

Institute of Family Therapy – Follow-up report

STANDARD 1: STANDARDS FOR INTERNAL QUALITY ASSURANCE	
JUDGEMENT: Institute of Family Therapy meets the requirements of Standard 1.	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<p>KR 1 Shall update the Quality Manual reference to ‘other documented procedures needed by the Institute’ so as to distinguish between procedures that are currently in place and procedures that are envisaged as part of its planned growth.</p>	<p>Completed Reference to ‘other documented procedures’ has been made in the QAM, hence differentiating existing procedures from procedures IFT-Malta still wishes to implement. The latter include:</p> <ul style="list-style-type: none"> • Training staff about QA, • Implementing an Internal Quality Assurance Audit Process <p>Publishing an Annul Report</p>
<p>KR 2 Shall include reference in the Quality Manual to the adjustment/mitigation Policy with respect to student access, learning process and assessment.</p>	<p>Completed IFT-Malta has created and published its ‘Student Mitigation Policy’ which is available to be viewed on the IFT-Malta website www.ift-malta.com</p>
<p>R3 Separates the role of ‘External Examiner’ from the role of ‘External Consultant’ .</p>	<p>Completed The roles of External Examiner and External Consultant have been redefined and clearly outlined in the QAM, which is also found online on www.ift-malta.com. IFT-Malta already has an appointed External Examiner. Recruiting an External Consultant is in progress.</p>
<p>R4 Includes in Institute documentation reference to the disciplinary measures in the case of Student Misconduct.</p>	<p>Completed IFT-Malta has created and published its ‘Student and Staff Disciplinary Policy’ which is available to be viewed on the IFT-Malta website.</p>
<p>KR 5 Shall make public its IQA Policy</p>	<p>Completed IFT-Malta has created and published its ‘Internal Quality Assurance Policy’ which is</p>

	available to be viewed on the IFT-Malta website.
--	--

STANDARD 2: INSTITUTIONAL PROBITY	
JUDGEMENT: The Institute of Family Therapy Malta Limited meets the requirements of Standard 2.	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<p>It is recommended that IFT-Malta Ltd. prepare regular financial budgets and set achievable targets for it, against which to monitor actual performance, especially at times of uncertainty. Developing a written procedure relating to the engagement and selection for any headship positions would also be recommended.</p>	<p>Ongoing Reference to both recommendations has been made in the QAM on pg. 27, allowing for transparency.</p> <p><u>Financial Budgets:</u> Apart from the statutory requirements regarding the preparation of financial statements, IFT-Malta has introduced a system of management accounting, mainly the preparation of a budgetary control system. This involves coordination at management level, the objective being the setting of targets against which actual results can be compared. Any discrepancies, both favourable and unfavourable, will be analysed and remedial action taken.</p> <p><u>Engagement and Selection of Headship Positions:</u> Eligibility to stand for Head of Institute is reserved for members of the board of directors of IFT-Malta. At present there are three directors. The chairperson position of IFT-Malta is for a term of four years, after which the chair issues an invitation in writing inviting directors interested in the position to apply. The letter of interest is addressed to the full board of directors. If more than one director shows interest in the seat, an agreement is reached between all for the selection of the chairperson. Should none of the directors show interest in the position, the existing head will automatically continue in the post for another four-year term.</p>

STANDARD 3: DESIGN AND APPROVAL OF PROGRAMMES**JUDGEMENT:** Institute of Family Therapy meets the requirements of Standard 3.

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
R1 Ensures formal, independent external peer review of its courses prior to seeking external accreditation.	Completed IFT-Malta is motivated to design courses which meet the needs identified by external stakeholders. The External Consultant will be asked to review plans for any new courses being designed by IFT-Malta.
R2 Includes in the IFT Quality Manual section 3 the key design, development, internal and external approval process steps (possibly using a process map) identifying ownership and responsibilities for key decision-making processes.	Completed A detailed outline of the process involved in the design, development and approval of new courses has been refined and is explained in detail on the QAM pg. 29.
R3 Includes in the process map the need for feedback from students, alumni and industry stakeholders.	Completed A process map has been created and is available to be viewed on the QAM on pg. 30

STANDARD 4: STUDENT-CENTRED LEARNING, TEACHING AND ASSESSMENT**JUDGEMENT:** Institute of Family Therapy surpasses the requirements of Standard 4.

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
R1 Establishes a formal procedure that explains the official recommended tools to be used by the assessors to detect plagiarism.	Completed IFT-Malta has created and published its 'Plagiarism Policy' which is available to be viewed on the IFT-Malta website. Tools for detecting plagiarism are being looked into. In the meantime, all assignments are subjected to a random selection of some projects, unless suspicion arises while correcting the assignment. IFT-Malta has subscribed to QUETEXT which is a plagiarism detection tool.

R2 Establishes an appeals procedure (additional to the complaint procedure).	Completed IFT-Malta has created and published its 'Appeals Policy' which is available to be viewed on the IFT-Malta website.
R3 Concludes process of set-up of formal alumni network.	Completed The IFT-Malta website has a dedicated page to Alumni inviting past students to form part of the alumni network. Further details are available on the QAM pg. 40

STANDARD 5: STUDENT ADMISSION, PROGRESSION, RECOGNITION AND CERTIFICATION

JUDGEMENT: Institute of Family Therapy meets the requirements of Standard 5.

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
KR1 Updates the Quality Manual admissions section to describe the process that is followed with respect to the individual, disability and specific learning needs where applicable, and how this information is communicated on a need to know basis to the Tutors prior to the start of a course so that the Tutors are able to adapt their teaching resources accordingly.	Completed A detailed description of the admission, progression, recognition and certification process has been included in the Quality Assurance Manual. This reflects IFT-Malta's student-centred approach and philosophy of transparency. A section is dedicated to explaining the above processes on pgs. 46 & 48 of the Manual.

STANDARD 6: TEACHING STAFF

JUDGEMENT: Institute of Family Therapy meets the requirements of Standard 6.

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
R1 Maintains records of the output of the Tutor appraisal process	Completed It is the policy of IFT-Malta to support the teaching staff in their teaching and delivering of lectures, and for this purpose different procedures are in place to ensure that standards for the individual courses are being met. A detailed description of the appraisal procedure is available on the QAM pg. 55.

STANDARD 7: LEARNING RESOURCES AND STUDENT SUPPORT**JUDGEMENT:** Institute of Family Therapy meets the requirements of Standard 7.**Recommendation
(as per EQA Report)****Take-up and Implementation of
Recommendation**

R1 Standardises the structure and contents of the Course Handbooks and assign a date of issue/cohort intake year when publishing the handbooks.

Completed
The Course Handbook has been standardised in preparation for the commencement of the academic year 2022/2023 as per recommendations made by the MFHEA. All documents published by IFT-Malta have been standardised and branded including the Quality Assurance Manual, the Handbook and policies.

STANDARD 8: INFORMATION MANAGEMENT**JUDGEMENT:** Institute of Family Therapy meets the requirements of Standard 8.**Recommendation
(as per EQA Report)****Take-up and Implementation of
Recommendation**

R1 Introduces revision control to ensure the correct management (printed and saved) documented information. In this way, both students and staff always have access to the latest, approved versions of documents.

Completed
Staff are responsible to manage the documentation of the activities within their remit. When forms are updated, the Chair informs and disseminates them accordingly, and staff must ensure students receive the most updated version of such documents. Reference to management of documented information is made in the QAM on pg. 61.

R2 Includes a section in the QM to describe the procedure for handling of personal and sensitive data.

Completed
A section dedicated to explaining how information is managed by IFT-Malta has been included in the QAM and can be viewed on pg. 59.

R3 Formalises a procedure that identifies (a) the nature and extent of data, (b) the method and (c) the responsibilities of how it intends to ensure the secure archival of data for 40 years.

Completed
IFT-Malta has created and published its 'GDPR Policy' which is available to be viewed on the IFT-Malta website.

STANDARD 9: PUBLIC INFORMATION	
JUDGEMENT: Institute of Family Therapy meets the requirements of Standard 9.	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
R1 Standardises its course documentation against its own benchmark namely the 'Award in Clinical Supervision Trainee Information'	Completed IFT-Malta met requirements for standard 9 however, aims to continue working towards bettering the quality of its documentation.

STANDARD 10: ON-GOING MONITORING AND PERIODIC REVIEW OF PROGRAMMES	
JUDGEMENT: Institute of Family Therapy meets the requirements of Standard 10	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<p>KR 1 Compiles a policy and procedure to ensure that the practice of gathering feedback from internal and external stakeholders feeds into, and is documented as part of the programme cyclical review process to supplement current adhoc good practice.</p> <p>KR 2 Compiles a policy and procedure that establishes the need for an internal audit schedule, audit strategy, audit report, corrective and preventive action plan, and verification of institutional review process actions to supplement current adhoc good practice.</p>	<p>Completed</p> <p>IFT-Malta has created and published its 'Internal Quality Assurance Policy' which is available to be viewed on the IFT-Malta website. Within the policy, the internal audit procedure is outlined and a diagram for ease of reference has also been created.</p> <p>Both internal and external stakeholders are a part of the Institute's procedure for gathering feedback to enhance the quality of services offered. IFT-Malta has introduced the idea of publishing an annual report which will be based on feedback gathered from various meetings, feedback forms, external audits and recommendations made by both the external examiner and external consultant.</p> <p>A timeline for the gathering of information is also highlighted in the policy in order to ensure structure and transparency. IFT-Malta plans to publish its first Annual Report at the end of academic year 2023. Further information is also available on the Quality Assurance Manual on pgs 49-52.</p>

STANDARD 11: Cyclical External Quality Assurance

JUDGEMENT: Institute of Family Therapy meets the requirements of Standard 11.

**Recommendation
(as per EQA Report)**

No recommendations

**Take-up and Implementation of
Recommendation**

Ongoing
IFT-Malta will continue to undergo an external quality assurance audit on a cyclical basis. According to MFHEA guidelines, such audit will take place every 5 years, with the next one scheduled for 2025.