



**Policy for Quality Assurance  
and Enhancement**

# **Policy for Quality Assurance and Enhancement**

## **1. Purpose & Scope**

Uniplural Academy, as a licensed institution regulated by the Malta Further and Higher Education (MFHEA) is responsible for the academic standards of homegrown qualifications and likewise qualifications provided from foreign awarding bodies, and for ensuring that the quality of learning experiences is appropriate to enable students to achieve those standards.

The Institution has adopted a range of policies and procedures for assuring the academic standards of qualifications and for enhancing the quality of its educational provision. This policy shall summarise the approach that the Academy is taking to ensure the maintenance of academic standards and to the assurance and enhancement of the quality of learning opportunities offered to Uniplural students.

This policy statement further supports the Internal Quality assurance document which details the expectations and obligations that both staff and students are to follow to reach such standards.

## **2. Policy Objective**

Uniplural Academy aims to provide its students with high quality academic and vocational training which is supported by rigorous academic standards.

## **3. Academic Framework**

All courses provided by Uniplural Academy are designed in line with the National Quality Assurance Framework.

The institution has formally approved policies and procedures to ensure a valid and robust internal quality assurance system that ensures high quality training. As defined in the internal quality document, the institution, cyclically reviews programmes to ensure validity and action any required changes through the approval of the authority.

A fair, transparent and solid assessment structure is also defined through the policies and procedures adopted by the institution. Both staff members and students are thoroughly inducted to ensure maximum compliance. The internal quality assurance document is also made public.

Uniplural Academy ensures that students are clearly made aware of all student-facing procedures. Such procedures will also be communicated to the student personally via the provided contact information.

#### **4. Quality process**

The institution clearly outlines the processes it undergoes to develop and review programmes. Such processes are primarily owned by the QA Manager of the institution however, specific subject experts are involved in the process as required.

Being a student-centred institution, Uniplural Academy will engage students to improve procedures based on the student experience. Uniplural Academy proactively collects feedback from teaching staff and students through feedback mechanisms adopted by the institution.

#### **5. Course Approval & Modification**

Course design and approval processes are outlined in the Internal Quality Document of the institution. The cyclical review for programmes is set to happen every three (3) years. Uniplural Academy complies with Malta Further and Higher Education Authority to attain relevant approvals for new programmes or changes required.

The QA Manager of the institution is the main owner of both processes who is supported by different stakeholder and subject specific experts.

#### **6. Approval of Learning Resources**

The QA Manager handles the approval of learning resources with the support of the Academic Manager and of qualified teaching staff. Once learning resources are approved, these are then communicated to students.

The institution uses different Learning resources including access to online journals and articles, booklets, presentations and notes through the Academy online library accessible via the institution's VLE.

## **7. Course delivery and Assessment**

Teaching staff are responsible for the delivery and assessment of programmes available at Uniplural Academy. The QA Manager oversees the smooth running of this process through observation visits and internal processes and monitoring with the support of the Academic Manager.

Uniplural Academy adopts an internal and external assessment review process where all corrected assessments are firstly checked internally and then a sample (20%) is checked by the Internal Verifier.

Different monitoring, verification, teaching and assessment methods will be adopted to ensure that the learning outcomes are reached by the end of programme. The internal quality document outlines the different teaching and assessing techniques used.

The grading system that is used at Uniplural Academy is available on the public domain for students to view.

## **8. Student Support**

Academic support is primarily provided by teaching staff however, should there be the need of special adjustments, then the Academic Manager takes on a one-to-one basis approach to ensure that the best guidance is provided as required.

The Administration Manager is responsible for handling student complaints. Students can appeal decisions through the formal procedure presented in the internal quality document.