

STC Training Ltd. – Follow-up report

STANDARD 1: STANDARDS FOR INTERNAL QUALITY ASSURANCE	
JUDGEMENT:	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
R.I. 1.1. Key Recommendation: STC should develop a public quality assurance policy which includes all processes and procedures in place that secure the quality of education provision at STC and that addresses all QA standards in the National Quality Assurance Framework for Further and Higher Education and publishes this on its website. The policy should be fit for purpose and include STC's mission statement.	A comprehensive quality assurance policy has been developed and was submitted to NCFHE in May 2019.
R.I. 1.2. Key Recommendation: STC should develop its own interpretation and adaptation of NCC policies and also establish its own internal procedures.	STC has its own set of internal procedures and policies that are in line with the policies of its educational partners NCC Education and the University of Wolverhampton. These documents are updated on a regular basis to ensure they remain relevant. The policies have been uploaded on STC's website https://stcmalta.com/policies/
R.I. 1.3. Key Recommendation: Within one month of publication of this report, STC must submit a documented procedure for the handling of exam scripts which it receives from NCC to the NCFHE.	Done within the requested time.
R.I. 1.4. Key Recommendation: The panel recommends that STC sets up a less centralised quality management structure which includes defined roles and documented standard operating procedures.	Implemented.
R.I. 1.5. Key Recommendation: STC should use the NCFHE audit as an opportunity to conduct an in-depth strategic review of operations and update accordingly. A future SAR needs to provide much more detail of the institutions operations, and include an assessment of current performance, strengths, weaknesses	STC will use each iteration of the NCFHE/MFHEA audit to conduct an in-depth strategic review of operations and revise them accordingly.

and planned improvements across each standard.	
STANDARD 2: INSTITUTIONAL PROBITY	
JUDGEMENT:	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
RI 2.1: key recommendation - STC Training Centre should develop a clear organigram structure in order to facilitate the identification of roles needed within its operations structures	STC structure has changed substantially since 2018. A new and clear organigram is now available. Please refer to Appendix 1 of this document
RI 2.2: key recommendation - STC Training Centre should develop clear selection criteria for headship positions.	Our selection criteria for the mentioned positions are the following: <ul style="list-style-type: none"> - Head of Institution - Master's degree (MQFL7) in Education or Administration or Management and 5 years' experience in management. - Academic Manager - Master's degree (MQFL7) in Education or Management or Business or Computing related area. Years of experience in a related field is considered to be a bonus but not a prerequisite. - Administration Manager - bachelor's degree (MQFL6) in any field of studies and 5 years of experience in administration or a minimum of 10 years of experience with a role related to administration. IT skills are a prerequisite. - The process for recruiting Headship and managerial positions falls under HR and includes the following: <ul style="list-style-type: none"> - Posting a call for application - Reviewing applications - Interviewing shortlisted applicants

STANDARD 3: DESIGN AND APPROVAL OF PROGRAMMES	
JUDGEMENT:	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
None	

STANDARD 4: STUDENT-CENTRED LEARNING, TEACHING AND ASSESSMENT**JUDGEMENT:**

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
R.I 4.1 Key Recommendation - The panel recommends that STC reviews its current procedures with regard to local examinations and as stated under R1.3, within one month of publication of this report, submit its documented procedure for the handling of exam scripts which it receives from NCC to the NCFHE.	STC has taken such recommendation and implemented a procedure which was already sent to NCHFE at the time. An examinations and assignments policy are in place.
R.I 4.2 STC should find ways to better inform students about the procedure for appeals and complaints.	An appeals and complaints procedure has been developed and implemented. Students are made aware of this policy since induction week.
R.I 4.3 STC should employ a 'Welfare officer' directly tasked with the pastoral care and support of students during their time at STC.	STC has employed a welfare officer to assist and support students.
R.I 4.4 STC should consider set-up a system of student representatives.	In 2019 a student council has been created and students also acted as representatives. The pandemic made it difficult to keep the student council active. Current students' representatives were elected for each Wolverhampton course, and we are in the process of doing the same for NCC courses.

STANDARD 5: STUDENT ADMISSION, PROGRESSION, RECOGNITION AND CERTIFICATION**JUDGEMENT:**

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
None	

STANDARD 6: TEACHING STAFF**JUDGEMENT:**

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
6.1 - STC's equal opportunities policy should also cover recruitment.	The policy has been updated.
6.2. STC should either recruit a Director of Studies or else employ two of its current lectures, from the computing and business diplomas respectively, on a full-time basis and task them with coordinating lecturing staff and staff feedback and fostering a sense of academic community.	<p>STC has now an Academic Team composed by 1 Academic Manager on a full-time basis and 3 Academic Leaders on a part time basis (2 for Business Courses, 1 for Computing Courses).</p> <p>Coordination of lecturing staff has been assured. Staff feedback is taken regularly:</p> <ul style="list-style-type: none"> - Lecturers' meetings twice a year - Individual meetings between lecturers and Academic Course Leader - Collection of lecturer's feedback regarding curricular contents, NCC materials, evaluation system - Staff meetings once a month for all STC team plus bi-weekly to Academic team leaders. - Annual meetings between lecturers and Providers (NCC and Wolverhampton) for quality assurance purpose.
6.3 There should be more opportunities for lecturers to meet amongst themselves to discuss issues related to their programmes.	Addressed on R.I. 6.2.
R.I. 6.4 Providing lecturers with the (anonymized) information gathered via the student feedback forms as a means to monitoring and continually improving their performance. To that effect, STC may wish to consider collecting student feedback also at the end of the module.	<p>Implemented.</p> <p>Each lecturer receives an anonymized report from the Academic Course Leader, cc Academic Manager.</p>

STANDARD 7: LEARNING RESOURCES AND STUDENT SUPPORT**JUDGEMENT:**

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
R.I. 7.1 Same recommendation as R.I .4.3	As per 4.3 answers

STANDARD 8: INFORMATION MANAGEMENT

JUDGEMENT:

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
R.I. 8.1 The panel recommends that STC adopts its own data-protection policy which specifies who has access to which student data under which conditions.	STC has developed its own data-protection policy both for online and offline systems in compliance of GDPR.

STANDARD 9: PUBLIC INFORMATION

JUDGEMENT:

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
RI 9.1: Key recommendation - NCC's policies and procedures should be easier to find on the website as should STC's own quality assurance policy/manual when it develops this.	STC has in the meantime developed its own policies, based on and aligned with the policies of its education partners. These policies are made available to students through a class team on Microsoft Teams (files).
RI 9.2: Key Recommendation: The website should include information such as the potential career paths that students can take.	Addressed.
RI 9.3: Website information needs to be accurate. There is an instance of mismatch between the photo provided and the profile information for a particular tutor (as one is copied in the other's profile). Not all lecturers have a profile on https://www.stcmalta.com/about-stc/our-tutors/ . Furthermore, there are members of staff who have a doctorate degree and are listed as 'Mr' rather than 'Dr', which is misleading.	The tutor's names have been removed from the website.

<p>RI 9.4: The business courses and tutors seem to be under represented vis-à-vis ICT courses. Also, not all the courses on offer have a contact point.</p>	<p>Each course has now a contact point (Academic Course Leaders).</p> <p>STC for academic year of 2021/22 has 36 lecturers engaged:</p> <ul style="list-style-type: none"> - Computing School - 16 lecturers - Business School – 20 lecturers
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STANDARD 10: ON-GOING MONITORING AND PERIODIC REVIEW OF PROGRAMMES	
JUDGEMENT:	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
None	
STANDARD 11: Cyclical External Quality Assurance	
JUDGEMENT:	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
None	

Appendix 1

STC CURRENT STRUCTURE

