

Student Policies Explained

A plain-English guide for students

Version 1.1

Approved by the Academic Board

EEC-ITIS Malta Tourism and Languages Institute

EEC-ITIS Malta, Tourism and Languages Institute

Student Policies Explained

The full content of your Student Handbook policies, written in plain English. The sections below are numbered the same way as the Annexes in the handbook, so they match up exactly.

This is a plain-English version of the Institute's student policies. Wording has been simplified, but the rules, numbers, deadlines and fees below are the same ones that apply to you.

If anything in this guide differs from the full policy in the Quality Assurance Manual, the full policy applies. This guide applies to all students on the Institute's MFHEA-accredited programmes, including the Award in Maltese as a Foreign Language; the sections on dissertations and placements apply only to the tourism and hospitality programmes.

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Annex 2: Student Resources and Induction

Resources available to you

- A library with the core and extra textbooks you need for your course.
- Wifi across the Institute. You get a password when you join.
- Email for important information and, as it is rolled out, Demiks; until December 2026 staff-run messaging groups are also used for announcements only. Institute news is shared on social media, such as Facebook.
- Dropbox, where lecturers share their notes until Demiks is fully in use.
- A service desk staffed for the whole time the Institute is open.

These are gradually moving onto the new Demiks platform, explained below.

Before your course starts: the pre-course induction meeting

- Held before your intake begins.
- Introduces you to key staff.
- Confirms arrival details and what happens on your first day.
- Gives you a chance to ask questions before you start.

On-site induction

- The Head of Institution gives you an introduction to the Institute, its culture and its resources.
- You get a tour and are introduced to the administration team.
- You receive an information pack covering how to communicate with the Institute, the course regulations, and your first semester's content and timetable.
- For every study unit, the pack lists: the lecturer's name, the subject content, the number of ECTS credits, the learning outcomes, how you'll be assessed, and the core textbook and reading list.

Demiks: the new combined platform

- The Institute is introducing Demiks, a combined system for learning materials, communication, assignment submission, and marks.
- It is rolling out in phases from September 2026, with full rollout across all courses targeted for January 2027.
- Once fully live, Demiks will be used for: sharing course materials, communicating with the Institute and lecturers, submitting assignments, and recording and publishing your marks and grades.
- During the rollout, some of the older tools (wifi noticeboards, social media, Dropbox) will keep running alongside Demiks until everything has moved over.
- The Institute reviews progress each year and updates students on how the rollout is going.

Annex 3: Equality and Diversity Policy

The Institute does not tolerate discrimination of any kind and is committed to treating everyone fairly, whatever their background.

Characteristics protected by this policy

- Age
- Disability
- Sex
- Sexual orientation
- Race, ethnic origin, colour, nationality or national origin
- Religion or belief
- Gender reassignment
- Gender identity
- Gender expression
- Sex characteristics
- Marriage or civil partnership
- Pregnancy and maternity

What counts as discrimination

- Direct discrimination: treating someone unfairly because of one of the characteristics above.
- Indirect discrimination: a rule that applies to everyone but unfairly disadvantages people with a particular characteristic.
- Discrimination by association: being treated unfairly because of someone else's characteristic, for example a family member's.
- Discrimination by perception: being treated unfairly because people wrongly believe you have a certain characteristic.
- Victimisation: being treated unfairly because you complained, or are expected to complain, about discrimination.
- Harassment: unwanted behaviour that violates your dignity or creates an intimidating, hostile, humiliating or offensive environment.
- Bullying: persistent, abusive, intimidating or insulting behaviour, or unfair use of power, that leaves you feeling upset, threatened or humiliated.

What the Institute commits to

- Treating every student, lecturer and staff member fairly and with respect, whether full-time, part-time or temporary.
- Basing admissions and other decisions on ability and merit.
- Creating an environment where everyone's differences and contributions are valued.
- Not tolerating intimidation, bullying or harassment, and disciplining anyone who breaches this.
- Making training, development and progression opportunities available to everyone.
- Encouraging anyone who feels discriminated against to raise their concerns, so the Institute can put things right.
- Reviewing its admissions and staffing practices regularly to keep them fair.

If you believe you have experienced discrimination, you can raise it as a complaint (see Annex 17). Where disability is involved, see also Annex 4.

Annex 4: Disability Policy

What counts as a disability

A long-term physical, sensory, intellectual, cognitive, neurological, mental-health or medical condition that may affect your ability to take part fully in your studies without support. This can be permanent, temporary, fluctuating or progressive.

What the Institute commits to

- Promoting equal opportunity for students and staff with disabilities.
- Treating you with dignity, fairness and respect.
- Considering every request for support on an individual basis.
- Keeping disability-related information confidential.
- Encouraging you to tell the Institute about your needs early, so support can be arranged in time.
- Working with you to identify the right support.
- Training staff to understand disability and inclusive teaching practice.

What is expected of you

- Tell the Institute about your support needs as early as you reasonably can.
- Provide supporting documentation if it's requested.
- Take part in discussions about the right support arrangements for you.
- Tell the Institute if your circumstances change.
- Cooperate with the support measures that are agreed.

You will not be disadvantaged in any way for asking for support.

Confidentiality

- Telling the Institute about a disability is voluntary, unless it's needed to protect your safety or someone else's, or the law requires it.
- Your information is shared only with staff who need it to arrange your support.
- It is stored securely and used only for legitimate purposes.
- If you choose not to disclose a disability, the Institute's ability to support you may be limited.

How to request support

- Submit a Reasonable Adjustment Request Form to your Faculty Coordinator, as early as reasonably possible.
- You may be asked to provide supporting documents from a suitably qualified professional.
- The Institute reviews the information, meets with you where appropriate, and considers possible adjustments.
- Where specialist support goes beyond what the Institute can provide directly, it will discuss external support or government schemes with you.
- You will be told the outcome within a reasonable timeframe.

Full detail on how adjustments are requested, decided and put in place is under Annex 20 below.

If you are not satisfied

- Raise it as a complaint under Annex 17, or as a discrimination matter under Annex 3.
- Complaints are handled fairly, confidentially, objectively, and without any retaliation against you.

Annex 5: Ethics Policy

The principles everyone is expected to follow

- Responsibility and accountability: own your actions and decisions.
- Integrity: act honestly, follow the rules, avoid misleading behaviour, and declare any conflicts of interest.
- Respect and equal opportunity: treat everyone with dignity. No discrimination, harassment, bullying or intimidation.
- Collegiality: communicate professionally. Disagreements are fine, but keep them respectful and free of personal hostility.
- Sustainability: use Institute resources responsibly and think about environmental impact.
- Intellectual and academic freedom: explore ideas and debate freely, but responsibly, respecting others' rights, academic integrity rules, and confidentiality. This freedom does not excuse harassment, discrimination or deliberate misinformation.

What is expected of you as a student

- Behave respectfully towards staff and fellow students.
- Act honestly in all academic activities.
- Follow Institute policies and regulations.
- Respect Institute facilities and resources.
- Behave appropriately during learning activities.
- Respect confidentiality where it applies.
- Behave professionally during internships and placements.
- Don't do anything that unfairly disadvantages another student.

Serious or repeated breaches can lead to disciplinary action.

Professional standards in tourism and hospitality

You're expected to show cultural awareness, respect for diversity, professional communication, responsible customer service, teamwork, integrity, appropriate professional presentation, and respect for guests, colleagues and communities. On placement, you must follow the host organisation's reasonable workplace rules and confidentiality requirements.

Confidentiality and technology use

- Keep confidential information (about students, staff or placement employers/clients) private and use it only for legitimate purposes.
- Protect your passwords and login details.
- Respect intellectual property.
- Don't access Institute systems without authorisation.
- Communicate professionally through digital channels.
- Follow Institute rules on the use of technology.
- Any use of AI tools in your academic work must follow the assessment instructions and academic integrity rules (see Annex 21).

Reporting a concern

You can raise a genuine ethical concern with the Faculty Coordinator, the Quality Assurance Manager, the Manager, Corporate Services, or through the Complaints procedure. Reports are taken seriously, handled fairly and confidentially, and there is no retaliation for a genuine, good-faith report. Anyone accused is also given a fair chance to respond.

What happens if you breach this policy

Depending on how serious it is, the Institute may respond with informal guidance, counselling, academic procedures, disciplinary procedures, or the complaints procedure. Serious or repeated breaches can lead to formal disciplinary action.

Annex 8: Assessment Policy

The basics

- Each study unit has one overall assessment, which may include a mix of parts, such as an assignment, exam, project, presentation, fieldwork or portfolio.
- You'll be told clearly, before the study unit starts, what's expected: the questions or tasks, format, criteria, weightings and how to submit.
- Assessment supports your learning as well as measuring it. Every study unit includes at least one formative (practice, low-stakes) assessment opportunity as well as the graded ones.
- You are told your assessment dates in your timetable, and you get results within 6 weeks of the exam or submission.
- Where a study unit has more than one component, submission or exam dates are spaced at least two weeks apart.
- You get individual feedback on your strengths, weaknesses and how to improve, within 10 working days of results being published.
- Reasonable adjustments are available as of right for students with a declared disability, specific learning difference, mental-health condition or other protected characteristic (see Annex 20).

Assessment brief

Before each study unit starts, your lecturer publishes an assessment brief covering:

- The learning outcomes being assessed.
- The tasks and questions, format, and word or time limits.
- The marking rubric or criteria, including how much each part is worth.
- Submission logistics, deadlines and late-submission penalties.
- Whether generative AI tools are allowed and how (see Annex 21).
- The re-assessment (resit) arrangements for that study unit.

Attendance and eligibility to be assessed

Attendance at scheduled teaching is compulsory. If your attendance in a study unit is unsatisfactory (documented evidence, below 80%), you can be barred from being assessed in it, and it counts as a first attempt requiring a resit (see Annex 9).

How your work is marked

- Written work is marked using your student index number, not your name, so marking is anonymous until marks are agreed (except where the format itself makes this impossible, like a viva or presentation).
- A First Examiner marks the work and records the mark, annotations and feedback.
- A Second Examiner then check-marks the work to confirm it is fair, consistent, and matches the published criteria. They don't re-mark independently; they review the First Examiner's judgement.
- If the two examiners disagree by 10 percentage points or less, they meet and agree a single mark, recording their reasons.
- If they disagree by more than 10 percentage points, or can't agree, a third examiner is appointed to decide.
- An External Examiner, appointed by the Academic Board, also reviews a sample of marked work each year to check standards.

Late submission

Late submissions are penalised according to a scale published in your assessment brief. A submission more than 7 calendar days late, with no accepted valid reason, is recorded as a non-submission and treated as a first attempt (so you'll need a resit).

Grading scale

Mark	Grade	What it means
90 to 100%	A+	Exceptional performance, with comprehensive and critical understanding, plus extensive extra reading and research.
80 to 89%	A	Comprehensive understanding and a very good working knowledge, with some extra reading and research.
75 to 79%	B+	Substantial, above-average performance, with a good working knowledge and some extra reading.
70 to 74%	B	Sound understanding and average performance. Little evidence of extra reading or independent work.
65 to 69%	C+	Satisfactory understanding and adequate performance. No evidence of extra reading.
50 to 64%	C	Satisfactory but with some gaps. Adequate but inconsistent performance.
45 to 49%	D	Basic understanding, meeting the minimum standard. This is the institutional pass mark.
0 to 44%	F	Does not meet the learning outcomes. Re-assessment (resit) is required.
AB	-	You did not sit or submit, with no accepted valid reason. Counted as a first attempt.
DEF	-	You were absent or didn't submit for a documented valid reason. Carried to the next assessment session.

Academic integrity in assessment

- Coursework is screened using plagiarism-detection software; the assessment brief states which tools and thresholds are used.
- Any use of generative AI is regulated by the Academic Integrity Policy (Annex 21) and made explicit in the assessment brief.
- Exams are invigilated; unauthorised materials and devices are prohibited.
- Suspected misconduct is handled under Annex 21 and Annex 14, and can result in failing the assessment, the study unit, or the whole programme.

Resits, compensation and progression

- If you don't pass at your first attempt, you're entitled to be re-assessed.
- Resit marks are capped at the pass mark of 45%, unless the Board of Examiners accepts a documented valid reason for an uncapped resit.
- You can be re-assessed in study units worth up to 24 credits in one academic year.
- The Board of Examiners may compensate a marginal fail where your overall performance meets the programme's progression requirements. Compensation isn't available for capstone, dissertation or placement study units.
- Progression to the next stage of your programme is decided by the Board of Examiners based on your results.

Dissertations and vivas

- You propose your own topic (within tourism, hospitality, events or a related field), submitted as a one-page Dissertation Proposal Form with a working title, aim, 2 to 3 objectives, indicative literature and proposed methodology.
- The Dissertation Coordinator reviews it for feasibility, academic merit and ethical risk, and assigns you a supervisor, within 10 working days.
- Any change to your topic, title or methodology after approval must be agreed in writing with your supervisor.
- You get a minimum of 6 supervision meetings across the dissertation period, plus review of one full draft (if submitted at least 4 weeks before the final deadline), and replies to reasonable email queries within 3 working days.
- You are responsible for proactively booking your 6 meetings; supervisors won't chase you. Send an agenda or progress summary at least 48 hours before each meeting, and come prepared with questions.
- Research involving people, industry partners, primary data or sensitive information needs ethics approval before fieldwork starts. Informed consent is required for interviews, surveys or focus groups, and participant anonymity must be protected unless you have written consent to name them.
- Doing fieldwork before ethics approval can mean your dissertation is marked non-compliant, capped, or referred under the Academic Integrity or Academic Fraud policies.
- The dissertation is marked by your supervisor and second-marked by another staff member, then confirmed by the Board of Examiners.
- You defend your dissertation at a viva voce (an oral exam) in front of a panel, who then confirm or revise your mark.
- A failed dissertation (below 45%) can be resubmitted once, with feedback, one further supervision meeting, and the mark capped at 45%. A second failure is referred to the Board of Examiners.

Placement assessment

Where your study unit includes a work placement, it's governed by a written learning agreement between you, the Institute and the host. For the internship (THM2010) you keep a weekly diary (50%) and are given an overall performance mark (50%); you also write a reflective report of at least 1,500 words, which is marked and included in the combined mark. The host's reports are evidence for your performance mark, which the Institute awards. The assessment is moderated by the Faculty Coordinator and your mentor together, then ratified by the Board of Examiners. Full detail is under Annex 18 below.

If you disagree with an assessment decision

There's a 3-stage assessment-review ladder:

- Stage 1: a Revision Request to the Registrar, within 10 working days of the result (see Annex 11).
- Stage 2: an Academic Appeal to the Quality Assurance Manager, decided by the Academic Appeals Panel within 20 working days.
- Stage 3: a final internal review by the Academic Board, which is final within the Institute.

Appeals against academic judgement alone (i.e. just disagreeing with the mark given, with no procedural error) are not accepted. Anything not about a mark, such as how a study unit was delivered, is raised instead under the Complaints Policy (Annex 17).

Annex 9: Attendance Policy

- Attendance at lectures, tutorials, seminars, practicals, work placements, fieldwork and any other teaching session is compulsory, in whatever format it's delivered, unless the study unit says otherwise. A register is taken at every lecture.
- If your attendance in a study unit falls below 80% in a semester, a lecturer can bar you from being assessed in it, on documented evidence. This means an automatic 0 mark and F grade, and you'll have to resit all the assessment parts of that unit.

- The Institute will not excuse you from lectures or other teaching activities, and won't reschedule lectures, exams or vivas to fit around other commitments.
- You can be excused from lectures with a medical certificate, or with permission from your Faculty Coordinator for justified reasons agreed in advance, such as a family emergency or serious personal circumstances.

Annex 10: Examinations Policy

Before the exam

- The exam calendar is prepared before each semester and given to you along with your lecture timetable. It shows the exam date and coursework deadlines for every study unit.
- Every paper is set against the published learning outcomes, given a marking scheme, and checked by internal moderation at least 3 weeks before the exam date. A paper that hasn't been through this check is not used.

Reasonable adjustments for exams

If you need an adjustment for an exam, for example extra time, rest breaks, an alternative format, assistive technology or a separate room, submit your request with evidence to the Faculty Coordinator by the deadline published with the exam calendar. You'll hear the outcome within 10 working days. Adjustments don't change the academic standard being tested.

On the day

- Bring valid identification.
- Only materials expressly allowed by the paper are permitted. Phones, smart watches and other communication devices must be switched off and stored where the invigilator directs.
- You must not communicate with any other candidate during the exam.
- You are admitted from 10 minutes before the start. Arriving up to 30 minutes late may be allowed at the invigilator's discretion, with no extra time; arriving more than 30 minutes late means you are not admitted.
- You cannot leave the room in the first 30 minutes or the last 15 minutes of the exam.
- If you need to leave temporarily, an invigilator escorts you and you cannot take exam materials with you.
- If you become unwell during the exam, tell the invigilator immediately; this is recorded and, if you can't continue, your script is reviewed by the examiner.

Marking and results

- Scripts are marked using your student index number, not your name, so marking is anonymous until marks are agreed.
- The Second Examiner check-marks every script (100% of the cohort) after the First Examiner has marked it.
- Where the two examiners disagree by no more than 10 percentage points, they agree a mark together. Where the gap is bigger, or they can't agree, a third examiner decides.
- Marks are provisional until confirmed (ratified) by the Board of Examiners.
- Results are published by the Registrar within 6 weeks of the exam or submission, only after ratification.
- You can book to view your marked script, under supervised conditions, within 5 working days of results, through the Registrar. This is timed so you can see your script before the 10-working-day deadline for a Revision Request (Annex 11).

Failing, resits and supplementary assessment

- The pass mark for every study unit is 45%. If you don't reach it at first attempt, you're offered up to 3 supplementary (resit) attempts.
- In any academic year you can be re-assessed in study units worth up to 24 credits in total.
- You can sit a failed study unit again at its next scheduled session, as long as you've met the attendance requirement and coursework deadlines.

- The Board of Examiners can require you to make up missed teaching before attempting a resit.
- For a failed exam, a different paper is set for the resit. For a failed assignment, you redo it under the same title and conditions as the original.
- For placement or long-running study units where a resit isn't practical within the current year, you may need to carry the unit to the following year, or repeat it in an extra year of study (which may not count towards your total course duration).

Extensions

- Late submissions are penalised on a daily scale published in your assessment brief. More than 7 calendar days late, with no accepted reason, is treated as a non-submission and a first attempt.
- To ask for an extension, email your Faculty Coordinator at least 24 hours before the deadline, explaining why, with any supporting evidence.
- You'll get a decision, and the length of any extension, within 24 hours of your request.
- Extensions granted are recorded and reflected in the timestamp used to judge whether your submission is on time.

Deferrals

If you can't sit an exam for a genuine, documented reason (medical or similar force majeure), apply for a deferral before the exam date, in writing, with evidence, to the Faculty Coordinator. This is recorded as DEF and rescheduled at the next available session, without counting against your attempts. If you become unwell during an exam, this is recorded and referred to the Board of Examiners, who may authorise a deferral.

Resit fees

Component	Fee
Resit of a written exam	75 euro per exam session
Re-submission of an assignment or coursework component	50 euro per assignment

Academic misconduct in exams

Suspected misconduct during an exam is reported by the invigilator straight away. Marking then proceeds on a provisional basis, and your mark is withheld until the misconduct process concludes (see Annex 14 and Annex 21). Sanctions range from an educational response (Tier 1), to a mark reduction or zero on the component (Tier 2), to a zero on the whole study unit and referral to the Board (Tier 3).

If you want to appeal

Use the 3-stage assessment-review ladder described under Annex 8: a Revision Request (Annex 11) within 10 working days, then an Academic Appeal decided within 20 working days, then a final review by the Academic Board. Appeals against the examiner's academic judgement alone are not accepted.

Records

Exam papers, marking schemes, invigilator reports and marking sheets are retained as required by the Institute's retention schedule. Scripts are kept for at least 5 years.

Annex 11: Revision of Assessment

Every enrolled student has the right to submit a Revision Request if they believe, on objective grounds, that a mark or grade should be revised. This is different from a formal Academic Appeal (Annex 8, Stage 2).

Your options and fees

Option	What you get	Fee	Turnaround

Option A	Revision of the assessment only.	30 euro	Up to 20 working days
Option B	Revision plus a detailed written report on your performance in each part of the assessment.	75 euro	Up to 30 working days
Option C	Revision of a dissertation, capstone or extended written work, by an enlarged panel including an extra examiner. A supporting statement is required.	150 euro	Up to 40 working days

Are you eligible

- Your tuition-fee payments for the year in question must be up to date.
- You must have failed no more than 2 study units (or 12 ECTS) in the relevant period. If you've failed more than that, you repeat the year instead, and any dispute goes through the Academic Appeals procedure.
- You must lodge the request within 10 working days of the result being published. You can view your script within the first 5 working days, so you have time to decide.
- A late request may still be accepted if you can show you were prevented from meeting the deadline by circumstances beyond your control.
- If your request isn't eligible, you're told in writing within 5 working days and any fee you paid is refunded in full.

Possible outcomes

- Your mark can be confirmed, revised up, or revised down.
- A pass cannot be turned into a fail just because you asked for a revision. If extra marks were given by mistake within a passing grade, they're only removed if the mark stays at 45% or above.
- If a downward revision would change your grade, it's referred to the Board of Examiners before any decision is made.
- If the revision uncovers an academic integrity issue that hadn't been reported, your request is paused and referred to the misconduct procedure; you're told in writing.
- Your records (including transcripts) are updated to reflect the outcome.

Safeguards for you

- The examiner reviewing your work is never the original marker.
- Reviewers must declare any conflict of interest before starting; if one exists, they're replaced.
- Reviewers work from your anonymised script where possible, and have access to the marking scheme, model answers, rubric and the original examiner's notes.
- You are not permitted to contact the reviewing examiners directly. All communication goes through the Registrar.

A Revision Request in good faith never counts against you.

Annex 12: Assessment Grading Rubric

This sets out the single grading scale used across the Institute (the same table shown under Annex 8). A few extra points about how marking works:

- Marking must be free from bias and based purely on the quality of your work.
- No study unit is marked by just one person: a Second Examiner always check-marks it.
- The same marking criteria are applied consistently across markers, cohorts and years.
- Written criteria exist covering the whole 0 to 100% range, so you can see what each mark level requires.
- For assignments and projects, you're told the marking criteria when you receive the task. For exams, the marks for each section are clearly stated on the paper.

Annex 13: Student Progression

At the end of each assessment period, the Board of Examiners gives you one of the following outcomes:

Outcome	What it means
Pass	You've satisfied the examiners and can move on to the next year of your course.
Pass and Transfer / Non-Complete and Transfer	You've met the requirements to transfer to a different course you previously requested, starting next academic year.
Resit / Resubmit	You failed one or more study units. You retake the assessment(s), with the mark capped at 45% for a pass. The Board then decides if you can progress or, for finalists, be awarded your degree.
Sit / Submit	You failed but have accepted evidence of mitigating circumstances. You retake the assessment(s) before progressing, but the marks are not capped.
Proceed and Re-sit	You failed some study units but can move up a year anyway, retaking the outstanding assessments alongside your new study units.
Proceed and Substitute	You failed a limited number of study units. You move up a year and take approved new study units instead of the failed ones.
Proceed and Carry	You failed some study units but move up a year without retaking them. These fails count towards your final degree classification.
Repeat Semester 1	You repeat semester 1 due to mitigating circumstances. Marks are not capped. Semester 2 is suspended until you start the next level.
Repeat Semester 2	You repeat semester 2 due to mitigating circumstances. Marks are not capped. Semester 1 is suspended.
Repeat Year	You repeat the whole year due to mitigating circumstances. Marks are not capped. Only used in exceptional cases.
Resit without Residence (RWR)	You failed one or more units and must retake them the following year, without attending classes ('without residence'), before progressing. Passes are capped at 45%.
Sit without Residence	As above, but you have accepted evidence of mitigating circumstances, so marks are not capped.
Termination of Course	You haven't met the progression or classification requirements, and your studies at the Institute end.

When you finish your course, you get a certificate showing your name, the course you completed, and the date, plus a full transcript listing every study unit, your results, and your qualification level.

Annex 14: Academic Fraud Policy

This policy sets out how suspected academic fraud (cheating, plagiarism and similar breaches) is investigated. It works alongside the Academic Integrity Policy (Annex 21).

Reporting a suspected case

- The staff member who spots the issue ('the Reporter') gathers the evidence at the time, without altering it, and sends an Academic Misconduct Report to the Quality Assurance Manager within 5 working days.
- For plagiarism: the source material, the passage in question, a side-by-side comparison, and any similarity or AI-detection report are attached.
- For exam-room incidents: the invigilator's report, the script, anything confiscated, the seating plan, and any witness.
- For falsification, contract cheating or impersonation: metadata, correspondence, timestamps, drafts and any other evidence.

- The Quality Assurance Manager acknowledges your case within 2 working days and opens a case number.
- While a case is open, your mark for the affected work is held back and not given to you until the process concludes.

If it happens during an exam

- For a minor issue, the invigilator may simply give you a verbal warning to follow the rules, noted on the report.
- For a more serious or repeated issue, your exam is interrupted, and you're asked whether you admit or contest what happened.
- You're told the Institute will contact you to clarify the matter. The invigilator doesn't question you on the substance or decide the outcome.
- You are not allowed back into that exam unless and until the case is resolved, or the Board of Examiners agrees otherwise.

Investigation and hearing

- The Manager, Corporate Services, investigates and puts together the case file, but does not decide the outcome.
- You're invited in writing to a hearing, with at least 10 working days' notice, including the details of the allegation, the evidence, and your rights.
- You can submit a written statement beforehand.
- If you don't attend without a valid documented reason, the panel can proceed without you, based on the evidence available.
- The hearing panel is chaired by the Quality Assurance Manager, with two Academic Board members and the Faculty Coordinator. You can respond to the evidence, challenge it, and bring your own.

Decision

The panel decides on the balance of probabilities, meaning it's more likely than not that it happened. The burden of proof is on the Institute, not you.

- If there isn't enough proof, the allegation is dropped and you're offered a new chance to complete the affected work.
- If fraud is proven, you automatically get a mark of 0 and grade F for the affected exam, dissertation, assignment or other assessment.
- In very serious or repeat cases, you can fail the whole course.

How plagiarism cases are typically handled

Situation	Typical outcome
Quoted material with no citation, source not listed	Mark reduced in proportion to the amount unattributed. If it's wholesale copying, you fail the assessment.
Extensive paraphrasing without citation, but source is in the bibliography	Borderline pass, with developmental feedback on citation practice.
Plagiarism unclear from the evidence	The examiner meets you. If you can explain there was no misconduct, the matter is closed and recorded.
Identifiable case referred for investigation	Full investigation and hearing as described above.
Serious or repeated fraud	Fail on the study unit, and possibly the whole course.

Sanctions framework

Tier	Typical situation	What happens

Tier 1, Educational	First offence, low severity, often inexperience with referencing or misjudged collaboration.	Written developmental feedback, a compulsory academic-integrity tutorial, and (where allowed) the chance to correct and resubmit, capped at the pass mark of 45%.
Tier 2, Mark reduction or zero on the component	Identifiable plagiarism, undisclosed AI use beyond what's allowed, significant unauthorised collaboration, minor exam-room issues, a repeated Tier 1 breach.	Marks reduced in proportion, or a zero on that component. Re-assessment may be allowed, capped at 45%. A note is added to your student record.
Tier 3, Zero on the study unit and referral	Wholesale plagiarism, contract cheating or ghost-writing, impersonation, deliberate exam cheating, falsifying records, a repeated Tier 2 breach, or a breach affecting a capstone, dissertation or placement.	A fail (0, grade F) on the study unit. Possible whole-course failure, suspension, withdrawal of an award already given, or expulsion.

Appeal

You can appeal a finding of fraud within 10 working days of the written decision, on the grounds of a procedural irregularity, new evidence that wasn't previously available, or bias. You cannot appeal just because you disagree with the panel's reasoned judgement. Appeals are decided within 20 working days, with a final internal review by the Academic Board if you remain unhappy. You can also take the matter to the Malta Further and Higher Education Authority or the courts.

Annex 17: Complaints Policy

A complaint is treated as helpful feedback, not criticism. This is your route to raise a concern about anything in your experience at the Institute, so it gets sorted out fairly and quickly.

What you can complain about

- Obligations to students that haven't been met.
- Misleading promotional or pre-enrolment material.
- How a study unit was delivered, or how your project or dissertation was supervised.
- Poor facilities, equipment or learning resources.
- Bullying, harassment, discrimination or victimisation by anyone.
- How an exam or assessment was conducted (not the academic judgement behind the mark itself).
- Administrative errors or delays, including registration, timetabling or certificates.
- Accessibility of teaching, materials, premises or digital systems.
- The conduct of a placement or host organisation.
- Fees, refunds, and the information given about them.
- How an earlier complaint was handled.

Marks and grades go through the Revision/Appeal route (Annex 11 and Annex 8), not this complaints process. Allegations of academic misconduct against you go through Annex 21/Annex 14. Refused reasonable adjustments go through Annex 20's own review route.

You are protected

If you complain in good faith, or support someone else's complaint, you're protected from any disadvantage as a result. Any hint of retaliation is reported to the Head and treated seriously. Complaints are handled confidentially, though the person you complain about is entitled to know what's alleged, which will usually reveal who you are. If a matter puts anyone's safety at risk, it's referred immediately to the Manager, Corporate Services, regardless of confidentiality requests.

Stage 1: Informal resolution

Raise the matter with your Faculty Coordinator, normally within 10 working days of the incident. You'll get an oral or short written response, normally within 10 working days.

Stage 2: Formal complaint

If you're not satisfied, or the matter is too serious for Stage 1, submit a Complaint Form to the Quality Assurance Manager within 10 working days of the Stage 1 response. You'll get written acknowledgement within 2 working days, and a full written response, with findings, reasons and any remedy, within 20 working days. Remedies can include an apology, an explanation, a correction, a repeat of a service, a change of procedure, or, where appropriate, a refund.

Stage 3: Formal grievance

If it's still unresolved, or involves a breach of policy or your rights, submit a written grievance to the Quality Assurance Manager within 10 working days of the Stage 2 response, for referral to the Board of Governance. The Board holds a hearing and issues a written decision, normally within 20 working days. You may bring one person of your choosing. This decision is final within the Institute.

A few practical points

- Anonymous complaints are recorded and acted on where possible, but can't go through Stage 2 or 3, which need a named complainant.
- A complaint made on your behalf only proceeds with your written consent.
- A group complaint is accepted if the group names one point of contact.
- You can be accompanied at any meeting.
- Adjustments are made so you can use this procedure, in line with Annex 20; if you need help putting your complaint in writing, you can ask for it.
- A complaint isn't treated as unfounded just because it isn't upheld.

If you're still not satisfied: external routes

Where to go	What they cover
Malta Further and Higher Education Authority	Can act on complaints from current students, staff or recent graduates, and check whether the Institute's own procedures were followed.
National Commission for the Promotion of Equality; Commission for the Rights of Persons with Disability	Discrimination and disability matters.
Information and Data Protection Commissioner	How your personal data was handled.
Civil courts and consumer redress bodies	Contractual and consumer matters, including fees and refunds.

Records

Complaint files are held securely, separately from your academic file, kept for 5 years, then securely destroyed. A complaint is never placed on your academic record, is never disclosed to a future employer, and has no bearing on any reference you're given.

Annex 18: Student Placements Policy

The principles

- A placement exists to help you learn, not to provide free labour.
- No student is placed with an organisation whose health and safety arrangements haven't been confirmed.

- Opportunities are advertised to all eligible students and allocated on published criteria.
- You are told the duties, hours, location, supervision and assessment arrangements before you accept a placement.
- Disability, caring responsibilities or financial circumstances must never become an unfair barrier to a placement.
- Every placement has a named supervisor at the host and a named mentor at the Institute.
- The host may report on your performance, but the Institute makes the academic judgement.
- Expectations are written down and agreed before the placement starts.

How placements are approved

- The Institute identifies what type of host organisation suits your programme, and contacts suitable ones.
- A staff member meets the organisation to agree the requirements, supervision and each party's responsibilities.
- A due diligence and risk assessment check is completed, covering the work, health and safety, insurance, supervision capacity and safeguarding.
- The Faculty Coordinator approves the placement, or approves it with conditions, before any student is placed there.
- An approval lasts 3 academic years before the organisation is reviewed again, or is reviewed sooner if an incident, complaint or change occurs.

Finding your own placement

You can propose your own host organisation, including your current employer. It goes through the same approval process and must be approved before you start. Any work done before approval doesn't count towards your placement requirement. If you propose your current employer, the Institute checks that the placement offers learning beyond your existing job duties.

Placements abroad

- The same approval process applies, using a remote meeting if a visit isn't practical.
- You must hold valid travel and health insurance, and any visa or permit needed.
- You're given emergency contact details for the Institute and told how to raise a concern from abroad.
- If it's an Erasmus+ (or similar) placement, that scheme's own learning agreement is used.
- Your mentor keeps regular contact with you.

Applying for a placement

Approved opportunities are open to all eligible students on your programme. If there are more applicants than places, allocation is based on published criteria, which may include academic standing, attendance, relevance to your career goals, and previous placement experience. Your CV or application is only sent to a host with your consent. The host decides who it accepts and may interview you. If you're not accepted, you're offered an alternative. If you turn down two approved placements without good reason, you may be asked to find your own.

The learning agreement

Before your placement begins, a written agreement between you, the Institute and the host is signed, covering your learning outcomes, duties, hours, supervision and how you'll be assessed. You get a copy.

Health, safety and insurance

- Day-to-day health and safety at the workplace is the host's responsibility, but the Institute checks their arrangements are adequate before approving the placement.
- The host must have done a risk assessment, will give you induction, training and supervision suited to your work, holds the required insurance, and has arrangements for reporting accidents.
- You must follow the host's health and safety rules, use any protective equipment given, and report any safety concern to the host supervisor and your mentor. You're protected from any negative consequence for reporting a genuine safety concern.

- A placement does not start until it's confirmed that the host holds employer's liability and public liability insurance covering you, and, if abroad, that you hold valid travel and health insurance.

Reasonable adjustments on placement

- You have the same right to access placements as any other student.
- Your disability or health information is only shared with a host with your written consent, and only as much as is needed.
- If a placement can't accommodate an adjustment, an alternative placement is found, or another way of meeting the learning outcomes is considered before any decision is made about your studies.

Supervision and contact

- The host supervisor gives you day-to-day supervision and an initial induction.
- Your mentor keeps in touch, gives guidance, and connects your placement to your formal learning: at least once during a placement of up to 4 weeks, and at least monthly after that.
- You keep a log or reflective record, as required by your study unit.
- The host tells the Institute promptly about any absence, incident or concern.

How placement learning is assessed

The host's report on your performance is evidence, not a mark. The Institute makes the actual academic judgement, against your study unit's learning outcomes, moderated the same way as any other assessment. If you complete fewer hours than required for reasons outside your control, the Faculty Coordinator decides whether you still met the learning outcomes.

Conduct while on placement

While on placement you represent the Institute, so you're expected to:

- Attend punctually and reliably, and report any absence to both the host and the Institute.
- Follow the host's rules, dress code and standards of conduct.
- Treat colleagues, customers and guests with respect.
- Keep confidential any commercial or personal information you come across, during and after the placement.
- Never post on social media anything identifying the host, its staff or its customers without permission.

If something goes wrong

Raise a difficulty first with the host supervisor and your mentor. If it can't be resolved, complain under Annex 17. A placement can be ended by the Institute if your health, safety or welfare is at risk, if the learning outcomes can't be met, or if the host can't provide agreed supervision. It can be ended by the host for reasons relating to your conduct or capability, after telling the Institute. If a placement ends for reasons not your fault, you won't be academically disadvantaged; an alternative placement, an extension, or another way to demonstrate your learning is arranged instead.

Annex 20: Policy for Reasonable Adjustments

This covers adjustments for teaching, classroom participation, practical and lab work, assessments, exams, placements, learning resources, and academic support.

The principles

- Each request is looked at individually.
- Adjustments remove or reduce barriers; they don't give an academic advantage.
- The learning outcomes and academic standards of your programme are never lowered.
- Adjustments must be proportionate to your identified needs.

- Decisions are based on evidence and professional judgement, and are recorded, reasoned, and can be reviewed.
- Confidentiality is maintained throughout.
- You're involved in the discussion about your own support arrangements.
- You will not be disadvantaged or treated less favourably for requesting an adjustment.

Building in accessibility from the start

The Institute doesn't rely only on individual requests. Where practical, it designs teaching and materials so barriers don't arise in the first place: issuing slides in advance in editable formats, using clear fonts and good colour contrast, captioning recordings where practical, offering more than one way to demonstrate the same learning outcome where possible, and scheduling breaks in long sessions. This doesn't remove your right to ask for something specific.

Types of adjustment: teaching and learning

- Accessible-format learning materials where practical.
- Preferential seating.
- Flexible classroom arrangements.
- Assistive technology where available.
- Permission to record lectures for personal study, subject to Institute rules.
- Extra academic guidance or tutorials.

Types of adjustment: assessments and exams

- Extra exam time.
- A separate or smaller exam room, where available.
- Enlarged or modified exam papers.
- Approved assistive technology.
- A reader or scribe where appropriate.
- Supervised use of specialised equipment.
- Supervised rest breaks, where supported by evidence.
- Adjusted coursework deadlines, where this doesn't disadvantage other students.

Approved assistive technology helps you access or produce your own work. Generative AI tools that would produce the substance of your assessed work are not granted as adjustments; they're covered instead by the Academic Integrity Policy, Annex 21.

Placements and work-based learning

The Institute discusses support with the placement provider before the placement starts, with your consent. It shares only what's needed to put the arrangement in place, and looks for an alternative placement if a suitable arrangement can't be made. You are never required to disclose a disability to a placement provider as a condition of being placed.

Practical and field-based activities

In practical or field settings, such as site visits, the Institute may carry out an individual risk assessment, consider modified equipment or extra supervision, or an equivalent alternative task. Where an adjustment can't be made because of an unacceptable risk, that's recorded clearly.

Where the limits are

The method by which you demonstrate a skill can be adjusted; the competence standard itself cannot. An adjustment will not be approved if it would remove a learning outcome, invalidate the assessment, give you an advantage beyond removing the barrier, create an unacceptable safety risk, or place a disproportionate burden on the Institute. If a request is declined on these grounds, you're given written reasons and the Institute considers whether an alternative adjustment could work instead.

How to request an adjustment, and what to expect

Stage	Timescale
Submitting a request about teaching and learning	At enrolment, or as soon as the need becomes clear
Submitting a request about a formal exam	Normally at least 4 weeks before the exam period
Acknowledgement from the Faculty Coordinator	Within 5 working days
Meeting with you, if needed	Within 10 working days of acknowledgement
Written decision	Normally within 15 working days of receiving complete information
Urgent or late requests from unforeseen circumstances	As soon as practicable

Submit your request, normally to the Faculty Coordinator, on the Reasonable Adjustment Request Form, with supporting evidence where relevant, such as a medical certificate, a healthcare professional's report, an educational psychologist's report, or documentation from a disability support agency.

Who decides

Type of adjustment	Decided by
Teaching, learning materials, seating or classroom arrangements	Faculty Coordinator
Standard exam adjustments (extra time, separate room, modified papers, rest breaks)	Faculty Coordinator, reported to the Board of Examiners
Adjustments to the conduct, format or conditions of a formal assessment	Board of Examiners
Adjustments affecting a learning outcome, competence standard, placement requirement or award comparability	Academic Board
Urgent adjustments needed before the next scheduled meeting	Faculty Coordinator on a provisional basis, confirmed later

Sudden or emergency situations

If you have a sudden injury, illness or unforeseen event shortly before or during an assessment period, the Faculty Coordinator can approve a provisional adjustment straight away, without waiting for a committee meeting. It's recorded in writing, states how long it applies, and is reported for confirmation at the next Board meeting. If nothing can secure a fair assessment, you're advised of the mitigating-circumstances and deferral options under Annex 8 instead.

If you're not happy with the decision

- First, ask the Faculty Coordinator for an informal review, normally within 10 working days of being told the decision. You can submit new evidence at this point.
- If that doesn't resolve it, submit a formal appeal in writing to the Quality Assurance Manager within 10 working days, decided by the Academic Appeals Panel within 20 working days, with a final review by the Academic Board.
- Or submit a formal complaint under Annex 17.
- You also keep the right to raise the matter externally, including with the Commission for the Rights of Persons with Disability or the Malta Further and Higher Education Authority.

You will never be disadvantaged for requesting a review, submitting a complaint, or raising a concern in good faith.

Your records

Evidence you submit is usually special category health data and is handled accordingly: only what's necessary is collected, it's stored securely and separately from your general academic file, and access is limited to the staff who need it to implement your adjustment. You can access your own data and ask for corrections.

Annex 21: Academic Integrity Policy

The Institute expects honesty, trust, fairness, respect, responsibility and courage in everything you submit, whether it's a problem set, a report, a project, a placement task or an assignment.

What counts as a breach

Category	What it covers
Plagiarism	Presenting someone else's words, ideas, data, images or work as your own without proper credit. Includes copying, close paraphrasing without citation, uncited translation, and uncited AI-generated content.
Self-plagiarism	Reusing your own previously assessed work, in whole or in large part, for a new assessment without explicit permission.
Contract cheating	Buying, commissioning or getting someone else (an essay mill, another student, a family member, anyone) to produce work you then submit as your own.
Undeclared or prohibited AI use	Using generative AI beyond what the assessment brief allows, or without declaring it where required. Includes submitting AI text as your own reasoning, or using AI during closed-book exams.
Unauthorised collaboration / collusion	Working with others on something set as individual work, or beyond what the brief allows.
Cheating in exams	Copying, communicating with others, bringing in prohibited materials or devices, or impersonation.
Fabrication and falsification	Inventing, altering or misrepresenting data, findings, quotes, sources, interviews or placement logs.
Facilitating academic dishonesty	Giving your own work to another student to copy, doing an assessment for someone else, or leaking questions.
Breach of research ethics	Not getting required ethical clearance, misrepresenting research methods, breaching participant confidentiality, or not declaring a conflict of interest.

Using generative AI (ChatGPT and similar tools)

What's allowed depends on your assessment brief. If it doesn't say, assume no AI is allowed. There are four levels:

Level	What's allowed	What you must declare
Level 0	No AI at all, e.g. closed-book exams, invigilated tests, practicals.	Any use is a breach.
Level 1	AI only for spelling, grammar and translation help.	Declare your use in a short statement with your submission.
Level 2	AI as a study aid: brainstorming, outlining, finding sources. Not for generating the actual assessed content.	Declare your use; include your prompts if they materially shaped your argument.
Level 3	AI as a core tool, for example content generation or data analysis, where using it critically is part of the task.	Full disclosure: the tools, prompts and outputs used, and your own critical evaluation of the AI's output.

Every piece of assessed work must include a signed declaration that it's your own, that all sources are credited, that it hasn't been submitted before, and, where relevant, that your AI use is disclosed.

Preventing problems before they start

- Assignments change every year and use original data, so you can't reuse an old answer.
- You complete an academic-integrity induction at the start of your programme, with a refresher each year.
- Your Faculty Coordinator makes sure the class discusses what counts as plagiarism, and this is revisited whenever a new assessment brief is issued.

Detection

- Coursework is screened using plagiarism-detection software; the assessment brief states the tools and thresholds used.
- The Institute may also use AI-detection tools. Results are used as one indicator among several, never as proof on their own.
- Exams are invigilated, and unauthorised materials or devices are banned.
- A suspected breach found through screening, a viva, a marker, an invigilator, or someone else, is reported to the Quality Assurance Manager within 5 working days.

How a case is handled

Step	What happens
1. Detection and report	The examiner or invigilator files an Academic Misconduct Report within 5 working days.
2. Triage	The Quality Assurance Manager reviews the evidence and, within 10 working days, either dismisses it, sends it for developmental guidance, or refers it for full investigation and a hearing.
3. Notification	You get written notice of the allegation, evidence and tier under consideration, at least 10 working days before any hearing.
4. Hearing	A panel (chaired by the Quality Assurance Manager, with two Academic Board members and the Faculty Coordinator) hears both sides and reviews the evidence.
5. Decision and sanction	The panel decides whether it's proven, and if so, sets the tier and sanction, which the Board of Examiners then applies.
6. Appeal	You can appeal within 10 working days, decided within 20 working days, with a final review by the Academic Board.
7. Record	The outcome is logged in the Academic Integrity Register.

Your rights throughout

- Written notice of the allegation and the evidence against you.
- A reasonable chance to respond, in writing and in person.
- The right to be accompanied by a fellow student or a staff member.
- The right to see the panel's written decision, with reasons.
- The right of appeal.

The decision is made on the balance of probabilities (more likely than not). The burden of proof is on the Institute, not you. Proceedings are confidential.

Sanctions

Tier	Typical situation	What happens

Tier 1, Educational	First offence, low severity, often inexperience with referencing or misjudged collaboration.	Written developmental feedback, a compulsory academic-integrity tutorial, and (where allowed) a corrected resubmission capped at the pass mark of 45%.
Tier 2, Mark reduction or zero	Identifiable plagiarism, undisclosed AI use beyond what's allowed, significant unauthorised collaboration, minor exam-room issues, a repeated Tier 1 breach.	Marks reduced or a zero on the component. Re-assessment may be allowed, capped at 45%. A note is added to your record.
Tier 3, Zero and referral	Wholesale plagiarism, contract cheating, impersonation, deliberate exam cheating, falsifying records, a repeated Tier 2 breach, or a breach affecting a capstone, dissertation or placement.	Fail on the study unit. Possible whole-course failure, suspension, withdrawal of an award, or expulsion.

Appeal

You can appeal to the Quality Assurance Manager within 10 working days of the written decision, on the grounds of a procedural irregularity, new evidence, or a sanction that's clearly disproportionate. The Academic Appeals Panel decides within 20 working days and can confirm, vary or overturn the decision or sanction. A final review by the Academic Board is available if you're still unhappy, and external recourse to MFHEA and the courts remains open.

Annex 23: Feedback and Student Support Policy

Feedback principles

- Parity: every student gets the same standard of feedback, against the same criteria.
- Rigour: feedback is honest. You're told plainly where work falls short, and why.
- Impartiality: feedback is about the work, not you personally.
- Timeliness: feedback comes within the published time limits, early enough to help your next piece of work.
- Transparency: marking criteria are published before you attempt the assessment.
- Formative intent: feedback tells you what to do differently, not just what was wrong.
- Dialogue: you can ask for clarification of feedback, and you'll get it.

Turnaround times

- Results published within 6 weeks of the exam or submission, only after ratification by the Board of Examiners.
- Individual feedback on your strengths, weaknesses and areas to improve within 10 working days of results.
- Generic cohort feedback on exam performance within 10 working days of results.
- Formative feedback on draft work given at the tutorial session before submission.
- A meeting to discuss feedback offered within 5 working days of your request.
- Viewing your marked script within 5 working days of results, by appointment with the Registrar.
- A reasonable email query to a staff member answered within 3 working days.
- If a deadline can't be met, you're told before it expires and given a new date, and the Quality Assurance Manager is informed.

Types of feedback you'll get

In-class feedback during teaching, formative feedback on drafts or practice work, feedback on marked coursework, projects and dissertations, oral feedback on presentations and practicals, generic cohort feedback after exams, and feedback on placement performance. Every study unit gives you at least one formative feedback opportunity before your first graded assessment.

What feedback should look like

Feedback is written in language you can act on, focused on the work (never on you personally), and explains the main weaknesses clearly. It points you towards resources or study skills that would help. You can ask for a meeting to discuss feedback, offered within 5 working days. Discussing feedback isn't the same as an appeal; that goes through the 3-stage ladder in Annex 8. Exam scripts aren't routinely handed back; you get generic cohort feedback, or you can request individual feedback orally, or book to see your own script with the Registrar.

Using AI in marking (staff)

- A mark is always decided by a qualified member of staff; AI can never determine a mark.
- Your work is confidential and cannot be entered into a public AI tool. Only Institute-approved tools, which don't retain or reuse your material, can be used.
- A staff member may use an approved tool to help phrase feedback they've already decided on themselves, and this is disclosed to you.
- Feedback is checked for accuracy against your actual work before it's released.
- AI-detection tool results are indicative only, never proof on their own, of misconduct; any allegation goes through Annex 21 and Annex 14.

Feedback from you to the Institute

The Institute gathers your feedback through an anonymous study unit evaluation questionnaire each semester, informal feedback at any time, and a graduate survey at the end of your programme. Taking part is voluntary and never counts against you. Results are reviewed by your lecturer and Faculty Coordinator, reported in the annual programme review, and reported back to students with a summary of what will change, and what won't, and why.

Support available to you

Support is available to every student, not just those who've told the Institute about a difficulty. Asking for help is normal and carries no downside.

- Your study unit lecturer is your first point of contact for academic difficulty, or your Faculty Coordinator if it affects the whole programme.
- Consultation hours offered by every member of academic staff.
- Study skills support: academic writing, referencing, research skills, exam technique.
- Language support if you're studying in a second language.
- Extra support if you're identified as at risk, based on attendance and assessment performance.
- Help using the learning platform, library and digital resources.
- Guidance on progression, further study, careers and placements.

Personal and wellbeing support is available through your Faculty Coordinator, who can refer you to an external counsellor with your consent (except in urgent safety situations). You can also approach the counsellor directly. What you discuss with a counsellor is not shared with academic staff, and the fact that you had a referral doesn't appear on your academic record.

Extra attention is given to: disabled students and those with long-term conditions (Annex 4 and Annex 20); international students, through induction, language support and guidance on residence and accommodation; students on placement (Annex 18); part-time, mature students and student carers, through flexible timetabling and deadlines; and students returning after a break, through a re-entry meeting with the Faculty Coordinator.

Urgent concerns and safeguarding

If a staff member becomes aware of a risk to your safety or welfare, or a risk you pose to someone else, it's reported immediately to the Manager, Corporate Services, and confidentiality does not prevent that report. The Manager decides what action is needed, which could include contacting emergency services or an external agency. Where you're a minor or a vulnerable adult, the Institute's safeguarding arrangements apply. As far as it's safe to do so, you're told what's being done and why.

Confidentiality of your records

- Support records are held securely by your Faculty Coordinator, separately from your academic file.
- Health and other sensitive data are only processed as far as necessary, and access is limited to those who need it.
- Anything you tell staff in confidence is not shared without your consent, except where there's a safety concern, the law requires it, or it's necessary to protect someone's vital interests. Where information is shared without consent, the reason is recorded.
- Support records are kept for 5 years after you finish, then securely destroyed. Counselling records are kept by the counsellor under their own professional confidentiality rules.