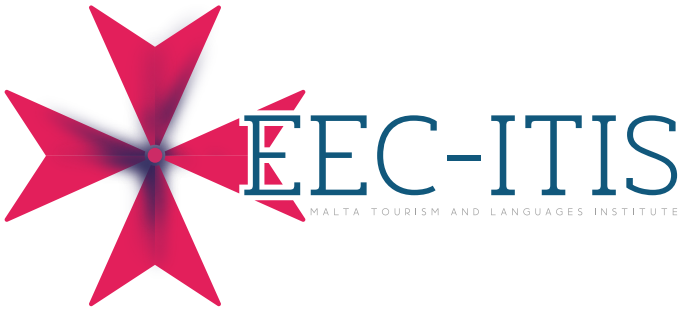

Quality Assurance Policy

Quality Management Policy and Framework

November 2026

Approved by the Board of Governance on 18 November 2026

EEC-ITIS Malta Tourism and Languages Institute

EEC-ITIS Malta Tourism and Languages Institute – Quality Assurance Policy

Version 4.0 | Status: approved by the Board of Governance on 18 November 2026 | Custodian: Quality Assurance Manager | Review: annually, or after significant regulatory change

Part A – Quality Management Policy and Framework

A1. Purpose and scope

This Manual sets out how EEC-ITIS Malta Tourism and Languages Institute assures and enhances the quality of all its MFHEA-accredited provision and the services that support it. It applies to all programmes, staff, students and organisational units, and to activities carried out on the Institute's behalf by other parties. Part A is the Institute's Quality Management Policy. Part B sets out, for each MFHEA Standard, the responsibilities, the plan-do-check-act cycle and the evidence the Institute maintains. The detailed policies are issued as Annexes 1 to 29 (see A9).

A2. Quality Management Policy

The Institute is committed to providing education in tourism, hospitality and languages that meets the standards of the Malta Qualifications Framework, the MFHEA Standards and the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015). To achieve this, the Institute:

- sets measurable quality objectives as part of its strategic plan (Business Plan 2026–2028) and reviews them each semester;
- defines clear quality responsibilities for every role and governance body (A3 and Part B);
- collects and analyses data and feedback from students, staff, graduates, employers and external examiners (A5);
- reports the results at least once a year and acts on them through documented improvement plans (A6);
- involves students and external stakeholders in its quality processes;
- reviews every policy annually and the quality management system as a whole every three years;

- publishes this policy, the Ethics Policy and accurate programme information on its website.

This policy was approved by the Board of Governance on 18 November 2026 and is published on the Institute's website following approval.

A3. Organisation of the quality management system

- Board of Governance: approves quality policy and strategic objectives, and receives the Annual Quality Report and KPI reports.
- Head of Institution: leads implementation and ensures quality actions are resourced.
- Academic Board, Board of Studies, Board of Admissions, Board of Examiners and Classifications Board: academic standards, programme approval and review, admissions, assessment and awards.
- Quality Assurance Manager: designs, runs and reports on the quality system, including the day-to-day operation of quality processes, data collection and records (MFHEA indicator 3.4); acts as Institutional Facilitator for MFHEA.
- Faculty Coordinator, Deputy Head / Registrar and Manager – Corporate Services: quality of teaching delivery, student records and data, and administrative and facilities services respectively.
- Students: give feedback each semester and are represented on the Academic Board and in quality reviews by elected student representatives (Annex 29).
- External examiners and employers: independent scrutiny of standards (Annex 24) and input into programme design and review.

A4. The quality cycle and annual calendar

Quality is managed through a plan-do-check-act cycle (Part B). The main fixed points each year are:

- Start of the academic year: operational plan and quality objectives set; feedback and data collection scheduled.
- Each semester: study-unit evaluation questionnaires; Board of Examiners; KPI report to the Board of Governance.
- January: annual programme monitoring reports and the Annual Quality Report to the Academic Board and the Board of Governance.
- July: annual review of all policies (Policy Review Meeting).
- Every three years: periodic programme review by the Board of Studies, and an internal review of the whole quality management system by the Board of Governance, as committed in the Institute's 2021 follow-up report.

- Every five years: external quality audit by the MFHEA, followed by an action plan.

A5. Instruments and data

The Institute collects: study-unit evaluation questionnaires each semester (form EEC-ITIS-23-F1); a graduate survey; an annual staff survey and a student services and facilities survey (to be introduced in 2026/27); student data by intake, programme, gender, nationality, progression, completion and withdrawal (Registrar); complaints, appeals and Revision Request registers; the Academic Integrity Register; external examiner reports; and the KPIs in the Business Plan. From 2026/27 these data are held on the Demiks platform.

A6. Reporting and follow-up

The Quality Assurance Manager prepares an Annual Quality Report with an improvement plan, presented to the Academic Board and the Board of Governance each January. Actions are given an owner and a deadline and are followed up at the next report. Results are shared with staff and summarised for students ("you said, we did").

A7. Activities carried out by other parties

Recruitment agents work under written agreements with due diligence (Annex 1, s.1.9); placement hosts are approved and reviewed (Annex 18); students may be referred to an external counsellor (Annex 23).

A8. Document control and publication

All quality documents carry a version control table and version history, are reviewed annually and are approved by the Academic Board or the Board of Governance. Student-facing policies are given to students in the Student Handbook, the Academic and Student Policies and the plain-English Student Policies Explained.