

Agenzija Žghžagh- Follow-up report

STANDARD 1: STANDARDS FOR INTERNAL QUALITY ASSURANCE	
JUDGEMENT: AZ met standard 1	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<p>The institution should establish processes and procedures to collect feedback from employers and other external stakeholders periodically in a formalised manner and feed them into quality assurance processes. Such processes could range from conducting regular surveys of stakeholders to establishing a consultative committee. The institution should be able to demonstrate documentation which collates the results of the recommended collection of feedback, such as a report.</p>	<p>A procedure has been put in place. Data is gathered from employers, young people attending the programme and parents yearly. The data collected is reviewed by quality assurance committee within the agency which will follow the process and recommend improvements</p> <p>Quality Assurance committee was set up in July 2020 and given the remit to meet 3 times a year Sept/Oct</p> <p>Forms for data collection from employers, students and parents were formulated for year 2020-2021.</p> <p>Data collection from employers to be collected between April and June. Due to the pandemic situation data was collected in August.</p> <p>Data collection from young people to be collected at the end of each term.</p> <p>Data collection from parents to be collected at the end of last term.</p> <p>The quality assurance committee met in September 2021 and January 2021, to evaluate the way data was going to be collected and review evaluation forms prepared by the unit accordingly. May and August meetings were used to evaluate data and compile report.</p> <p>Students' evaluation reports, parents' reports and employers' evaluation reports for 2020/2021 can be found online. Samples attached as Appendix 1 and 2 are samples of reports and/or forms to gather data for the reporting system set.</p> <p>Data is being analysed. Presently the curriculum for level 3 is being reviewed to be extended for two years. A new application form is being formulated to re accredit this level.</p>

STANDARD 2: INSTITUTIONAL PROBITY	
JUDGEMENT: AZ met Standard 2	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<p>R2.1: was that AZ shall develop a detailed organogram which outlines roles and responsibilities at management level.</p>	<p>A detailed organogram has always been there as pointed out in the comments after the audit report was received.</p> <p>Organogram and detailed role description of all staff including senior management is attached as Appendix 3.</p>

STANDARD 3: DESIGN AND APPROVAL OF PROGRAMMES	
JUDGEMENT: AZ surpasses Standard 3	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<p>R3.1: AZ may wish to consider the design and development of an MQF Level 4 Youth.Inc programme to facilitate another opportunity for further training to their student cohort.</p> <p>R3.2: AZ may consider extending the timeframe for module delivery to exceed 10 weeks, where possible.</p> <p>R3.3: AZ may consider extending the integrated module approach through project work adopted for the MQF Level 1 course, to the other two courses.</p>	<p>Although AZ surpasses standard 3 it still reflected on the reviewers recommendations and through 2020 and 2021 it started reviewing the curriculum of level 3 to be implemented over two years rather than 1 years mentioned already above. An application with amendments will be submitted in November 2021.</p>

STANDARD 4: STUDENT-CENTRED LEARNING, TEACHING AND ASSESSMENT	
JUDGEMENT: Az requires improvement to meet Standard 4	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation

R4.1: During academic year 2019-2020, module assessment procedures should be updated to ensure coherency in allocation of marks for common criteria across different modules (e.g. Attendance, Participation, Group Work, etc).

R4.2: By the end of 2019, Trainers/youth workers should put more emphasis, and further break down each assessment criterion related to specific skills and competences, for each assessment task pertaining to relevant modules.

R4.3: Employers should be better informed a priori about any learning conditions, capabilities and/ or physical limitations of the youths to be better prepared to welcome the youth at the place of work and also to better match the duties assigned during the work placement. AZ should seek to structure such exchange of information during academic year 2019- 2020 before students proceed to their work placements.

R4.4: AZ may consider recruiting an Assessment coordinator to facilitate all assessment procedures and to monitor/verify assessment tasks.

A new assessment procedure was developed.

A continuous assessment of outcomes is done in each session plan of each module. At the end of each module an overall assessment is compiled.

Each term an assessment sheet will be compiled for all modules delivered during the term.

The Youth Worker will make contact with the place of employment prior to the engagement of the work placement. The Youth Worker will meet the employer and/or supervisor at least on one occasion before the work placement starts. The purpose of this meeting is for the Youth Worker to visit the place of work where the young people will be attending his or her work placement and assess the suitability of work placement and the place of work. Together, with the employer and/or supervisor, the Youth Worker is to discuss on the learning outcomes of the placement of the young person and the learning conditions, capabilities and/ or physical limitation. A document will be signed by both parties highlighting the above points.

All procedures are set and system was implemented as from 2020-2021.

A sample of an assessment sheet and the work placement agreement are appended as appendix 4 and 5. Further work will be done on work placements for the Year 2021-2022. It has been decided that the placement agreement will be further reviewed and further work on establishing further relationships with past and new employers will be made now that measure regarding the pandemic are being lifted further. Work placements during the pandemic were the most difficult to carry out, however all young people managed to finalise their placement (through an extension period over summer 2021).

STANDARD 5: STUDENT ADMISSION, PROGRESSION, RECOGNITION AND CERTIFICATION**JUDGEMENT: AZ met Standard 4**

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<p>R5.1: Further to, and in alignment to Key Recommendation R1.1, by the end of June 2020, the AZ should have procedures in place to document exit interviews as a means of having further feedback mechanism which feeds back into the review and development of the programmes.</p> <p>R5.2: It is recommended that the entity seeks to formalise the agreement related to progression of students at other institutions (eg. MCAST, ITS, others) for further studies.</p>	<p>A procedure documenting the exit interviews was introduced to enhance the current questionnaire that the young people fill when they leave the programme.</p> <p>Procedures were set but documenting exit interviews will take place in 2021-2022.</p> <p>Year 2020-2021 focused on how to mitigate covid measures. Exit interviews were not held but young people filled in an online survey to evaluate the programme.</p> <p>A formalised agreement was also sought from MCAST regarding progression of students see appendix 6.</p>

STANDARD 6: TEACHING STAFF**JUDGEMENT: AZ met standard 6**

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<p>R6.1: By the end of 2020, the entity should develop a medium/long term overarching plan for continuous professional development to provide direction for all initiatives taken.</p> <p>R6.2: By the end of October 2019, trainers should also be included in the weekly meetings, at least periodically, to provide them with the background philosophy of the entity and to also provide them with the possibility of capacity building, as necessary.</p> <p>R6.3: By the end of 2019, the entity should provide trainers with a more direct, standardised procedure to request learning resources and tools within specific subject areas.</p>	<p>Following an attitudes survey carried out at the end of 2019 AZ carried out a training needs analysis (appendix 7), updated its training policy and training plan for its staff (appendix 8 and 9). It also managed to introduce a 700 euro allowance CPD to each member of staff to support the individuals training need as part of its salary package.</p> <p>Trainers were included in October 2019 in regular meetings with youth workers and a standardised procedure was set up with regards to Capacity building and the procedure to request learning resources.</p> <p>A procedure on how to request the purchase of resources has also been set up (appendix 10).</p>

<p>R6.4: The entity should consider extending training opportunities to trainers on a contract basis.</p> <p>R6.5: The entity should also take into consideration any CPD initiatives taken by the individual trainers in an ongoing manner.</p> <p>R6.6: It is recommended that the entity creates a meeting space for trainers (such as a staff room) to facilitate their integration with the full time staff members and their networking amongst each other.</p>	
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STANDARD 7: LEARNING RESOURCES AND STUDENT SUPPORT	
JUDGEMENT: AZ surpassed standard 7	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<p>R7.1: It is recommended to further develop the youth information area to also include educational learning resources.</p> <p>R7.2: AZ could seek to provide further better connectivity to facilitate the use of online learning resources within the sessions.</p> <p>R7.3: The panel appreciated the weekly group meetings with all youths. The youth workers could seek to schedule one-to-one personalised sessions to discuss the way forward in terms of targeted needs.</p>	<p>Since the last Audit AZ has launched a new website youth.gov.mt and another 3 other micro sites: one dedicated to youth information, another to eurodesk and another to the European Youth card. This makes the website more youth friendly and attractive to young people.</p> <p>It has also worked to install wifi in all rooms to make connectivity more accessible to all those using the activity rooms. The groups of young people with the youth workers has decreased and do not exceed 10 students therefore making it possible to dedicate more individualised time as needed.</p>

STANDARD 8: INFORMATION MANAGEMENT	
JUDGEMENT: AZ met standard 8	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<p>R8.1: The tracer studies which are carried periodically after the young people conclude their study period at AZ should feed into a stand-alone report. Such a report could be</p>	<p>A procedural system to compile such report has been set.</p> <p>Report compiled for academic year 2019-2020.</p>

<p>consulted during the review of the programmes. The first of these reports should be prepared by the end of academic year 2019-2020.</p> <p>R8.2: It is recommended that the AZ starts the process to digitalise the personal files for backup purposes and ease of reference by all youth workers as necessary.</p>	<p>Tracer study report can be found online and as appendix 11. AZ will start its process to digitilise personal files as from 2022.</p>
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STANDARD 9: PUBLIC INFORMATION	
JUDGEMENT: AZ met standard 9	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<p>R 9.1: Students’ testimonials could be included in the website to give visibility to the successful experiences which the students have while following the Youth.Inc programmes.</p>	<p>Videos on the website are regularly published and testimonials promoted (Appendix12)</p>

STANDARD 10: ON-GOING MONITORING AND PERIODIC REVIEW OF PROGRAMMES	
JUDGEMENT: AZ met standard 10	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<p>R10.1: By the end of the academic year 2019-2020, the AZ should establish a structured process for monitoring and cyclical review of the Youth.Inc programmes that also describes the resources necessary and also involve internal and external stakeholders (such as alumni, parents and employers)</p>	<p>This recommendation has been tied with the actions taken for standard 1.</p>

STANDARD 11: Cyclical External Quality Assurance
JUDGEMENT: AZ surpasses standard 11

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
No recommendations made.	