1st November 2019

LEARNKEY TRAINING INSTITUTE

QA MANUAL



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Strictly Private & Confidential

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# Executive Summary

Learnkey Training Institute is one of the pioneer Maltese Training Institute. We are accredited by various International institutes so that we can deliver courses, perform tests and hold examinations at our premises on their behalf.

The Learnkey Training Institute has been in operation since the early months of 1995 specializing mainly in Secretarial, Finance, Accountancy, Business and Management Studies and IT courses.

**In 1995**, we were a new company, whose targets were a number of people from all kinds of sectors, showing high interest in computer familiarization.

From its initial days, Learnkey endeavoured to assist its clients not only before and during the sales of computers but also after the sales by providing a wide range of training and courses. That initial endeavour since evolved in a complex and top-notch training reality, which is the Learnkey Training Institute.

In 2001 Learnkey has been accredited by the prestigious **City and Guilds UK** to deliver various Diploma courses in Secretarial, Finance and Accountancy and Business.  In 2015, we have been accredited by the **ACCA** both as a CBE Exam Centre also approved training centre to deliver courses.

Since 2001 we have also been accredited by British Computer Society to perform ECDL ® Courses and testing and we were the first to continue performing through ECDL Malta where we became the first approved training centre delivering ECDL Core, Advanced and ECDL CAD.

**ILM, VTCT and LCCI** were amongst the new International accreditations to be included to our portfolio as between 2009 and 2015 mostly for Management Diplomas. In 2015, we have also been accredited by the chartered of accounts (ACCA) in delivering prestigious Accounting and Finance Diplomas. Since the first days we have been operating from our main Head office premises and training centre at Learnkey House, 83 Mannarino Road, B’ Kara, BKR9084.

We are proud of our teaching trained staff packed with their vast experiences in their respective specialized sectors which together help us deliver the high-level training which earned us acknowledgement and accreditations in our years of activity.

“Learnkey started documenting its QA procedure since 2018. This first QA manual was issued and approved by the Director and co-ordinators in 2018. This QA manual should be read in conjunction with other documents namely the students’ handbook and the learning agreement. This QA manual includes all the following 10 standards:

1. QA policy
2. Probity
3. Design and approval of programmes
4. Student-centred learning, teaching and assessment
5. Student admission, progression, recognition + certificate
6. Competence of teaching staff
7. Learning resources and student support
8. Information management
9. Public information
10. On-going monitoring + periodic review of programmes.

**Standard 1. QUALITY ASSURANCE POLICY**

Learnkey Training is an institution of further and higher education dedicated to meet several changing needs in various industries as can be evidenced through the list of courses on the website [www.leankey.com.mt](http://www.leankey.com.mt).

**Our Mission**

The mission of **Learnkey** is to provide outstanding educational programs and services that are responsive to our students and diverse communities. We accomplish this mission by:

* Providing high quality teaching and instruction to promote fulfilment of knowledge transfer requirements and encourage academic acquisition in our surrounding communities.
* Providing skills education and student services programs to help students become successful learners.
* Establishing partnerships with stakeholders as well as other educational institutions to advance economic development.
* Preparing students with the skills to function effectively in the global economy of the 21st century.

**Our Vision**

Offer learners theoretical and practical knowledge mirroring a real-world context. This will enable learners to meet current industry needs. We work with different partners as a learning community.

**Our Values**

Our values are built on passion to be shared with learners to shape new worlds as entrepreneurs, leaders and community builders. We value an informed society with the right skills and competencies.

**Commitment to Quality**

Learnkey Training Institute is student-centred by continuously involving students in feedback whether formally through questionnaires and focus groups and informally by having an open policy for suggestions and complaints. Students can first complain with the lecturer in an informal manner to settle any complaints amicably. If this is not possible a complaint can be made to the Director or co-ordinator in a verbal manner. However, there is an official complaint form. For appeals Learnkey will form a separate autonomous board to hear the complaint. The decision of the board is final.

Learnkey Training Institute also recruit well qualified lecturers and are always one level up than the level they are teaching.

Learnkey Training Institute also believes in continuous enhancement through lecturers’ self-reviews and student questionnaire reports.

Intolerance and discrimination are not accepted. The procedure for intolerance and discrimination is to make a report immediately to the lecturer ( if coming from students) but can also be reported directly to the Director ( especially for admissions) for any desired action. There is also an official Complaint form that can be used. Learnkey does not tolerate any discrimination especially in admissions. The Policy for intolerance and discrimination is explained as according to Charter of European Council since some courses are also International . The link is <http://fra.europa.eu/en/charterpedia/article/0-preamble> . With special reference to Equality Article 21 about discrimination and article 26 Integration. This link is provided in the student handbook. The definitions of what constitutes intolerance and discrimination are found as described by the Council of Europe and students know this through this link on the website and the student handbook. Once they feel that there is discrimination or intolerance there are procedures as explained in the student handbook and the website. (Key Rec 1)

Academic Integrity is ensured by engaging the appropriate qualified lecturers who give continuous feedback to the students. The students have the possibility of filling in students’ questionnaires to ensure academic integrity is withheld while Lecturers assess students appropriately according to the NCFHE accredited written module templates. Lecturers also inform verbally their students about Plagiarism and Academic Integrity.

**Responsibility**

The QA manual serves as a guideline for all processes and is distributed to all the staff. Quality assurance is a shared responsibility as the underneath Learnkey Institute organigram

Owner / Director

Meeting new prospective students

Recruiting new staff members

Monitoring daily running of business and decision making

Meeting with agents and attending quality assurance audits

Introducing new qualifications

Dean of Academic Affairs

Marketing

Meeting new prospective students

Meeting with agents and attending quality assurance audits

Co Ordinator / Accounts

Day to day running of the office

Dealing with current students

Prepare timetables and organise timetable of ongoing courses

Organise meeting for Director

Budgets / Cash Flow / Debt Chasing

Part Time Co Ordinator

Help in Day to day running of the office

Filing,

Lecturing according to their subject

Responsible for attendances and reporting students Progress

Lecturers

**Admission and Progression of Students**

The learnkey training is open to all persons who meet the admission requirements as stipulated in the prospectus: <http://www.learnkey.com.mt/>

The students will be informed with an email about their enrollment or rejection. If there are any progressions learners will need to reapply for the progression.

**Assessment**

Assessment is carried out according to the written module templates as accredited by NCFHE. Assessment for International programmes are as stipulated by the International partners. The coursework and examination are indicative that Learnkey training Institute has both formative and summative assessment methods. In any case by case as required, the Director can call an external examiner to any course.

Since all Lecturers are highly qualified and experienced they can detect cheating in the offered programmes, since the type of programmes are mostly assessed through tests especially the ACCA programmes. There are no long essays as types of assessment. However if any student in any programmes is caught plagiarising he will be given one chance to re-submit. If there is plagiarism in the resubmission the student will be expelled.

Assessment is according to the written module templates as accredited by NCFHE.

The written module templates are either on the website or given to students during the first session thus enabling them.

**Students Feedback**

Students participate in a hard copy questionnaire given to them in class but returned to the co-ordinator’s office and not the Lecturer. The Questionnaire is anonymous. These results are put into a report to the Director who will create an action plan if necessary

**Lecturers Feedback**

The lecturers carry out self-reviews at the end of the module and return it to the co-ordinator’s office. The self-reviews are put into a report to the Director of studies who will create an action plan if necessary.

**Programme Review**

Both the students’ questionnaire and the lecturer’s feedback form part of the Programme Review as indicated in standard 10. However, student focus groups are also organised with the Director and lecturers to review the full home-grown programmes. The International programmes are reviewed by the International partners.

**Student Support**

The student is supported by the website, the co-ordinator and the Director along with the lecturers. Any other professional support like counselling is offered by third parties if and when the need arises.

**Public Information**

The prospectus is made public information including the admission requirements for each programme. The website feature news, courses, testimonials, FAQ’s, partners and a button for contacting the Learnkey Training Institute. All partners have their logos visible so that the public is aware.

**Standard 2. Probity**

Currently the present Dean has over 14 years’ experience in managing Learnkey and has  all this prior learning through management experience. However, in the case that the current Dean will need to be replaced In order to have a sustainable continuous management the Dean should always be qualified at a minimum of EQF level 7 and having 5 years of  management experience in education. Therefore, should a vacancy for a Head arise the minimum qualifications are advertised for recruiting a new Head as stated above.  
  
  
The Owner Director  is currently a Chartered Accountant with CA Proficiency 1 and holds a BA Degree too in Accounts and Finance. If the need arises for a change in The Owner /Director either same qualifications will be required or a Business oriented person either with 10 years experience in education business and/ or academically qualified at Level 7 in Business Management.

Lecturers are one level up what they teach while administration is handpicked with skills and competencies required for the day to day running. All CV’s of staff are kept at the Directors office.

Staff are recruited after calls for applications are issued. Once applications are received, they are vetted and an interview follows. All applicants are informed whether they were successful or not. Learnkey Training Institute carries out interviews to choose not only the most qualified but also the most passionate for the job with the right competencies. All staff and students are covered by an insurance Policy. To safeguard the financial integrity of the Institution audited accounts are carried out on a yearly basis.

Regards budget it depends on cashflow projections and a course will not start unless it is financially viable. Since the Head has been running the institute for a number of years and therefore has years of experience behind him, it makes it easier for the Institute to be aware of financial planning and evaluation. (Key Rec 1)

**Standard 3. Curriculum Design + Development Process**

International courses are designed and developed by our partners. Learnkey Training Institute will make sure that the International courses delivered are according to the partner’s standards and accepted by NCFHE as regards to validation of certification.

Yes they are asked for feedback through student questionnaires.

Feedback is analysed by Director and co-ordinator. No feedback is not looped back to International awarding bodies but will be looped to students.

No additional material is added but student support is given directly by the Lecturer

The Lecturers in collaboration with Director of studies and co-ordinator design the course with inputs from student’s questionnaire feedback.

Students are involved through their student questionnaire input and other informal methods like talking directly to Lecturers, Director and co-ordinator.

Demand for programmes can emerge from lecturers, students and the industry. Demand can also come from partnerships with International institutions.

The idea of a programme will be discussed with the Director and the co-ordinators. If there is agreement in principle there will be the development of the programme which can be either by a group of lecturers or the Director. Once the Director gives approval of a programme as written it will be sent to NCFHE. When NCFHE accredits the submitted programme then Learnkey Training Institute will advertise the programme on the website to start attracting learners. The programme will become part of the Learnkey database of programmes.

|  |
| --- |
| A report will also be sent to the International awarding bodies with regards to the course material; should there a be a mistake in the notes or outdated case studies for example. In addition to this, the institution may also consider, where applicable, to provide the students with notes and examples of the local context especially in cases where the course is designed by a International awarding body. (Rec 1) |

CURRICULUM DESIGN AND DEVELOPMENT PROCESS

DEMAND

LECTURERS

PARTNERSHIPS

INDUSTRY

STUDENTS

FOREIGN COURSES ACCEPTED BY DIRECTOR and

DELIVERED ON DESIGN AND DEVELOPED BY PARTNERS

DISCUSSIONS WITH DIRECTOR & CO-ORDINATORS

DEVELOPMENT PROCESS FOR PROGRAMME SPECIFICATION TO RESOURCING

APPROVAL BY DIRECTOR/OWNERS

SUBMISSION TO NCFHE

ACCREDITATION

LEARNKEY DATABASE

**Standard 4. Student-Centred Learning, Teaching and Assessment**

The majority of programmes delivered at Learnkey Training Institute are designed with ECTS, therefore making it student-centred learning. The module information is given out by the Lecturer in the first lesson and therefore the criteria and mode of assessment is well known in advance by the student. The students are also regarded as stakeholders by providing them an open-door policy where they can air their views without a lot of red tape.

The students also participate by filling in a questionnaire and the results are put into a report which is circulated back to the Director, co-ordinators, lecturers and the students themselves.

Lecturers also give timely feedback to the students who have the informal opportunity of discussing it with their lecturer. Feedback can be in a written or a verbal format depending on the lecturer’s choice.

The pedagogical aspect caters for student-centred learning as can be seen from the written module-templates where it specifies how this module will be taught while assessment is formative and/or summative as indicated in the written module template. The pedagogy is evaluated through ongoing monitoring mostly through the Lecturers self review and the student questionnaire. The complaint form can also highlight any pedagogical issues.

Learnkey is in favour of Diversity and Inclusion which must be of benefit in equal opportunities and treatment, irrespective of any grounds such as sex, race, colour etc

Learnkey implements a human resources good practice and good student admission policy where diversity is regarded as a source of enrichment improving work life balances.

Learnkey excludes any kind of discrimination and takes action against any bullying or harassment. The students are informed about this and so is the staff. Should this good practice be breached the complaint form will need to be submitted. (Key Rec1)

Diverse teaching methods like power points, case studies etc are presented to NCFHE on the written templates including the type of assessments to meet the learning outcomes. Fairness and consistency in assessments are secured primarily through accreditation and also the Lecturers feedback when assessments are carried out. The assessments are directed towards the learning outcomes which the students know about beforehand.

The admission policy is found in the student handbook and anyone who is qualified according to prospectus as seen on website can apply.

Students are encouraged to take an active role through self-studying and case studies presented in class.

The pedagogy is also evaluated by the students through the student questionnaire

The students get continuous feedback through formative assessments and summative feedback through tests and exams. ACCA exams are corrected abroad- however, the first nine exams are computer based exams. For the first three exams the results will show on the computer since they are computer based. For the other exams, results will be sent to the students in their individual ACCA accounts. While City and guilds exams are sent to the UK and within 24 hours of the exam completion the results are received by post.

The Learnkey training institute whenever possible sends online information about student-centred learning both to the students and the lecturers.

All students sign a learning agreement relating to student entitlements and the Learnkey training centre expectations.

Learnkey training institute organizes meetings with prospective students in order to explain the student-centred approach, namely to inform them that they need to do self-study as part of the programme.

Any mitigating circumstances are covered by the Mitigating Policy and procedure to be found in the website and students handbook. ( Key rec 2,3,4)

**Standard 5. Student Admission, Progression Recognition + Certification.**

Learnkey Training Institute is open to those who have the necessary requirements as stipulated in the prospectus which can be found online (link). There is also information about the price per course, or if it is free and if the course falls under the get qualified scheme which entitles students up to 70% in tax credits. Data is kept at the Director’s office including progression data.

All students have equal opportunities in being admitted however each course can take a limited number of students while there is a waiting list if necessary, for the next course. This is to secure a student-centred atmosphere in an appropriate learning environment. On enrolment, the students also receive benefits as indicated in the website from time to time. Progression is as stated in the prospectus found on the website which is made very clear to the students before applying. Once accepted all students will be informed via e-mail. Students can apply online and or physically at Learnkey premises. The Admission Policy is to admit qualified applicants in a timely fair and transparent manner.

An Induction is done on the first day students start the course.

Data is collected through the application form which is then inputted in the computer and stored by the co-ordinator. The application form will indicate if it is a progression application.

The entry requirements are stipulated as per prospectus but there is no Recognised Prior Learning for experiences.

Certification is give upon successful completion of programme along with a transcript. The certification will include the level and credits while the transcript is evidence of context learnt. ( Key Rec 1,2)

The policy of Learnkey is to admit qualified applicants ( as per Prospectus) in a timely, fair

And transparent manner.   
  
The procedure at application stage is for the student to check on the website if he has the necessary requirements. If in doubt or needs further student assistance he can call Learnkey directly or write an e mail for support.  
  
Once student has decided which course to follow he can fill in application form and pay a deposit to secure his booking.

**Standard 6. Competence of Teaching Staff**

All teachers are recruited through a call which indicates the minimum competence and qualifications required for the job alone with an interview. Pedagogical qualification is given the most important weight for selection. The teaching staff are responsible to keep up to date with continuous professional development and are encouraged to provide the evidence so it will be documented in their personal file. Failure to do so can result in Learnkey looking for alternative job engagements.

Although Learnkey is a Teaching institution and not a research institution the Lecturers are expected to keep up to date either by their own research or by keeping up to date through other methods. A mail is sent yearly to any Lecturer reminding him of CPDs if he does not update his CV. (Rec 1)

Lecturers are one level up that they teach or same level with 5 years’ experience. Recruitment is handpicked but an interview is also held apart from the presentation of their CV. Should Learnkey not find appropriate persons an advert will be issued with the necessary qualifications for the job.

CPD for Learnkey can be but not limited to:

1. Attending conferences
2. Writing papers
3. Being a regular member in a European on World renowned association with access to newsletters and other professional information.

**Standard 7. Learning Resources and Student Support**

As from the beginning the students are informed by the Director/Co-ordinator/Lecturer what resources are supplied by Learnkey and what resources need to be supplied by the student himself.

Learning resources are also determined from the lecturer’s self-reviews and the student questionnaires. The Director is responsible to determine if the resources required are of benefit to the students against the financial situation of Learnkey training institute.

All appropriate textbooks are indicated in the written module templates or as specified by the International partner for International courses. Learnkey Training Institute provides a computer lab for all students to make use of during any time the Institute is open. Altough Learnkey does not have a physical library all students are appropriately supported and guided by Lecturers to appropriate links for their content. Feedback given by Lecturers is also indicative of student support towards correct online learning resources. ( Rec 1,2)

**Standard 8. Information Management**

The co-ordinator collects data and keeps all information appropriate files at Director’s office. The learners’ information includes the course chosen, gender, age, demographics; all extracted from the application form. Success rates and drop-out rates are collected manually. A clear picture is given to the Director. The Director also discusses the findings with the co-ordinators. This data is important to be used also for offering programmes. As stated in the job description the co-ordinators take care of all necessary information to be given to learners. ( Key rec 1)

Student satisfaction is monitored through the students questionnaire. Employment rates are the Macro picture of the NSO. Learnkey does not carry out surveys on employment rates. However Learnkey informs its students about possible employment by affixing employment adverts onto the noticeboard at Learnkey premises. ( Rec 1)

**Standard 9. Public Information**

The Learnkey training institute has two processes for publishing information.

1. The website link
2. Printed material.

The website and printed material are the responsibility of the Co-ordinator/ Marketing officer

All programmes are found both on the website and the printed material including the Level of the programme, the credits allocated to the programme and further information as found here on the website: <http://www.learnkey.com.mt/>

The prospectus is made public information including the admission requirements for each programme. The website feature news, courses, testimonials, FAQ’s, partners and a button for contacting the Learnkey training institute. All partners have their logos visible so that the public is aware.

Learnkey covers the parameters below:

* The selection criteria for the courses/programmes;
* Intended learning outcomes of courses/programmes;
* The qualifications awarded, including the EQF/MQF level and ECTS/ECVET learning credits;
* The teaching, learning and assessment procedures used;
* The pass rates disseminated on request

Further learning opportunities and career paths are discussed directly with the students. (Key recommendations)

**Standard 10. Curriculum Review Process**

CURRICULUM REVIEW PROCESS

INDUSTRY AND FOREIGN PARTNERSHIP

STUDENTS QUESTIONNAIRE REPORT

LECTURERS SELF-REVIEW

EVALUATION BY DIRECTOR AND CO-ORDIANTORS

MINOR CHANGES

MAJOR CHANGES

DIRECTOR APPROVAL

AS PER STANDARD 3 DESIGN + DEVELOPMENT

The lecturers create a self-review report of each module they teach. The students also comment on modules through the questionnaire. The industry is consulted informally and also contributes to reports which are looked at by Learnkey Training Institute. The International partners send direct information to Learnkey Training Institute, should any changes are made to their programmes. All this is funnelled for evaluation by the Director and the co-ordinators. The Director and co-ordinators carry out monthly meetings to keep up to date on happenings and any necessary preparations for any desired actions. Any comments or reports from International bodies may be discussed during these meetings. The meetings are minted. (Rec 1, 2)

If there are any major changes standard 3 processes are applied. If the changes are minor they need to be approved by the Director for approval and communicated to all necessary stakeholders.

**Learnkey Mitigating Circumstances Policy and Procedure**

Policy: Mitigating circumstances are serious circumstances beyond your control which can affect your academic performance.  
Learnkey gives you the opportunity to 'freeze' your studies if you provide evidence for the mitigating circumstance.  
  
Procedure: The student must write an e mail to the Dean stating the mitigating circumstance ( ex: Medical conditions, personal and domestic accidents, disturbance during exams etc). The Dean will inform the student by e mail within 5 days if accepted or not or more evidence is required. The Deans decision is final.

**DATA PROTECTION POLICY**

Learnkey Training Institute (“We)” strive to ensure your privacy is protected at all times.

Our privacy policy is a guide on how we use and protect any data received from you. Take the time to read this carefully as by using the ISE website (www.learnkey.com.mt) and/or our services you are consenting to this policy.

The controller of data is Learnkey Training Institute , registered in Malta , Company Registration number C64367 at European Institute of Business Limited, Kenilworth, 30 Flat 3 Sir Augustus Bartolo Street Ta’Xbiex XBX 1093 Malta.

What information we may receive from you:

Your personal data is received by us directly from the individual it relates to, a legal parent or guardian or a third party that received prior consent from you. From completing forms on our website (www.learnkey.com.mt) or by contacting us by phone, email or in person. This may also include information we received from you through our live chat facility, surveys, competitions, promotions or by registering for our newsletters. Test results, photographs and videos may also fall under this category.

The data sets we collect are as follows: full name, date of birth, email address, nationality, contact information, course details, medical conditions, identity/visa documents (passport, identity card, visas), bank details, bank statements. Other details may be requested upon registration. We will not sell or rent this data to any organisations or individuals. This information may be sent to a third party to complete a request made by you. Your data may be transferred outside the European Economic Area given the nature of our business. This is not for marketing purposes and the individual will have to consent before the transfer occurs.

We will strive to protect your data but the internet is vulnerable to all manner of breaches. The transmission of information to our site is at your own risk, regardless of our efforts to protect it.

**We use this information to:**

• Register you for courses, exams, insurance, accommodation or a service you may be providing us.

• Process documentation you may need while studying with us.

• Enhance the student experience and improve our services.

• Process payments of any kind.

• Update our attendance records for immigration purposes.

• Satisfy our accreditation requirements.

• Respond in the unlikely event of an emergency.

• Contact you about a school matter. Place you in a suitable class.

• Send you newsletters or other promotional materials.

For what period will we keep your personal data?

No limit will be imposed on this information due to our operational obligations. We strive to delete irrelevant or expired data and you can request this information to be deleted from our databases. The GDPR enables you with rights to access, alter and delete your personal data. The Information and Data Protection Commissioner facilitates complaints if you are unhappy with the way we use your personal data. You can email idpc.info@idpc.org.mt to start the process.

**Cookies**

Small files called Cookies are placed on your computer when you visit a website (www.learnkey.com.mt). By design, they store information on specific visitors and can be accessed in two ways:

• By the individuals’ computers.

• By the web server

Our company use cookies to locate the progress of your online booking and to identify any individuals logging into our Agent portal. Additionally, they are used to detect the type of device you are using and the language you may require.

Users can delete or disable these cookies at any time and this process may change depending on the internet browser. More information on cookies can be found at www.whatarecookies.com

Our website has links to external sites of various kinds and it is crucial to understand we have no control over these sites. Please be aware of the options to navigate outside of our website and you can always view the privacy policies of the sites in question.

**Google Analytics**

We use Google Analytics, a digital service operated by Google Inc. This program utility cookies to process analysis on visitors to our website and the information created by these cookies may be stored digitally in the United States. The information collected by Google will be used to assess your activity and provide appropriate services based on this website activity. If required to do so by law, Google may share this information with third parties. Also, third parties might process this data on behalf of Google. Your IP address will not be associated with any other data stored by Google.

**Updates**

We may have to update this policy in the future and we suggest you review our Privacy Policy periodically

**Contact**

For any questions on the information stated in our Privacy Policy, please contact Nathan Caruana (Data Protection Officer) at info@learnkey.com.mt