: the Principal and his/her senior managers and the ECI Director.

## Public Information Policy

The Head of Quality Assurance is responsible for the management of all publications, including staff and student handbooks, programme handbooks, prospectuses, websites, and advertisements.

This includes:

- The selection criteria for the course/programme
- The intended learning outcomes
- The qualifications awarded, including information on the QAF/MQF level and ECTS/ECVET learning credits
- The teaching, learning and assessment procedures used
- The pass rates
- Further learning opportunities available to students
- Information on possible career pathways.

The above information will be based on source material reflecting OTHM or MFHEA policies.

## Extenuating Mitigating Circumstances Policy and Procedures (EC/MCs')

EC/MCs' are circumstances which are unexpected, significantly disruptive and beyond control of students that affect their ability to meet an assessment deadline or affect their performance

during the assessment period. A student who submits an assessment is normally considered to have proclaimed themselves 'fit to sit', and therefore s/he may not later claim that any failure is due to extenuating/mitigating circumstances. EC/MC application which is submitted subsequent to the assessment deadline will be disregarded and the work will be graded in the usual way unless there were extremely rare cases. EC/MC will only be considered to defer assessment(s) based on circumstances that affect a student's ability to meet an assessment deadline or affect their performance in assessment. EC/MC will not be considered as grounds for adjusting the grade(s) awarded for assessments already completed. It is the responsibility of a student to claim an EC/MC at the earliest possible opportunity. Students who are claiming EC/MC for resubmission will not be awarded Merit and Distinction grade in a subsequent reassessment of that unit. An assessment may be delayed but cannot be missed altogether because of extenuating circumstances. Grades cannot be amended as a result of a valid claim for EC/MC; all improvement to grades can only be achieved by resubmission. Any claim supported by false documentary evidence shall be deemed invalid and will lead the College to take action under its disciplinary procedures.

## Grounds for Extenuating/Mitigating Circumstances:

### Policy

Examples of accepted causes are (these examples are not exhaustive):

- Serious or significant medical conditions or illness (including both physical and mental health problems).
- Exceptional personal circumstances (e.g., serious illness or death of an immediate family member or close friend, including participation in funeral and associated rites; being a victim of significant crime).
- Exceptional travel circumstances beyond one's control.
- Hardship/trauma (e.g., victim of crime, family crisis, sudden loss of income or employment, severe disruption to domestic arrangements).
- Ailments such as very severe colds, migraines, stomach upsets, etc., ONLY where the ailment was so severe it was impossible for a student to attend to hand in his/her work and where medical evidence is provided.

Circumstances that will not normally be considered include:

The following are examples of circumstances NOT normally considered for special consideration:

- Minor ailments such as colds, headaches, hangovers, etc.
- Inability to prioritise and schedule the completion of several pieces of work over a period.
- Problems caused by English not being a student's principal language. Students should seek advice in good time from the personal tutor
- Poor time management or personal organisation (e.g. failure to plan for foreseeable last-minute emergencies such as computer crashes, printing problems or travel problems resulting in late submission of coursework).
- Circumstances within student's control (e.g. a holiday; paid employment).

- Claims made after the published deadline i.e. by the coursework submission date except where students were unable to meet the submission date for exceptional reasons which can be validated.
- Claims without independent supporting evidence.
- Claims which do not state clearly how students' inability to hand in an assessment on time was caused.
- The claim does not relate, in terms of timing, to the examinations or submission dates affected.

## Submission of the form

- The form must clearly state the date on which the extenuating circumstances affected the work and must correspond with the evidence provided.
- The form must clearly state the unit and/or item of assessment for which the extension is requested.
- An application for EC/MC may be rejected if it is incomplete.
- It is the responsibility of the student to establish the facts
- The form must be handed into the Admin Office or emailed to the Head of Academic Services at [admin@eci.com.mt](mailto:admin@eci.com.mt)

## Evidence

All applications for EC/MC must be submitted with independent evidence (e.g.- third party evidence) which must show how the reported circumstances have impacted on the student concerned.

Examples of acceptable independent/third party evidence include:

- Doctor/ Consultant or Hospital certificate or letter
- Letter from a Solicitor or other authority
- Death Certificate.

Evidence must be legible and in English. Evidence obtained overseas which is written in another language must be accompanied by a certified translation (with any costs incurred in obtaining evidence being borne by the student). The College will issue a receipt for submissions of evidence.

## Deadline Extenuating/Mitigating Circumstances

An application should normally be made in advance of the submission deadline or examination date. In exceptional cases (e.g., emergency hospitalisation on the day of the deadline/examination) applications may be accepted within the first four weeks after the set deadline. The deadline for submission of a claim for Mitigating Circumstance is four weeks

from the published submission date of the component concerned or the date of the examination. Students are however encouraged to submit a claim as soon as practicable.

## Consideration of Extenuating/Mitigating Circumstances

EC/MC will usually give rise to one of the outcomes listed below.

- **Coursework Extension:** A revised submission deadline will be determined by the relevant Assessment Body. Extended deadline dates are final and treated in the same way as a standard deadline. Failure to meet an extended deadline will result in the application of lateness penalties which may result in the work being graded as a fail or non-submission.
- **Examination:** A student will be offered an additional examination attempt if the EC/MC application is accepted. Students will have to wait for the re-sit period or if a student is offered a re-sit after the usual re-sit period. They may have to wait until the following year to take the assessment again. Occasionally, the Assessment Panel may arrange an alternative, equivalent assessment task if it is satisfied that a further opportunity to take the original assessment is not possible or is wholly inappropriate (e.g., because of permanent injury).

A student will be notified of the decision within 7 working days from the date of the submission of EC/MC form.

If an EC/MC application is not approved, then the outcome for the student will be determined in accordance with the College's Assessment Regulations.

## Review of rejected claims

Where a claim is rejected, a student can request a review of the process undertaken in reaching the decision. The deadline for submitting a request for a review is two weeks from the notification of the extenuating/mitigating circumstances outcome, Requests for a review submitted after this deadline will be deemed invalid unless the student demonstrates good reason.

The student will normally be notified of the outcome of the review within four weeks of the College receiving the EC/MC claim; where this proves not to be possible, the student will be notified of the progress of the review to date.

## Student Handbook

## Enrolment and Registration

### Office Opening Hour

European College of Innovation office opening hours are as follows:

Term Time & Vacation: Monday to Friday, 9 AM to 5PM

Phone No. +356 99214462

Email: [info@eci.com.mt](mailto:info@eci.com.mt)

[www.eci.com.mt](http://www.eci.com.mt)

### Enrolment

All new students are required to formally ENROL with the College. Enrolment is a process whereby we ensure that we have all the documentation required and admission rules are made clear to you. Academic timetables are given at that point.

At the time of enrolment students are required to present the following.

- Passport and visa (to be copied and kept in student's record)
- Original certificates / degrees (to be copied and kept in student's record); Provide contact details in the Malta i.e. address, telephone number and next of kin Details
- enrolment contract to be signed
- fees to be discussed where full fees have not been paid
- Please note that enrolment is required every time you progress from one year to another
- your most current contact details.

***It is the student's responsibility to keep their contact details updated at all times. This is a legal requirement by the Malta Government.***

### Late Enrolment

If you do not enrol within two weeks of your course starting date, you will be reported to the MALTA immigration department as a non-show and you may find that you are contacted by them perhaps with visa curtailments.

### Change of Circumstances

If any of the following or other important details change, please let us know immediately by filling and submitting Request Form available at Reception:

- Postal Address

- Email Address
- Telephone / Mobile Number
- Next of Kin
- Visa Status
- Passport

## Payment of Fees

### College Regulations for Payment of Fees

- A student is not regarded as enrolled at the College unless the College requirements for the payment of fees have been met.
- Enrolment means the checking of documentation, the agreeing of rules and payment of fees. We can provide instalment plans, but can refuse these as well based on past payment issues. If you fail to pay fees on time you will be fined EUR20 a month.

### Paying your Fees by Regular Instalments

#### Initial Deposit

All students are required to pay at least 50% of the course fee as an initial deposit. If a student has paid less than 50% of the course fee, he / she will be required to pay the balance upon arrival to the Malta from overseas. The student will not be issued with any documents unless the required fee has been paid.

#### Further Instalment

All students who have paid 50% of the course fee are required to pay the balance fee before starting the following semester.

If the student cannot pay the remaining year's fee in full, the fee can be paid in a number of equal installments, usually 4 starting three months later, but on occasions can be more.

If the fee remains unpaid, the admission will be suspended, exam registration may not take place and students may be reported to Malta immigration department resulting in cancellation of the visa.

### How to Pay the Fees

- Cash Payment
- Credit Card Payment
- Banks Transfer (SEPA, SWIFT, BACS)

In all of the above Payment methods, student reference number should be used to identify student

## Withdrawal / Course Change Policy

### Withdrawal

If for any reason you decide to withdraw from your programme of study, you must notify the College in writing. Written notification must be submitted at reception. In the case of withdrawals, any fees paid are not normally refundable. We will also need to know the reasons why and have evidence of the situation you are describing. We shall then send this information to the Malta immigration department.

### Course Change Policy

If you wish to change the course for which you have originally enrolled certain restrictions imposed may apply. You will need you to fill in a request for change of course, where you should detail the reasons why you wish to change with any evidence that you wish to present to us given. You will then be contacted by the registrar for a discussion regarding this matter before any decisions can be made.

## Request for Documents

All requests for documents, such as letters required for opening bank accounts, travel discounts etc. must be requested either by email or alternatively and preferably by a request form at reception, please note that it takes up to 2 working days to prepare the letter requested.

Completed documents will be available for collection from reception.

## College ID Cards

ECI issues students with a College ID Card. The College issues Student ID Cards for all students at the time of Induction. You must always display the card on you, using the provided lanyard, while you are in College. Your attendance may not be marked if you fail to show your ID card when your lecturer completes each class attendance register.

Your I.D. card will also be useful for you to obtain discounted student rates on various facilities, entertainments, etc. It can also be useful to carry on your person in case you are stopped by the police, for example.

### Replacement Cards

If you wish to change your I.D. card or in case you lose or damage it, the office will issue you a replacement upon payment of a non-refundable fee of EUR15 only, to be paid in cash. Damaged or old cards must be returned to the office if you require a replacement.

## Library and IT Facilities

As a student at ECI, you can become a member of the local library. The College also provides a library with key textbooks and additional recommended reading on the second floor with reasonable seating facilities. You will find books, journals, magazines in the library which you can consult at your leisure. The library opening hours are from 9am till close of College. Please note that you will not be able to borrow more than three books at a time.

### Other Libraries

Since our library research facilities are somewhat limited, you may wish to use another library for research purposes. We recommend that you join the library in the area in which you reside. To join, you will be required to show proof of residence by producing a utility bill, bank statement, etc., and proof of id. A public library card provides you with access to all libraries in the same city.

You may even be able to access the e-library, if you can prove that you need to do so for research purposes. ECI will also be introducing an online e-library system for its students to be able to access. Access to the e-library will require the students to utilise the college provided email address.

## Copying and Printing Facilities

A photocopier is in the College which is for student use and can only be used if you have paid and obtained credit. Student printing is available in the Computer Laboratory.

## Computer Facilities

Access to computing resources managed by the ECI's Technical Coordinator and is controlled using a username and password. The resources include:

- Large computer lab and a networking lab
- Library providing computers and internet facility
- There is also Wi-Fi access around the building.

## International Students

The ECI enrolls students from a variety of nationalities, mostly from Asian and African countries. We would like to take this opportunity to welcome our new international students, most of them new to the Malta and trust that your time at the College will be productive and your academic goals are achieved. We strive to ensure that your goals are met.

All new students are asked to register during the first week of the term. During this week, we focus on issues such as enrolment, accommodation, health care and other relevant matters.

## Student Advice and Guidance

Our staff are here to help you and to ensure that your time at the College is as successful and enjoyable as possible. We can provide advice on a range of issues including living and working in Malta, your course, study skills and renewing your visa. Please direct all enquiries to our receptionists in the first instance. They will be able to direct you to the person best able to help you. Please note that our administrative staff are very busy, please be assured that they will attend to your enquiry as soon as possible.

## Guidance and Support

We also have drop-in sessions where you can just turn up to discuss visa's etc. these may not be as private as one to one sessions. Appointments can be made at reception to speak to specific individuals on a one to one basis. You may wish to discuss your attendance problems or fees issues and we will try and support you as far as possible. Alternatively, you may be requiring support on other matters such as registering with a GP, opening a bank account etc. and we are also here to give guidance on this matter.

## Attendance Policy

Good attendance is essential to successfully complete your course.

For an overseas student it is even more important because failure to attend two consecutive weeks of classes will result in us having to inform the Malta immigration agency that the student is not attending, this can result in your visa being cancelled. The required attendance for each student is a minimum of 80% as stated in your enrolment contracts. Failure to maintain 80% could result in non-registration of exams and assessments, in addition no letters will be issued to you.

The College understands that some students may not be able to attend for genuine reasons e.g., a hospital appointment etc. If we are given information related to this within a week of the event, we could authorise your absence. We will not authorise absences for headaches and prescriptions. Only those absences with acceptable forms of evidence will be authorized. Examples have been given below:

- Accepted Evidence

- Doctors note
- Hospital Letters
- Travel Tickets/Documents
- Appointment Letters
- Unaccepted documents/evidence
  - Prescriptions
  - Absent because of work
  - Absence because you live far
  -

Attendance in each class is marked at the beginning of the class and at the end of the class, which means that there are two attendances for each class. If you arrive late, you may only get one attendance. This will affect your total attendance percentage.

Additionally, any student who is late by more than 15 minutes will not be allowed into the class, if the lecturer decides to let you in, you will be marked as absent for the class. If you have a genuine reason why you are late, please advise reception by sending an email to either [admin@eci.com.mt](mailto:admin@eci.com.mt) who will update your records and respond in due course.

Please note that failure to attend or repeated failures in attendance could mean the College cancelling your admission which affects your visa standing in Malta.

The Student Attendance Policy has been developed as part of the College's commitment to providing a supportive learning environment which enables all students who have chosen to study with the College to achieve their full potential.

The College recognises the investment that students and their sponsors make when a student enrolls on a course and believes that, as a responsible institution, it has a duty to monitor attendance, and to act on non-attendance, so that students can be supported to complete their programmes of study.

This policy applies equally to all enrolled students at the College, wherever and however their programmes of study are delivered.

### Policy Statement

Attendance is a key component in student retention, progression, achievement and employability. Regular attendance and academic achievement are closely linked. Students who actively participate in their learning by attending classes regularly are more likely to:

- enjoy a rewarding experience in which their knowledge, skills and abilities are developed
- successfully complete their course
- achieve better results.

The College expects students to attend all learning and teaching sessions associated with the programme on which they are enrolled. The learning and teaching methods for each programme and component module are set out in the Programme Handbook. Examples of

learning and teaching sessions include (but are not confined to) lectures, tutorials, workshops, laboratory and practical sessions, field trips and in the case of research students, scheduled meetings with supervisors.

Students should arrive on time for classes and remain for the entire duration of the teaching session. Late arrival at, and early departure from, teaching sessions is disruptive, discourteous, unprofessional and unfair to other class members and tutors.

Unsatisfactory attendance includes failure to attend regularly learning and teaching sessions without providing a satisfactory reason to tutors for absence and/or persistent late arrival at, or early departure from, learning and teaching sessions.

Students are responsible for:

- Attending all learning and teaching sessions associated with their programme of study.
- Notifying the College in advance (e.g., in person, by phone or email) that they expect to be absent from timetabled classes
- Obtaining prior permission (e.g., in person, by phone or email) from administration of their planned absences for two or more days during term time
- Notifying Administration Office in respect of unplanned or unforeseen absences from classes within 24 hours and providing a medical certificate or other corroborating evidence to explain their absence.

Academic staff are responsible for:

- Reminding students of the importance of regular attendance at learning and teaching sessions.
- Recording student attendance correctly.
- Signposting to 'at risk' students support services available within the College e.g., the Registrar, Disability Service, Counselling Service or other Student Services.

Heads of Departments are responsible for ensuring that:

- all teaching staff maintain an accurate record of student attendance.
- students are regularly reminded by teaching staff to notify the Administration office of planned absences and unexpected absences.
- students are informed in writing of the importance of regular attendance at learning and teaching sessions, and through Programme Handbooks.
- all students have access to a personal tutor.
- there are regular reviews of students' progress on their programme, including attendance, completion of assessment requirements and academic achievement, and that appropriate action is taken either to help students achieve their academic aims or, where students are failing to engage with the course, advising them to seek alternative career paths;
- students are advised of the support available to them, whether provided by the College (e.g. Personal Tutors, registrar meetings) or by Administrative Office (e.g. disability services, counselling);
- in the case of a tutor's absence, students are informed at the earliest opportunity of the alternative arrangements for the class.

Where a student's attendance is unsatisfactory, one or more of the following actions may be taken:

- staff may contact the student to seek an explanation for their unsatisfactory attendance.
- students may be invited to discuss with their personal tutor/programme leader how their attendance will be improved and any support that may be required or they should be referred to the Registrar and administration office.
- students are issued with a formal written warning about their attendance through the administration office.
- a formal report on a student's attendance may be made to the student's sponsor and may be informed depending on the circumstances.
- students who fail to respond to warnings about their attendance may be required to withdraw from the programme.
- students may be withdrawn from their programme if they fail to respond to warnings or breach the terms of their enrolment agreement.
- staff writing references for students may refer to students' record of attendance.

#### The Procedure for Attendance Recording and Actions

The administrative department prepares an attendance sheet before each class and provides to the lecturer.

The lecturer records attendance at the start of the class. Any student who arrives up to 15 minutes late is entered into the attendance sheet, with information on how late they were.

After 15 minutes of the class starting the lecturer is not obliged to allow you to enter the class. It is the choice of the lecturer depending on what activities they have planned. The lecturers usually have specific break times, and it would be courteous of you to enter the class at that time to avoid disruption to your fellow colleagues. If you are going to be late and inform the College reception, we would be happy to advise your lecturer of this.

The attendance is taken again at the end of the class to monitor continued presence in class. If the lecturer notices any strange patterns of attendance, they will note on the attendance sheet as they will disruptive behaviour.

At the end of the day all attendance sheets are returned to an administrator after being signed off by the lecturer. We ensure the attendance is inputted within 24 hours after classes have taken place into our electronic system. The administrator will take account of any authorised absences. The administrator will then attendance warning letters accordingly depending on the number of classes missed.

#### Authorised Absence

This is when you are unable to attend but we are aware that you will not be attending due to a specific reason with evidence provided. Authorised absence when granted counts positively towards your overall attendance percentage. We are required to always know the whereabouts of our students.

### Sickness Absence

If you are unable to attend the College due to ill health, you must inform the College reception on the first day morning before 10 am, giving the reason for your absence, whether you intend to visit your GP and your expected date of return to College. If this is not possible you should appoint a responsible person to do so on your behalf. On your return to College you should complete an attendance form explaining why you were not able to attend and we will enter this in your records. If you are unable to provide any evidence of illness, we will note down that you were sick but an authorised absence will not be granted.

### Special Leave

Special leave can be granted for a wide variety of reasons, including bereavement, attending court, domestic issues, driving tests, visits to embassies etc. This type of leave must be approved by the administrator and registrar and may fall under authorised absences.

### Travelling

Students are advised to travel during scheduled holiday periods. We can provide letters to those who have working rights for employers when you have holidays and or travel letters to leave Malta. This can be achieved by filling in the request form at reception.

### Travelling outside of planned holiday periods

This should be avoided as missing classes to go overseas is not an acceptable reason, however if it is an unexpected matter then we may give permission to travel. We would need details of why you are travelling, your travel dates and see copies of your booked tickets.

### Late return from Holiday

If you will be arriving back to the Malta after the date initially agreed whether it is in term time or outside of term time, then you are required to inform us immediately of your situation with your new travel dates if applicable.

### Monitoring and Evaluation of the Policy

The management is responsible for ensuring continuous and effective implementation of this attendance policy. The College Management monitors the operation of this policy on a weekly basis by receiving regular reports on student attendance. Where student's attendances are low and there has been a failure of the student to communicate the reasons why they are sent to the Director of studies who then decides whether sponsorship should be withdrawn. The policy itself is reviewed in order to make sure that it is always in full compliance with the relevant laws and regulations.

The following is the procedure for monitoring the attendance:

- Once all attendance has been entered into the system, the administrator will be alerted to the number of classes missed.
- If we notice that your attendance is irregular i.e., you have been attending but you have been late often, leaving early often, regularly missing some classes or there is an unusual pattern and your attendance is below the required amount then we will send you a notification asking you to amend your ways. If it fails to improve you will be sent another irregular attendance warning. If it still fails to improve then we will send you a first-degree attendance warning letter and you will be asked to come and explain yourself if this does not improve then you will be advised of the possibility of non-registration or other actions depending on the exact circumstances
- Email/first warning letters (first degree attendance warning) are sent to students who have missed 3-4+ consecutive classes or one week. This letter requires the students to explain the reasons for this fall in their attendance. Also, that they are required to improve on this level. It also states that they are required to respond within 3 days and the consequences of not responding.
- Second Warning Letters (second degree attendance warning) are issued to the students who have missed 8 consecutive classes. This letter states that the student has three days to respond. The file is referred to admin who is responsible for contacting the student by telephone or through contacting his friends, relatives, next of Kin, and agent.
- Third warning letter (third degree attendance letter) is issued to the students who have missed 10 consecutive classes.
- The management will inform the MALTA immigration department if the student has missed 10 expected contacts – these include but are not limited to attending a class, a meeting with tutor or College official, submitting an assessed or non-assessed coursework, attending a test/examination etc.
- If a student who has already been reported to the immigration, then reports back to the College with a valid reason for his absence and the College is satisfied with the response from the student, Immigration department will be informed of the same.
- A Register of those students reported to the immigration department is maintained. A log of all the communications with students is maintained for future references and follow ups.
- The College endeavours to track the whereabouts of any students who have continuously been non attending or have been expelled. It will provide all relevant information to the immigration department to assist them to identify and locate such students.
- Records of authorised absence will be retained on the student's file.

#### Impact of Attendance on Assessments

The ECI is committed to students attending and making progress on your course. However, you may find that you will not be registered for assessments if tuition fees are not up to date and if the attendance percentage is lower than 80%. We will consider individual situations when assessing registrations but will need to be made aware of any adverse effects.

## Equality Impact Assessment

The European College of Innovation is committed to the promotion of equality, diversity and a supportive environment for all members of our community. Our commitment to equality and diversity means that this policy has been screened in relation to the use of plain English, the promotion of the positive duty in relation to race, gender and disability and avoidance of discrimination to other equality groups related to age, sexual orientation, religion or belief or gender reassignment.

## Other Related Policies

Other relevant policies include:

- General Regulations
- Student Enrolment Contract

## Monitoring and Review

This Policy will be monitored by the Registrar and Director.

## Dissemination of and Access to the Policy

This Policy will soon be available on the College's website. It is expected that reference to the Attendance Policy will be included in Programme Handbooks and the Student contract; and that importance of regular attendance is included in student induction.

## Bullying Policy

We want to have a happy and harmonious atmosphere in the College as this aids the learning process. Bullying and abusive behaviour will not be tolerated in any form (physical, religious, cultural, race, gender, sexual orientation). Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim. Any such behaviour will be treated extremely seriously and, if proven, may result in expulsion and in extreme circumstances could even lead to criminal prosecution.

If you feel that you have been the victim of bullying or abusive behaviour, please take the following action:

- First speak to the person doing the bullying or being abusive to see if you can solve the problem informally.
- If this fails and the behaviour continues, advise your lecturer. Your lecturer will speak to the person concerned to try and solve the situation.
- If this is unsuccessful, make an appointment to see the Registrar. The Registrar will then hold a formal meeting with all parties independently, document the meetings and make recommendations as to how to proceed.

- If this is unsuccessful, make an appointment to see the Director of Studies who will conduct a formal investigation into the allegations, and take any appropriate action.

Remember, we are here to help and want you to be happy during your stay with us. If something or someone is bothering, you - let us know!

Please remember, if you do have a question, query or complaint, let us know as soon as possible and we will do something about it.

## Copyright Policy

The College will respect all copyright and intellectual property rights including:

- the rights of owners of third-party material used in teaching.
- the rights of students in all material they create in and for college.
- the rights lecturers have in material they created prior to being employed at the College and in material created while employed at the College.

The College will comply with Malta copyright legislation and European GDPR including sections relating to educational and library use.

The College will purchase appropriate copyright licenses where its use of copyright material exceeds that permitted under the Act and the College will comply with the terms of these licenses.

While acknowledging that the College cannot control all actions of its students, the College will endeavour to educate students on copyright use, including referencing, approved copying, and proper use of electronic material and downloadable music.

The College will set up copyright procedures within the College to facilitate compliance with this policy, including training and education of staff, and the designation of a staff member responsible for copyright.

## Disability Policy

### Aims and objectives

The aim of this policy is to have a culture of inclusion for students with disabilities.

The College conforms to the EQUAL OPPORTUNITIES (PERSONS WITH DISABILITY) ACT.

The objectives of this policy are:

- To commit to having an inclusive environment, which facilitates disclosure of disability and gives all applicants and students the opportunity to demonstrate and realise their full potential.
- To provide fair and equal treatment of all applicants and students.

- To comply with the legislative requirements under the Equality Act, in particular the need to avoid discrimination and to provide reasonable adjustments for disabled students

## Policy statement

ECI will ensure:

- that the requirements of those students who disclose a disability are assessed on an individual basis.
- that all discussions and information regarding a disability or specific learning difficulty are treated in a confidential manner and abide by the College's confidentiality policy.
- in the case of non-standard adjustments for disabled students, the Programme Managers will be involved in any discussions regarding adjustments to ensure that academic rigour is maintained and that the necessary resources are available.

All staff and students at ECI are expected to be responsible for implementing this policy.

## Procedure

A disabled student is encouraged to disclose their disability at an early stage, such as at application or enrolment. The Disability Officer aims to contact any student who has disclosed a disability, giving them the opportunity to make an appointment to discuss any support needs. A disabled student is usually required to provide written evidence of their disability (such as an educational psychologist's report) if they are requesting any reasonable adjustments.

If adjustments are agreed, a Student Support Agreement will be completed. With the student's formal consent, this will be distributed to relevant staff only, in order to ensure that any necessary adjustments are put in place. The adjustments may include the following but is not limited to it: One-to-one support sessions:

- Working in smaller groups
- Specialist assessment strategies with permission from awarding bodies.
- Advice / support to course tutors
- Literacy /Numeracy or Language Support

## Measurement of policy's success

Feedback from disabled students will be sought by the College and passed on to the Disability Officer. Any student complaints that relate to disability issues should be directed to the Disability Officer. The measures of success for this policy will be a decrease in the number of complaints regarding disability matters, as well as an increase in the amount of positive feedback received from one year to the next. c

The Disability Officer will liaise with individual students in order to review the success of adjustments agreed. Review will take place at a minimum on an annual basis.

## Monitoring of the policy

The Administrator Officer will collate feedback received from disabled students, in order to monitor the effectiveness of the policy.

## Review of the policy

The policy will be reviewed on an annual basis, where any amendments or improvements will be discussed with senior management and academic staff before implementing.

# Disciplinary Policy

## Purpose

The following procedures provide a framework within which action may be taken by the College at the appropriate level, whilst providing the student with clear guidelines and the opportunity for appeal. The purpose of the Disciplinary Procedures is to provide a supportive and safe environment to aid learning.

The procedures distinguish between the student in difficulty, and the student involved in a serious breach of discipline.

The procedures apply to full-time and part-time students. All steps must be recorded.

## Principles

This student disciplinary procedure is designed to:

- ensure procedural fairness.
- encourage all students to meet the standards of conduct, attendance and work performance required.
- ensure consistent and just treatment for all regardless of their age, ethnic origin, gender, disability, sexual orientation, marital status, religion or belief.
- ensure that the facts are established, and the matter is investigated fully before disciplinary action is taken;
- ensure that students know what is expected of them.
- ensure that students are given access to a fair hearing.

You have the right to be accompanied by a parent, person with parental responsibility or a friend at all stages of the procedure, as a supporter.

## Behaviour Code for Students

The Behaviour Code explains how we expect you to behave whilst on the College premises or taking part in College activities. The behaviour code lists the College's general expectations in terms of:

- your behaviour – this must be conducive to a good learning environment with respect for all.
- your attendance and punctuality- these must meet the requirements set out in the enrolment contract.
- your work/study performance – must be working hard and making academic progress.

If you do not follow the behaviour code, disciplinary action may be taken.

## Academic Neglect

If you fail to meet the required standards of academic performance – for example if you:

- fail to submit work.
- submit work late for assessment.
- fail to produce work which is original or of an appropriate standard.
- are regularly late or absent.

Then you will be given support to help you improve. If, however, you fail to show an acceptable level of improvement, disciplinary action may be taken.

## Gross misconduct

Gross misconduct is generally seen as a serious misconduct where the College considers that it is not possible to continue to allow you to study or be on the College premises. If proven, it would normally result in your exclusion from the College. While it is not possible to compile a comprehensive list of offences which can be termed as gross misconduct, examples include:

- Theft or unauthorised possession of any property or facilities belonging to the College or any member of staff or student.
- Deliberate violation of the College's rules and procedures concerning health and safety
- consumption of alcohol and Drugs on the premises
- Bullying (Verbal and Physical abuse)
- Criminal activity

The College reserves the right to report potentially criminal activity to the police if applicable. If an incident is serious and of a criminal nature we may defer disciplinary action pending the outcome of criminal proceedings. In certain circumstances we may also take the decision to suspend you until the outcome of the proceedings is known.

## Disciplinary Procedure

The following procedure will be used if you breach the behaviour code:

### Informal stage

For non-serious or minor or first instances of misconduct, the Head of Studies/a member of the management team may deal with the incident by means of an informal verbal warning. In such instances you will be advised:

- of the College Code of Conduct
- of the standards of behaviour expected
- That any further misconduct will be dealt with formally under the College's Disciplinary Procedure.

### Formal Stage

A thorough investigation into the alleged misconduct will take place before a disciplinary interview is held or disciplinary action taken. This is likely to involve interviewing and gaining information from staff and students who were involved or witnessed the alleged misconduct. Such investigations will be recorded in writing.

Staff or students have the right to choose not to take part in the investigation. Students involved in the investigation may be accompanied at any investigation interview by a parent or friend.

## Outcome and action

The following outcomes of the disciplinary investigation are possible:

- no case to answer.
- student offered counselling/support within the College or referred to external organisation/s;
- Allegations appear to be factual and there is a case to answer.

Where there is a case to answer, disciplinary action will be taken within the following disciplinary structure:

### Recorded oral warning

In cases too serious for informal action, or where misconduct persists despite an informal warning, you will be given a recorded oral warning.

In such instances the Director of Studies / a member of the management team will:

- hold a disciplinary interview with you

- retain a copy of the form on your file
- give you a copy of the form
- Advise you that, if any future misconduct of any kind occurs, you will be disciplined further.

### First written warning

If further misconduct occurs or if your behaviour does not improve after a recorded oral warning, a first written warning may be given. Alternatively, if the misconduct is deemed more serious, we may proceed directly to the first written warning stage.

In such instances the management will:

- hold a disciplinary interview with you
- confirm the outcome in writing within five working days of the disciplinary interview
- record the action taken
- retain a copy of the record on your file

### Final written warning

If further misconduct occurs following the previous warnings, a final written warning may be given. Alternatively, where serious misconduct has occurred, you may be given an immediate final written warning. Additionally, you will be informed that further misconduct or failure to meet the conduct of behaviour and standards expected will result in your exclusion from College. Failure to attend a disciplinary interview may result in a decision being made in your absence.

### Exclusion from College

If your misconduct persists despite the final written warning, or in instances of gross misconduct, you will be excluded from College. If you are excluded from College, you will receive a letter stating the reason for your exclusion and the conditions placed on your future return to College. If you breach the terms of the exclusion, for example by being on College premises without valid reason, your period of exclusion may be extended. If you are a student, this information will also be informed to the immigration department.

### Suspension

In cases where the alleged misconduct is serious and/or it may be detrimental to the smooth running of the course and/or College for you to remain on site, suspension may need to be considered while the case is being investigated. In such cases you will be informed of the reason for your suspension. The period of suspension will be kept to a minimum but will be no longer than four weeks (unless we are awaiting the outcome of criminal proceedings).

## Appeals

You must submit your appeal in writing, within ten working days of receipt of the warning/exclusion letter. Your appeal should be addressed to the ECI Management.

## Records of disciplinary action

Details of written warnings, exclusions, suspensions and appeals will be held in your file.

## Equal Opportunity Policy

At ECI we wish to create and maintain a trusting, secure and happy environment where everyone can work as equals. All members of the College community have responsibilities to promote equality of opportunity, experience and treatment, and to challenge stereotypes. Our College community consists of a diverse range of people – employees, visitors, and students. We need to celebrate our differences, by understanding them and enjoying the diversity this brings.

## Aims

We want to foster mutual tolerance and our aim is for everyone to feel valued within the College. By actively promoting equal opportunities and not discriminating either directly or indirectly against anyone on the grounds of colour, race, nationality, beliefs, sexuality or gender the College can ensure that:

- All students have opportunities to achieve their potential.
- Expectations of all students are high.
- All students have access to and can make full use of the College's facilities and resources.
- It reflects the community it serves and responds to its needs.
- All students are prepared for life in a diverse and multi-ethnic society.
- All students understand the meaning of prejudice, how discrimination occurs and how to take a stand against these.
- It has a positive ethos and environment.
- Racist and discriminatory incidents are dealt with effectively.
- Inclusion issues are taken seriously and are considered in all aspects of College life.

## Equal Opportunities

All students and adults within the College have a right to be treated with respect. This includes a right to:

- Study, learn and work.
- Physical, emotional and verbal respect, free from violence, bullying and abusive language.

- Respect for their gender, race and age.
- Freedom from sexual comments or harassment and inappropriate use of humor.
- The safety of their property.
- Equal opportunities in relation to course access, recruitment, access to extra-curricular.
- activities, work experience.

Students and staff within the College are encouraged to challenge any inappropriate behaviour or comments. In the case of comments/incidents witnessed by others, silence and non-intervention will be viewed as agree.

## Support

Support is available for students from their tutor, lecturers, heads of departments, administrative staff, and registrar.

## Malpractice and Maladministration Policy

This policy has been developed for all staff, to clearly outline their obligations and responsibilities in ensuring that all qualifications awarded by ECI are fair, valid and reliable. This includes programmes developed internally, as well as those delivered on behalf of partner institutions or foreign awarding bodies. This guarantees the continued integrity of ECI, its partner organisations, and the programmes available for study.

This policy will provide an overview of malpractice and maladministration, as well as how these will be managed. The policy applies to all staff of ECI (be they part time, full time or freelance), including lecturers, administration, and management personnel.

## Policy

ECI is committed to providing the highest quality programmes to all students who choose to study with the college. ECI is subject to local regulations and legislation in Malta or EU, from the Malta Authority for Further & Higher Education (MFHEA), as well as the policies and standards of awarding institutions be they foreign or local. ECI is also committed to fairness and equity for all students in their assessment and the awarding of their qualifications. As such, it is essential that all staff understand their obligations to fulfilling these requirements, as well as what may constitute malpractice or maladministration.

## Definitions

**Malpractice:** Malpractice refers to any intentional act that intends to compromise the process, integrity or validity or any student assessment or qualification, including both successful and unsuccessful attempts. This includes intentional breaches of regulations legislation, or applicable policies. An act that intentionally damages the credibility or reputation of ECI or one of the partner awarding institutions may also constitute malpractice.

**Maladministration:** Maladministration is defined as any act that results in a breach of regulations, legislation or policy, or any other instance of non-compliance, which is the result of poor administration or unintentional mismanagement, or persistent errors.

While maladministration is the result of mistakes or mismanagement, malpractice is the intentional attempt to compromise the fairness and equity of the assessment or qualification process. The following is a non-exhaustive list of examples of malpractice:

- Improperly assisting students in producing work for assessment
- Awarding marks without sufficient evidence of the student achieving the requisite criteria
- Altering marking schemes without authorisation from the awarding or accrediting body
- Altering or falsifying records, assessment items, or certificates
- Intentionally misinterpreting or misrepresenting the assessment framework
- Allowing students to achieve grades or awards against evidence suggesting plagiarism or other misconduct.
- Altering or falsifying documents for accreditation, awards or audits from partner institutions

## Handling Malpractice or Maladministration

All ECI staff are obliged to report any suspected incidences or malpractice or maladministration to the ECI Management Committee in writing. This report will be received in confidence, and the employee may choose to remain anonymous to the accused, unless ECI is legally obliged to identify the staff member. Staff reporting suspected/alleged malpractice must provide a written report with as much detail as possible about the incident, including the:

- Name of the accused party
- Location, date, and time of the alleged incident
- Nature of the alleged incident
- Any evidence or witnesses that were present (if any)

The issue will then be investigated by the ECI Management Committee in consultation with other staff as may be required. The staff investigating the incident must find evidence to support the accusation of malpractice.

The accused party is made aware of the allegations and may choose to respond to or contest them. They must be provided with the opportunity and adequate time to present supporting evidence supporting their contestation. Based on the sum total evidence, a decision is taken by the investigator and the ECI Management Committee as to the veracity of the allegations.

## Disciplinary Action

Where malpractice or maladministration has been identified and ascertained, disciplinary action will be taken against the responsible staff member. Disciplinary action is at the

discretion of the investigator or the Management Committee, and must be proportional to the severity the incident, and may include:

- Formal written warning to the staff member
- Suspension or termination of employment
- Formal notification to awarding or accrediting body

The staff member has the right to appeal any decision made or disciplinary action taken against them following the investigation. The appeal must be submitted in writing within 10 days from the date the employee was notified of the outcome of the investigation.

## Examination Rules & Policies

1. All exams are held by external awarding bodies and candidates are required to obey any instruction given by an examination supervisor for the proper conduct of the examination.
2. Students retaking exams shall only be allowed upon payment of exam fee and according to rules a student can be allowed.
3. No extra materials like bags, writing paper, manuscripts, books, foods or drink other than specified materials may be brought into the examination room by the students.
4. Mobile phones must be switched off for the duration of the exam.
5. Candidates may not be admitted to an exam after 30 minutes from the time of commencement of the exam.
6. If a candidate needs to leave the exam room urgently, they can only do so one by one and upon the permission of the invigilator.
7. Students who are found using unfair means will be reported to the awarding body.
8. Late-comers will not be granted additional time than the specified original one.
9. In order to minimise the distractions inside and outside the exam room, students are kindly requested to leave the exam room quietly.
10. All examinations must be taken. Exceptions to this rule are made only in extraordinary circumstances such as serious medical or personal emergency and only with the prior approval of the Programme Manager or the concerned lecturer. Individual staff members do not have the authority to make exceptions to this rule, nor to offer extensions on exams.
11. The exam schedules/timetable will be posted on the College at least two weeks before the exam. It is the duty of the students to check the notice board regularly.
12. Examination results will be made available once released by the awarding body.

## First Aid Policy

### Statement of Intent

This College is conscious of its obligations under the OHSa Directives, and guidance from the Department for Education, to provide adequate and appropriate first aid facilities. As a result,

this Statement has been drawn up to give details of the first aid arrangements which have been made in the College.

## Principles and Practice of First Aid

First Aid is the skilled application of accepted principles of treatment on the occurrence of any injury or sudden illness, using facilities or materials available at the time. It is the approved method of treating a casualty until placed, if necessary, in the care of a doctor or removed to hospital. First Aid treatment is given to a casualty to preserve life, to prevent the condition worsening and to promote recovery.

## First Aid Arrangements

### Trained and Qualified First Aiders

- a) Trained and qualified First aiders are those members of staff who have attended a course of training on first aid (i.e. First Aid at Work or Refresher Course) and have a valid current first aid certificate issued by an organisation approved by the Health and Safety Executive under the Health and Safety (First Aid) regulations.
- b) The First Aid certificate is valid for three years and has to be updated by means of a refresher course.
- c) The duties of the trained and qualified first aiders are:
  - i to assess the situation where there is an injured or ill person.
  - ii to give immediate, appropriate treatment bearing in mind that a casualty may have more than one injury and that some casualties will require more urgent attention;
  - iii to arrange, without delay, for the casualty to be transported to a doctor, hospital or home, according to the seriousness of the condition. The first aider's responsibility ends when the casualty is handed to the care of the doctor, a nurse or other appropriate person. The first aider should not leave the incident scene until they have reported to whoever takes charge and have ascertained whether they could be of any further help.
  - iv ensuring that there is an adequate supply of all the prescribed materials in the first aid boxes and kits, that the contents of first aid boxes and kits are replenished after use and the items are not used after the expiry date which is shown on the packets;
  - v completing the Accident Report Book – kept in reception.
- d) The treatment of minor illnesses is not considered as first aid so administration of oral tablets/medicines cannot be carried out by a first aider or members of the College staff.

- e) First Aid Boxes, and other Supplementary Equipment First Aid boxes/kits are available at reception.
- f) Contact with the Ambulance Service, the nearest doctor and the nearest hospital.

### Review of the Policy Statement

This Policy Statement will be reviewed on a regular basis and where it is necessary the Policy Statement will be amended and, the amendments will be notified to all persons.

### Dissemination of Policy

All new members of staff and students, as part of their induction, will be made aware of the College's first aid policy and procedures.

In order for the First aid policy and procedures to work effectively, it is important that they are known and understood by everyone in the College. The First Aid Policy and Procedures can be accessed on the College website and are displayed next to the first aid box in the reception area. The First Aid Officer / Appointed Persons can be contacted through College reception.

The location of the first aid box is clearly marked in reception. The details of first aiders are available in each classroom.

## Information Technology Systems

ECI will use the following systems:

- Learning Management System (LMS)
- Student Information Systems (SIS)
- Student Management Systems (SMS)

The above systems will also be integrated with various third party integrations to assist in the smooth functioning of the above systems and the college.

Third Party Integrations:

- Plagerism Detection Software (like Turnitin)
- Email/Storage Systems (Microsoft M365 for Education)

The above systems will be based on 'High Availability'. Some systems might be Software as a Service or SaaS, utilising High Availability systems such as Azure or AWS (Cloud Hosting) and with 99.99% uptime, backups. ECI will have an SLA or Service Level Agreement with such providers to ensure resilience, reliance, backup and constant live uptime of the systems that are necessary for ECI's operations

## IT Policy

The following policies apply to all ECI students and visitors who use ECI computers.

## Acceptable Use

- Users must not attempt to access any data or programs contained on the ECI systems for which they do not have authorization or explicit consent.
- Users must not share their ECI account(s), passwords, Personal Identification Numbers (PIN), or similar information used for identification and authorization purposes.
- Users must not purposely engage in activity that may: harass, threaten or abuse others; degrade the performance of Information Technology; deprive an authorized ECI user access to an ECI resource; obtain extra resources beyond those allocated; circumvent ECI computer security measures.
- Users must not intentionally access, create, store or transmit material which ECI may deem to be illegal, offensive, indecent or obscene.

## Data Security

- Users must maintain the integrity of ECI data. Users must report or correct inaccurate data as soon as possible.
- Users must not attempt to access any data or programs contained on ECI systems for which they do not have authorization or explicit consent.
- Users must not make unauthorized copies of ECI data.
- Users must not delete data or files that they do not own or that are pertinent to the continued operations of ECI and its programs.
- Sensitive and/or confidential data may not be transmitted or transferred to any outside person, agency, program or entity without permission from ECI administration.
- E-Mail
- The following activities are prohibited by policy:
  - Sending email that is intimidating or harassing.
  - Using email for purposes of political lobbying or campaigning. \_ Violating copyright laws by inappropriately distributing protected works.
- The following activities are prohibited because they impede the functioning of network communications and the efficient operations of electronic mail systems:
  - Sending unsolicited messages to large groups
  - Sending excessively large messages
  - Sending or forwarding email that is likely to contain computer viruses except when forwarding possibly infected e-mail to the technology department for review when directed to do so by the technology department staff.
- All user activity on ECI IT resources assets is subject to logging and review.

## Internet

- Software for browsing the Internet is provided to authorize users for research use only.
- All sites accessed must comply with the ECI Acceptable Use Policies.
- No offensive or harassing material may be made available via ECI Web sites.
- No personal or commercial advertising may be made available via ECI network.
- ECI Internet access may not be used for the purposes of political lobbying.

## Software Licensing

- ECI System provides enough licensed copies of software such that students can get their work done in an expedient and effective manner. Management must make appropriate arrangement with the involved vendor(s) for additional licensed copies if and when additional copies are needed for business activities.
- Third party copyrighted information or software, that ECI does not have specific approval to store and/or use, must not be stored or copied on ECI systems or networks. Systems administrators will remove such information and software unless the involved users can provide proof of authorization from the rightful owner(s).
- Third party software in the possession of ECI must not be copied unless such copying is consistent with relevant license agreements and prior management approval of such copying has been obtained, or copies are being made for contingency planning purposes.

## Using computers in Computer Room and Library

- In the lab and library, we have provided extra power extensions for laptops so please do not remove power cables of ECI computers to plug in your laptop adapters.
- We have also provided USB cables for every computer. Please use these cables to connect your USB drives and do not move computers to plug USBs directly.
- We are glad to provide you with a high speed internet to assist you in your academic work but using it for downloading/playing music, movies and other material that cannot be considered as academic work is not acceptable at all. We have regular checks on the data which is being accessed/ downloaded and if we found any student involved in downloading unsolicited material, we will disable that account.
- The lab and library are under constant CCTV surveillance. Any abuse to the systems in lab or library will not be tolerated and serious action will be taken against the doer.

## Refund Policy

The European College of Innovation Policy on refunds gives clear directions on when a refund can and will be granted. Please note that the College has a non-refundable Enrolment/Registration fee of €300

Refunds are granted for the following reasons:

- Full refunds will be given to students if the College is unable to offer an advertised course on the advertised start date or within six months thereafter.
- A refund will be given to the students who have applied from overseas where the visa refusal is caused by the fault of the College.

Refunds will NOT be given under the following circumstances:

- Once an acceptance letter has been issued, if the student changes his/her or mind about applying for a visa.
- If the application for visa is refused due to fraudulent documents that have been used in the current or any previous visa application.

- No refunds will be made if the visa application has been refused due to the non-submission of the listed documentation stated on the acceptance letter or if the student/guardian has withdrawn the required funds which were considered when issuing the acceptance letter.
- If the visa application is refused due to insufficient funds in accounts (ECI insists on seeing original bank statements, wherever possible post application for visa).
- Refunds will not be made if the visa application is refused / visa curtailed due to the student not being able to answer in English where they have been interviewed, whether this is post or pre visa issuance.

#### Change of Course:

If a student wishes to transfer to a new course, then new course fees will apply including any increases in fees. Previous course fees will not normally be transferred. In addition if the fees are less for the new course, you may not be awarded a refund of the difference depending on the nature of the circumstances.

#### Other Reasons

- If a student has attended the College for some time and then stops attending for various reasons, he/she will not be entitled to a refund other than in exceptional circumstances.
- A student, who withdraws from the programme part way through the course and then wishes to restart will have to repay the fee in full, no deductions will be made for past payments.
- A student, who withdraws from the programme to take up a course at another institution will not be given a refund for their course.
- A student who stops attending without giving an explanation and is reported to the immigration department will not be refunded tuition fees paid.
- A student who is involved in misconduct leading to expulsion may not be granted a refund in tuition fees.
- A student who makes unsatisfactory progress on a course due to poor attendance and interaction in class will not be refunded tuition fees.

#### Refund Procedure:

A request for refund must be made in writing stating the reason the refund is being sought, with any evidence to be submitted. The refund claim must have the student's name and student reference number. It must state the account to which the payment is to be made. In the case of visa refusal, the original visa refusal letter, copy of refusal stamp on the passport and any letters from the College must be enclosed with the refund application form.

If a student decides to appeal the visa refusal or go for administrative review, we are unable to refund the fee until the decision has been made. Refunds can take up to 16 weeks to process.

#### Refund Refusal

A student, who has been refused a refund, can make an appeal to the management in writing. The decision of the management will be final.

## Retaking Policy

Failure to turn up for registered assessments means you will fail regardless of whether you attempted it or not.

We cannot stress to you how serious an effect this will have on you. The outcomes are listed below:

1. You will not pass.
2. You may not be able to progress to the next year of your course.
3. There are significant charges for retakes which range from EUR 72.00 to EUR 1750.00 depending on the circumstances.
4. You may be reported to the immigration department.
5. There are limited times when an exam can be taken and can influence your visa status and visa applications. ECI does not take responsibility for your visa.
6. Payments for retakes are made at specific times of the year; if you are late, we cannot accept you.
7. Registration for re-sits is not automatic; it should be discussed with administration staff immediately on finding out so that they can advise you on the best way forward.
8. The minimum cost of a retake is as follows:
  - a. Please prepare yourself to meet these costs:
    - i. Post-Graduate Diploma - EUR108 per module
    - ii. Certificate - EUR72 per module
    - iii. Plus, a ECI fee of EUR150 administration cost per module to be added on to each module

If you know you have not performed well in an assessment and that you will need to do a retake then please discuss with reception now, they will ask you to fill in the retake form, take this from you and then the relevant person will contact you by email. If you wish to meet someone regarding the retakes, then please contact the person who has emailed you and they will advise you accordingly. It is your responsibility to register for the retake at the correct time. Retake fees must be paid before the deadline for registration to be completed.

Please note that any deadlines given to you must be adhered to, it is your responsibility to find out all the information that you need and to understand it, we are not here to chase everyone regarding retakes. You have paid the tuition fee and will have to answer to your family/ sponsor not us, we ask that you pay attention to these matters and discuss with the College. Not being able to get an appointment with the correct person is not acceptable as contact can be made through emails and letters too.

There is further information on this available on the intranet as the retake policy, it goes into far more depth regarding retake fees and deadlines for payment.

## Student Data Protection Statement

### What is Data Protection?

While you are a student at ECI and after you cease to be a student, ECI needs to collect, store, use and disclose certain data about you. We require this information for our normal business purposes, such as services to applicants, current students and alumni.

When we process data about you, we must observe the requirements of the Data Protection Act and GDPR. The Act establishes a framework within which information about living individuals can be legally gathered, stored, used and disseminated. At its core are eight Data Protection Principles which ECI and other organisations must abide by. These specify that personal information must be:

- Processed fairly and lawfully, and only if certain conditions are met.
- Obtained for specified and lawful purposes, and not used for purposes other than those for which it was gathered.
- Adequate, relevant and not excessive.
- Accurate and where necessary kept up to date.
- Kept for no longer than necessary.
- Processed in accordance with individuals' rights.
- Kept secure.
- Not transferred outside the European Economic Area unless certain conditions are met.

These protections apply to information in electronic form, and to many types of data in paper form. Further information about the Data Protection Act is available from the government agency which monitors compliance with the Act.

ECI is committed to meeting its responsibilities to current and former students under the Data Protection Act and related legislation such as the European Convention Act. ECI's Data Protection Policy specifies the steps which ECI is taking to meet its Data Protection obligations and is binding on all members of the College. This statement is designed to highlight the areas of Data Protection which are of particular concern to students, and to help students understand how information about them will be used. It applies to all students regardless of age, you will be treated in the same way as students who are over 18 for Data Protection purposes.

### What information does ECI hold about me?

ECI will collect data about you during our dealings with you as a current or former student: for example, when you apply, when you enrol, and as you progress through your course. We may also receive data about you from outside ECI, and information supplied by referees. If you are a current or former student, examples of the data which ECI may hold about you include:

- Your name.
- Your contact details.
- Details of your emergency contacts.
- Your date of birth.
- Your nationality.

- Your ethnic origins.
- Your academic background and qualifications.
- Your academic record while at ECI, including details of any degrees which you are awarded.
- Any disabilities which you have disclosed to us.
- Medical information, such as information held by the counselling service.
- Fee information and sponsorship details.
- Your use of ECI facilities such as the library.
- Any disciplinary action taken against you.
- A digital photograph of you, which is used to produce your student ID, and for security and identification purposes.

Data about you will be gathered and held in both digital and paper form. Some of this information (such as your ethnic origins, medical information and information about disabilities) is classed as "sensitive" personal data under the Data Protection Act. This means that it is subject to extra legal protection, and we have to meet an additional set of conditions in order use the data fairly and lawfully. For further information about sensitive personal data, see the College's Data Protection Policy.

## How will my data be used?

By commencing or enrolling as a ECI student, you consent to ECI collecting, storing, using and otherwise processing data about you for any purposes connected with your studies, your health and safety and for other legitimate reasons while you are a student. We will also use your data for certain purposes after you cease to be student.

ECI will only use your data fairly and lawfully in accordance with our obligations under the Data Protection Act. This means that we will process your data in a way which respects the Data Protection Principles set down in the, and your rights under the Act. This is available on the Commissioner's website and describes in a general way how we process personal data about students and other individuals.

The Data Protection Act requires us to keep your data secure. This means that your confidentiality will be respected, and all appropriate measures will be taken to prevent unauthorised disclosure. Only members of staff who need access to relevant parts or all of your data will be authorised to do so. Information about you in electronic form will be subject to password and other security restrictions, while paper files will be stored in secure areas with controlled access. For further information on data security, see ECI's Data Protection Policy. Although it is not possible to state every purpose for which your information will be used, the following are examples of how it is likely to be used while you are a student:

- To administer your studies and record academic achievements (e.g., your course choices, examinations and assessments, and the publication of pass lists and graduation programmes).
- To assist in pastoral and welfare needs (e.g., the counselling service and services to students with disabilities).
- To administer financial aspects of your registration as a student (e.g., payment of fees, debt collection).

- To manage College facilities, such as computing facilities and the library.
- To produce management statistics and to conduct research into the effectiveness of our programmes of study.
- To monitor our equal opportunities policies (e.g., compliance with the Equal Opportunities (Persons with Disability) Act
- To administer employment processes, if you choose to work for ECI.
- For security and disciplinary purposes.
- For internal and external audits, and quality assurance exercises.
- For marketing and alumni relations purposes.

We may also disclose your data to certain outside organisations (see *Who receives my data?*). We may use copies of the data (including sensitive personal data) which we hold about you for the purpose of testing our IT systems. If your data is used for system testing, it will be copied to a test environment, where it will be used with data on other students to test changes to our IT systems in a realistic way. This is done to ensure that changes will be effective and will not cause loss or damage to data. The data about you which we hold in our live systems will not be affected. Your data will not be kept in the test environment for longer than is necessary for testing purposes, and data in that environment will not be used for purposes other than testing.

We will also apply appropriate security precautions to the data.

## Who receives my data?

ECI will only disclose information about you with your consent, or where disclosure without your consent is required or permitted by law. This section outlines the major organisations and the most common circumstances in which we disclose data about students. Where this involves the transfer of your data outside the European Economic Area, data will only be transferred if one of the conditions set down in the Data Protection Act has been met (see ECI's Data Protection Policy for further information). Your data may also be sent to different departments within ECI where this is necessary for our day-to-day administration.

### Pass lists and graduation information

Details of successful degree candidates are included in programmes and other information connected with graduation ceremonies.

### References and confirmation of qualifications

ECI may release data about you in response to a request for a reference or for confirmation of your qualifications (see *What if I need a reference/confirmation of qualifications?*).

### Other disclosures

Examples of some of the other situations in which we may disclose information about you include:

- Disclosure to law enforcement agencies, where necessary for crime prevention or detection.
- Disclosure to local authorities, for purposes connected with electoral registration, tax or the investigation of benefit fraud.

- Disclosure to the Quality Assurance Agency, during institutional audits and other quality assessment exercises.
- If you leave ECI owing money to the College, we may at our discretion pass this information to a debt collection agency.
- We may disclose information for the purpose of verifying the data about you held by ECI, by another higher education institution or by government agencies.

## What are my rights?

You have a number of rights under the Data Protection Act in respect of the information which ECI holds about you, and how we can use that information. These include:

- The right to prevent us from using your data for direct marketing purposes.
- The right to prevent us from processing your data in a way which causes or is likely to cause you substantial damage or distress. You can do this by serving us with a notice under the Data Protection Act. However, we may refuse to accept such a notice in certain circumstances: for example, if doing so would prevent us from processing data which is necessary for our contract with you as a student.
- The right to require us to correct, erase or destroy inaccurate data.
- The right to get access to the data which we hold about you (see Can I get access to my data?).

For further information on how to exercise these rights, please contact ECI's Information Compliance Manager at [admin@eci.com.mt](mailto:admin@eci.com.mt)

## What are my responsibilities?

ECI will make every reasonable effort to keep your details up to date. However, it is your responsibility to provide us with accurate information about yourself when you apply and when you enrol, and to let us know of any subsequent changes to your details, such as changes to your name or address (see What if my details change?). Any information which you supply to ECI about your emergency contacts will only be used in an emergency and will only be disclosed in your immediate health or safety interests. By enrolling, you agree to inform your emergency contacts that their data are being held by ECI for these purposes. It is very important that you notify ECI of any changes to your emergency contacts (see What if my details change?).

All members of ECI, including students, must abide by ECI's Data Protection Policy when handling personal data for which ECI is responsible. This is most likely to happen if you choose to work for ECI while studying here. However, very occasionally, students may use personal data for which ECI is responsible during their study or research. See the Data Protection Policy for further information.

## What if I need a reference/confirmation of qualifications?

Academic institutions and employers may seek confirmation of the qualifications which ECI graduates claim to hold. If you have received a ECI diploma, ECI will normally confirm your qualifications (but not the fact that you have failed an award) in response to a bona fide request

from an employer or another academic institution, unless you have told us not to do so or we have reason to believe that the request is not legitimate.

Where you have provided the name of a member of staff as a referee, we will assume that this means that you have given your consent for the disclosure of personal information in the form of a reference. You should ensure that any ECI staff whom you wish to cite as referees are aware that they may receive reference requests for you and have agreed to provide you with a reference. Failure to do so could delay our response to a request, if we need to check that a request is legitimate.

## What happens after I finish/graduate?

After you leave ECI, we will continue to hold data about you in digital and paper form. Some information (such as your dates of attendance and your degree) will be retained permanently; other data will be disposed of from time to time in accordance with the College's data retention policies. By enrolling as a ECI student, you consent to ECI processing data relating to you after you leave ECI for any purposes connected with your studies and your status as a former student, and for other legitimate reasons.

Examples of how we may use your data after you finish, or graduate include:

- To provide evidence of your academic achievements when requested to do so: e.g. transcripts, confirmation of qualifications and references.
- To provide information to regulatory bodies and other agencies to whom we are legally required to supply data.
- To produce management statistics.
- To maintain contact with you as an ECI alumnus/alumna.
- For audit and quality assurance purposes.

We may contact you for a limited range of research purposes after you leave ECI.

ECI graduates automatically become members of the ECI Alumni Association.

## What if my details change?

If you are a current student, please contact ECI registry at [admin@eci.com.mt](mailto:admin@eci.com.mt) with your new contact details, always citing your student reference number. Alternatively, you can fill in a change of address / request for to update us of your details.

## Can I get access to my data?

Current or former undergraduate or postgraduate diploma students can get a transcript of their academic results by contacting the ECI Registry. To get access to other data which ECI holds about you, you should submit a request under the Data Protection Act. This involves

completing our subject access request form, and sending it to the Information Compliance Manager with a EUR10 fee and proof of ID.

### Where can I get advice/further information?

The administrative Manager is responsible for ECI's compliance with the Data Protection Act and can provide general advice on Data Protection issues. The Information Compliance Manager can be contacted by email to [admin@eci.com.mt](mailto:admin@eci.com.mt)

### Status of this statement

This Statement was approved by the College's management on 15<sup>th</sup> November 2022. It will be reviewed from time to time as necessary.

## Annexes

### Annex 1 - Procedures for Planning/Updating of a Courses.

| Number | Description  | Responsibility                            |
|--------|--|---|
| 1      | Questionnaires or Interviews to industries/stakeholders and etc                        | Research Director                         |
| 2      | Collection of Data   | Technical Coordinator & Research Director |
| 3      | Data Analysis  | Technical Coordinator & Research Director |
| 4      | Evaluation and Reporting to HOC  | Research Director                         |
| 5      | Identification of new courses or course updates  | Board of Studies & Academic Director      |
| 6      | Course Planning & Design (including identification of costs, resources required, etc.) | Academic Director                         |
| 7      | Course Draft Report  | HOC Approval                              |
| 8      | Course sent to MFHEA for approval/Accreditation  | Academic Director & HOC                   |
| 9      | Accreditation of Course  | MFHEA                                     |

### Annex 2 - Registration Procedure

|   |  |                              |
|---|--|------------------------------|
| 1 | Registration of Students                                     | Registrar                    |
| 2 | Vetting of Registered Students                               | Registrar & Finance Director |
| 3 | List of Participants finalised and sent to Academic Director | Registrar                    |

## Annex 3 - Courses Procedure

| Number | Description   | Responsibility                            |
|--------|---|---|
| 1      | Identify course requirements (in-class/online, lecturers, materials, Timetable, Costs)              | Academic Director                         |
| 2      | List of Participants  | Registrar                                 |
| 3      | Induction of Students   | Academic Director                         |
| 4      | Lectures Start  | Academic Director & Head academic Studies |
| 5      | Course Management (Timetable, Lecturer Observation & Feedback, Student Attendance & Record Keeping) | Academic Director & Head academic Studies |

### Assignment Procedures

| Number | Description  | Responsibility                       |
|--------|--|--------------------------------------|
| 1      | Verification of Assignments (if required)                | Lecturer & Head of Academic Services |
| 2      | Assignments given to Students in due course              | Lecturer                             |
| 3      | Collection of Assignments                                | Lecturer                             |
| 4      | Assignments automatically go through plagiarism software | Technical Coordinator                |
| 5      | Assignments Corrected                                    | Lecturer                             |
| 6      | Verification of Assignment Markings                      | Lecturer & Head of Academic Services |

## Annex 4 – Student Appeals Process Flowchart

