

## European Institute for Medical Studies – Follow-up report

<b>STANDARD 1: STANDARDS FOR INTERNAL QUALITY ASSURANCE</b>			
<b>JUDGEMENT:</b> EIMS does not meet the requirements of Standard 1.			
<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>	<b>Responsible personnel/team</b>	<b>Dates of implementation (initiation date - finalisation)</b>
<p><b>MR1:</b> Ensure more detailed records of Academic Board meetings to make decision-making processes and implementations transparent.</p>	<p><b>Action Taken:</b> EIMS has reviewed a Standard Operating Procedure (SOP) for recording Academic Board meetings. Detailed minutes, including decisions, responsibilities, and timelines, are now documented and securely stored to ensure transparency.</p>	<p>Academic Board, Administrative staff, QA Working Group with external experts</p>	<p>Start: Sept 2024 – End: Nov 2024</p>
<p><b>MR2:</b> Involve external stakeholders in QA processes to ensure institutional performance relevance and promote continuous improvement.</p>	<p><b>Action Taken:</b> External stakeholders, such as industry professionals and alumni, are now involved in periodic QA processes. Feedback mechanisms and consultations have been formalized, and their input is incorporated into programme development and review.</p>	<p>Academic Board, Administrative staff, QA Working Group with external stakeholders (industry professionals, alumni).</p>	<p>Start: Mar 2024 – End: Feb 2025</p>

<p><b>MR3:</b> Review policies to include student involvement in quality processes.</p>	<p><b>Action Taken:</b> Policies have been updated to ensure student representatives are actively involved in QA committees. Regular feedback sessions with students have been institutionalized, and their input is considered during decision-making processes.</p>	<p>Academic Board, QA Working Group, Administrative staff.</p>	<p>Start: Apr 2024 – End: Feb 2025</p>
<p><b>KR1:</b> Document policies related to anti-discrimination, academic misconduct and other pertinent matters.</p>	<p><b>Action Taken:</b> EIMS has developed comprehensive policies on anti-discrimination and academic misconduct, ensuring alignment with MFHEA Standards. These policies are now documented in the QA Manual and accessible to all stakeholders.</p>	<p>Academic Board, Lecturers, Administrative staff.</p>	<p>Start: Jan 2025 – End: May 2025</p>
<p><b>KR2:</b> Formalise procedures for performance evaluations and student feedback mechanisms.</p>	<p><b>Action Taken:</b> Formal mechanisms for gathering and acting on student feedback have been implemented. These include anonymous surveys, focus groups, and evaluation forms, with findings integrated into programme reviews and staff performance evaluations.</p>	<p>Academic board and Administrative staff</p>	<p>Start: Jan 2025 – End: May 2025</p>

<p><b>KR3:</b> Define the explicit relationship between research and teaching in line with the MFHEA Standards.</p>	<p><b>Action Taken:</b> The relationship between research and teaching is now defined in EIMS policy. Staff are encouraged to incorporate research findings into teaching practices, with oversight provided by the Academic Board.</p>	<p>Academic Director, Researchers, Academic Board.</p>	<p>Start: Jan 2025 – End: May 2025</p>
<p><b>KR4:</b> Develop procedures to guard against academic fraud, including verifying student identities.</p>	<p><b>Action Taken:</b> Identity verification procedures during enrolment, lessons, and assessments have been reinforced. To safeguard academic integrity, EIMS formally adopts Google Originality Reports (integrated within Google Workspace for Education Fundamentals) as its primary plagiarism detection tool. This system is GDPR-compliant and applied to all student submissions within the institutional digital environment.</p>	<p>Admission Board and Administrative staff.</p>	<p>Start: Sept 2024 – End: Nov 2024</p>
<p><b>KR5:</b> Progress with a formal selection procedure for staff recruitment.</p>	<p><b>Action Taken:</b> A formalized recruitment process has been developed, outlining criteria for academic and administrative roles. All hiring decisions are now documented for transparency and fairness.</p>	<p>Academic Director, Academic Board.</p>	<p>Start: December 2024 – End: February 2025.</p>

<p><b>R1:</b> Expedite negotiations and finalise agreements with partner universities and consider their involvement in the EIMS QA process.</p>	<p><b>Action Taken:</b> Agreements with Partner Institutions have been prioritized and finalized. These Institutions now participate in EIMS QA processes, providing feedback and collaboration opportunities.</p>	<p>Academic Director, Expert Members</p>	<p>Start: October 2024 – Ongoing</p>
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**STANDARD 2: INSTITUTIONAL PROBITY**

**JUDGEMENT:**

EIMS meets the requirements of Standard 2.

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>	<b>Responsible personnel/team</b>	<b>Dates of implementation (initiation date - finalization)</b>
<p><b>KR6:</b> Have a written procedure relating to the recruitment, selection, and appointment of persons occupying senior positions within the institution.</p>	<p><b>Action Taken:</b> EIMS has implemented procedures for the recruitment process for persons occupying senior positions.</p>	<p>Academic Director and Academic Board.</p>	<p>Start: Sept 2024 – End: Feb 2025</p>

**STANDARD 3: DESIGN AND APPROVAL OF PROGRAMMES**

**JUDGEMENT:**

EIMS does not meet the requirements of Standard 3.

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>	<b>Responsible personnel/team</b>	<b>Dates of implementation</b>
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			<b>(initiation date - finalization)</b>
<b>MR4:</b> Expound on the formal institutional approval process for new programmes.	<b>Action Taken:</b> A structured institutional approval process is in place, ensuring rigorous scrutiny by the Academic Board. The process evaluates quality, relevance, alignment with strategic objectives, and compliance with accreditation requirements. This aligns with the formal approval procedures outlined in the QA policy.	Academic Director, Academic Board, expertise in the field.	Start: September 2024 – Finalised: November 2024
<b>MR5:</b> Include the direct involvement of employers and other external stakeholders in the design and review process.	<b>Action Taken:</b> Employers and external stakeholders actively participate in programme design and review, ensuring alignment with industry needs and societal expectations. These collaborative efforts enhance the relevance and quality of programmes, as reflected in the QA processes.	Academic board, administrative staff, external stakeholders.	Start: October 2024 – Finalised: February 2025

<p><b>MR6:</b> Provide stronger documented evidence of student involvement in course design and improvement.</p>	<p><b>Action Taken:</b> Students and their representatives contribute to course design and improvement through participation in QA committees and programme evaluations. These processes are documented and integrated into the QA system, emphasizing their role in continuous improvement.</p>	<p>Academic Board and Students.</p>	<p>Start: Oct 2024 – Revised by Feb 2025 (and ongoing for future cohorts)</p>
<p><b>R2:</b> Develop an explicit definition of student workload in ECTS terms.</p>	<p><b>Action Taken:</b> Student workload is clearly defined in ECTS terms, encompassing contact hours, independent study, assessments, and examinations. This approach ensures transparency, equity, and alignment with international standards, supporting student success.</p>	<p>Lecturers.</p>	<p>Start: October 2024 – Finalised: May 2025</p>

<p><b>R3:</b> Prepare a detailed description of learning dynamics and tutor-learner interaction.</p>	<p><b>Action Taken:</b> Learning dynamics and tutor-learner interaction are detailed in the QA policy, emphasizing active learning, mutual respect, and autonomy. These practices foster a student-centred educational environment, with pedagogical methods tailored to encourage collaboration and continuous feedback.</p>	<p>Lecturer and Chairperson.</p>	<p>Start: October 2024 – Finalised: May 2025</p>
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**STANDARD 4: STUDENT-CENTRED LEARNING, TEACHING AND ASSESSMENT**

**JUDGEMENT:**

EIMS does not meet the requirements of Standard 4.

<p><b>Recommendation (as per EQA Report)</b></p>	<p><b>Take-up and Implementation of Recommendation</b></p>	<p><b>Responsible personnel/team</b></p>	<p><b>Dates of implementation (initiation date - finalisation)</b></p>
<p><b>MR7:</b> Formalise and standardise a procedure for providing feedback to students to assist in the learning process.</p>	<p><b>Action Taken:</b> EIMS has formalized and standardized its feedback procedures, ensuring that students receive consistent, timely, and actionable feedback on their performance. These procedures include structured mechanisms such as individual feedback sessions, assessment comments, and tracked comments through the LMS system, all of which are documented and</p>	<p>Academic Director and Academic Board.</p>	<p>Start: October 2024 – Finalised: February 2025</p>

	integrated into the quality assurance framework.		
<b>MR8:</b> Communicate with the MFHEA to ensure compliance with the licensing conditions with regard to the mode of delivery of courses.	<b>Action Taken:</b> EIMS has communicated with the MFHEA to align its operations with the licensing conditions regarding the mode of delivery. A compliance review has been undertaken, and adjustments have been made to meet all regulatory requirements. Ongoing communication with the MFHEA ensures sustained compliance.	Academic Director (also acting as Legal Representative).	Start: September 2024 – Finalised: November 2024 (ongoing monitoring maintained).
<b>KR7:</b> Develop and introduce an internal verification assessment policy.	<b>Action Taken:</b> EIMS has developed and implemented an internal verification assessment policy. This policy ensures fairness, consistency, and reliability in assessment processes across programmes. The Academic Board oversees its execution, aligning it with international standards and institutional quality assurance principles.	Lecturers and Academic Board expertise	Start: September 2024 – Finalised: November 2024 (ongoing application and monitoring).

<p><b>KR8:</b> Develop a formal, documented mechanism for student complaints and appeals and include this in the QA document.</p>	<p><b>Action Taken:</b> EIMS has established a formal and documented mechanism for handling student complaints and appeals. This mechanism ensures transparency, fairness, and efficiency and has been included in the QA document. Students can now access clear procedures for resolving their concerns, which are supported by a structured appeals process.</p>	<p>Academic Board and Administrative staff.</p>	<p>Start: September 2024 – Finalised: November 2024 (ongoing monitoring maintained).</p>
<p><b>KR9:</b> Present a clearer link of how the learning outcomes are linked to the assessment procedures.</p>	<p><b>Action Taken:</b> EIMS has clearly defined the relationship between learning outcomes and assessment procedures. This ensures that students fully understand the intended outcomes and how these align with their assessments. Course guides now include detailed descriptions of outcomes, assessment criteria, and methods, allowing students to track their progress effectively.</p>	<p>Lecturers and Academic Board.</p>	<p>Start: September 2024 – Finalised: November 2024</p>

<p><b>KR10:</b> Increase the administrative support to cater for the current and future load of administrative work.</p>	<p><b>Action Taken:</b> Following the audit and recommendations for improvement, EIMS has implemented significant enhancements across its courses. Recent developments include the appointment of dedicated personnel responsible for Visa processing and social media communications. Future initiatives will focus on expanding staff capacity and optimising administrative processes to ensure greater efficiency in task management, ultimately enhancing support for both students and Faculty.</p>	<p>Academic Board, Administrative Management, QA Committee (from AY 2025/26), with external advice when required.</p>	<p>Start: June 2025 (HR plan finalised and approved) Implementation: from October 2025 onwards (progressive recruitment aligned with BSc Dental Science launch)</p>
<p><b>R4:</b> The panel encourages the management to make the use of the premises for studying and using IT resources more available for students outside normal lecturing hours.</p>	<p><b>Action Taken:</b> EIMS has extended access to study premises and IT resources beyond regular hours. This change supports flexible learning, ensuring that students can access the resources they need to succeed academically at their convenience.</p>	<p>Administrative Staff and IT staff.</p>	<p>September 2024 – Ongoing (review completed June 2025, continuous monitoring maintained)</p>

<b>R5:</b> EIMS could have more scientific resources made available for use by students.	<b>Action Taken:</b> EIMS has invested in additional scientific resources, including an online library and advanced learning tools. These resources ensure that students have access to the latest academic materials, enhancing their learning experience and professional development.	Academic staff and administrative staff.	Start: September 2024 – Finalised: June 2025 (ongoing expansion of resources).

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

**JUDGEMENT:**

EIMS needs improvement to meet the requirements of Standard 5.

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>	<b>Responsible personnel/team</b>	<b>Dates of implementation (initiation date - finalisation)</b>
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<p><b>KR11:</b> clearly define the admission criteria and procedures in a separate policy/regulation.</p>	<p><b>Action Taken:</b> EIMS has developed a standalone Admissions Policy that outlines specific eligibility requirements, application processes, and evaluation criteria. This policy ensures fairness and transparency in the selection process and compliance with institutional and regulatory standards. The eligibility criteria are clearly stated on the EIMS website to ensure accessibility and clarity for prospective applicants.</p>	<p>Admissions Board; Administrative staff.</p>	<p>Start: September 2024 – Finalised: November 2024.</p>
<p><b>KR12:</b> Publish the Student Guidelines on the website for prospective students.</p>	<p><b>Action Taken:</b> EIMS has published a comprehensive Student Handbook on its website for prospective students. The handbook includes details about available programmes, application processes, and institutional expectations. This ensures that prospective students have access to accurate and timely information to make informed decisions about their education.</p>	<p>Lecturers and Administrative staff</p>	<p>Start: September 2024 – Finalised: November 2024.</p>

<p><b>KR13:</b> decide on a formal procedure to systematically monitor student progression.</p>	<p><b>Action Taken:</b> EIMS has introduced a formalised procedure to systematically monitor student progression. This framework tracks academic milestones, identifies potential challenges, and ensures timely support to students. Monitoring is carried out by the Head of Institution and support staff, based on clearly defined progression and re-enrolment criteria. The procedure is outlined in a dedicated institutional policy and reviewed annually to ensure its continued effectiveness and compliance.</p>	<p>Lecturers and Academic staff.</p>	<p>Start: December 2024 – Finalised: February 2025</p>
<p><b>KR14:</b> introduce arrangements needed to accommodate students with special needs.</p>	<p><b>Action Taken:</b> EIMS has implemented arrangements to accommodate students with special needs. These include tailored resources, adaptive assessments, and access to specialized support services. This commitment ensures an inclusive academic environment, aligning with institutional values and regulatory requirements.</p>	<p>Academic Director and Administrative Staff.</p>	<p>Start: September 2024 – Finalised: February 2025.</p>

<b>R6:</b> EIMS could better manage documentation to ensure that student dossiers contain all needed documents, including copies of certificates.	<b>Action Taken:</b> EIMS has enhanced its documentation processes to ensure that student dossiers contain all required records, including copies of certificates. This improvement supports effective record-keeping practices and ensures compliance with regulatory standards.	Academic Director and Administrative staff.	Start: September 2024 – Finalised: February 2025.

**STANDARD 6: TEACHING STAFF**

**JUDGEMENT:**

EIMS needs improvement to meet the requirements of Standard 6.

<b>Recommendation (as per EQA Report)</b>	<b>Take-up Implementation and Recommendation</b>	<b>Responsible personnel/team</b>	<b>Dates of implementation (initiation date - finalisation)</b>
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<p><b>MR9:</b> Formalise a standard document to include the interviewing process for recruiting and selecting lecturers.</p>	<p><b>Action Taken:</b> EIMS has developed a Standard Operating Procedure (SOP) for Interviewing and Selecting Lecturers. This document outlines detailed steps, evaluation criteria, and responsibilities to ensure transparency and consistency in the recruitment process. Refer to the [SOP for Lecturer] for further details.</p>	<p>Academic Director and Academic Board.</p>	<p>Start: September 2024 – Finalised: February 2025.</p>
<p><b>KR15:</b> Develop and document a formalised appraisal system for lecturers.</p>	<p><b>Action Taken:</b> EIMS has introduced a formal appraisal system to assess lecturer performance, ensuring continuous professional development and alignment with institutional teaching standards.</p>	<p>Academic Director and Academic Staff.</p>	<p>Start: September 2024 – Finalised: February 2025.</p>
<p><b>KR16:</b> Develop a procedure to monitor the quality of teaching delivered to students.</p>	<p><b>Action Taken:</b> EIMS has implemented a systematic process for monitoring teaching quality. This includes regular evaluations, peer reviews, and analysis of student feedback to maintain high teaching standards and enhance learning outcomes.</p>	<p>Academic Director and Experts (oversight &amp; peer-review coordination).</p>	<p>Start: September 2024 – Finalised: February 2025.</p>

<b>KR17:</b> Provide a structured plan for pedagogical CPD for lecturers.	<b>Action Taken:</b> EIMS has established a comprehensive plan for pedagogical CPD, offering opportunities for lecturers to enhance their teaching methods, stay updated on educational trends, and deliver high-quality education.	Academic Director and Administrative staff.	Start: Sept 2024 – Finalised: Feb 2025
<b>R7:</b> Ensure that student feedback is shared with tutors.	<b>Action Taken:</b> EIMS ensures that feedback collected from student evaluations is systematically shared with tutors. This fosters a culture of collaboration and continuous improvement in teaching practices.	Administrative staff and lecturers	Start: February 2025 – Finalised: June 2025.

#### STANDARD 7: LEARNING RESOURCES AND STUDENT SUPPORT

##### JUDGEMENT:

EIMS needs improvement to meet the requirements of Standard 7.

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>	<b>Responsible personnel/team</b>	<b>Dates of implementation (initiation date - finalisation)</b>
<b>KR18:</b> Provide better acoustics inside the classrooms by making the necessary technical improvements.	<b>Action Taken:</b> EIMS has contacted specialists and conducted all necessary inspections to identify the source of the acoustic issues. However, no definitive cause was determined.	External acoustic specialist; Administrative staff (logistics); Academic Director (oversight).	Start: September 2024 – Finalised: November 2024 (monitoring ongoing AY 2025/26).

<p><b>KR19:</b> Expand its premises by adding new classrooms and spaces for the independent work of students.</p>	<p><b>Action Taken:</b> EIMS has outlined a development plan to expand its premises, including the availability of additional classrooms and independent study spaces. The plan aligns with future student intake projections and aims to provide a conducive environment for learning.</p>	<p>Academic Staff &amp; expertise in the field (oversight Academic Director).</p>	<p>Start: September 2024 – Plan finalised: June 2025;  Implementation: October 2025– March 2026 (phased);  Consolidation by June 2027.  Status: Ongoing (AY 2025/26 implementation; consolidation 2026/27).</p>

<p><b>KR20:</b> Increase the number of full-time administrative officers.</p>	<p><b>Action Taken:</b> EIMS will initiate the recruitment of additional full-time administrative officers once there is an increase in student enrollment or demand, ensuring that student support services and administrative operations remain efficient and well-managed. This proactive approach will allow EIMS to effectively address growing workloads while maintaining high-quality support for both students and Faculty.</p>	<p>Academic Board; Administrative Manager/HR; QA Working Group</p>	<p>Start: September 2024 – Finalised: June 2025 (HR plan approved); Implementation from October 2025 – ongoing (AY 2025/26)</p>
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<p><b>KR21:</b> Expand the number of administrative and academic services provided to students.</p>	<p><b>Action Taken:</b> EIMS is committed to expanding the range of student services to better support academic success and personal wellbeing. In addition to enhanced access to academic advisors and administrative assistance, EIMS has introduced structured counselling services and implemented a comprehensive Student Wellbeing and Success Strategy. These initiatives aim to provide timely support, promote mental health, and foster an inclusive, student-centred environment throughout the academic journey.</p>	<p>Academic Director, Administrative staff; Academic advisors/lecturers; QA Working Group</p>	<p>Start: September 2024 – Finalised: June 2025</p>
<p><b>KR22:</b> Provide scientific publications and access to research journals for students.</p>	<p><b>Action Taken:</b> EIMS has enhanced student access to scholarly publications and research journals through institutional support and subscriptions. Students benefit from open-access platforms such as Google Scholar (via institutional Google Workspace for Education), PubMed (MEDLINE), and Zenodo institutional repository (EIMS)</p>	<p>Academic Director; Administrative staff; QA Working Group</p>	<p>Start: September 2024 – Finalised: June 2025 Implementation from October 2025 – ongoing (phased activation of additional licensed databases as cohorts grow).</p>

<b>R8:</b> EIMS could increase the physical presence of professors for lectures and consultations with students.	<b>Action Taken:</b> EIMS has already increased the number of physical lecturers available for on-campus lectures and student consultations. Further efforts are ongoing to expand this presence, with additional scheduling adjustments and hiring plans to ensure enhanced student support.	Academic Director; Academic Board	Start: September 2024 – Finalised: June 2025 Status: Ongoing

**STANDARD 8: INFORMATION MANAGEMENT**

**JUDGEMENT:**

EIMS needs improvement to meet the requirements of Standard 8.

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>	<b>Responsible personnel/team</b>	<b>Dates of implementation (initiation date - finalisation)</b>
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<p><b>KR23:</b> EIMS should clearly describe the learning resources and student support services available to its students, ensuring transparency and accessibility.</p>	<p><b>Action Taken:</b> EIMS has clearly documented and communicated the full range of learning resources and student support services available to its students. These include digital tools, virtual and physical libraries, specialised software for medical and dental education, and structured academic and wellbeing support. All resources are described in the “Overview of Learning Resources and Student Support Services at EIMS”, available via Moodle and referenced in the QA documentation. These measures ensure transparency, accessibility, and informed student engagement. Additionally, EIMS regularly updates these resources to reflect evolving student needs, technological advancements, and academic developments.</p>	<p>Academic Director; Administrative staff; Lecturers</p>	<p>Start: September 2024 – Finalised: February 2025</p>
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<p><b>KR24:</b> EIMS should systematically collect, review, and evaluate educational data to support decision-making and enhance student outcomes</p>	<p><b>Action Taken:</b> EIMS has implemented a Standard Operating Procedure (SOP) for systematically collecting, reviewing, and evaluating educational data. This framework supports evidence-based, decision-making, improves student outcomes, and ensures continuous monitoring of academic processes, resource utilization, and student success. Details of this SOP are available in the updated QA policy.</p>	<p>Academic Director Administrative staff.</p>	<p>Start: September 2024 – Finalised: November 2024</p>
<p><b>R9:</b> EIMS could continue to improve and tailor the use of the CLASSTER platform to better align with its specific needs and the MFHEA's Standards</p>	<p><b>Action Taken:</b> EIMS is actively working to improve and tailor the CLASSTER platform to better align with its operational needs and ensure compliance with the MFHEA's Standards. Current efforts include identifying gaps in functionality, exploring customizations to enhance data accuracy and reporting, and planning staff training sessions to ensure effective use of the platform.</p>	<p>Academic Board; Academic Director; Administrative staff; – Classter team;</p>	<p>Start: September 2024 – Finalised (Phase 1): May 2025 Status: Ongoing</p>

**STANDARD 9: PUBLIC INFORMATION****JUDGEMENT:**

EIMS meets the requirements of Standard 9.

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>	<b>Responsible personnel/team</b>	<b>Dates of implementation (initiation date - finalisation)</b>
<b>KR25:</b> update its website with regard to application dates, to provide accurate and updated information to its prospective students.	<b>Action Taken:</b> EIMS is committed to publishing clear, accurate, and up-to-date information through its website and other public channels. Application dates are reviewed and updated regularly—at least once per semester—under the supervision of the Academic Director and relevant teams. The website distinguishes between public and restricted information and includes selection criteria, programme details, and institutional policies. These updates ensure that prospective students have timely access to accurate information when planning their academic journey.	Academic Director; Administrative Staff; IT expert.	Start: September 2024 – Finalised: November 2024

<p><b>KR26:</b> Publish all its approved documents related to teaching and learning on its website (including Student Guidelines and the Regulation on Recognition of Prior Learning).</p>	<p><b>Action Taken:</b> EIMS has published all approved documents related to teaching and learning, including the Student Handbook for prospective students and the Regulation on Recognition of Prior Learning, on its website. These documents are always accessible to students, staff, and stakeholders. Recently, EIMS has reviewed these documents to ensure they remain accurate, up-to-date, and aligned with institutional and regulatory standards. This initiative reinforces EIMS's commitment to transparency, accessibility, and continuous improvement.</p>	<p>Academic Director; Administrative Staff; IT/Web expert;</p>	<p>Start: September 2024 Finalised: June 2025</p>
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<p><b>R10:</b> EIMS's website could contain more information about student life and extracurricular activities.</p>	<p><b>Action Taken:</b> EIMS is working to enhance its website by adding more information about student life and extracurricular activities to provide prospective and current students with a better understanding of the vibrant campus experience available at EIMS. Student life information has always been accessible through the Moodle platform, ensuring students have a consistent and reliable resource for both academic and extracurricular engagement. Additional content is being progressively migrated to the public EIMS website to enhance visibility for prospective students.</p>	<p>Administrative staff; IT expert</p>	<p>Start: September 2024 Phase 1 finalised: May 2025 Status: Ongoing (AY 2025/26)</p>
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<p><b>R11:</b> EIMS could update and better use other social networks to communicate with its target audience.</p>	<p><b>Action Taken:</b> EIMS is actively enhancing its use of social media platforms to strengthen its digital presence and more effectively engage with its target audience. A dedicated staff member has been appointed to oversee social media communication, ensuring consistent, timely, and engaging content. These efforts aim to improve outreach and strengthen connections with both prospective and current students.</p>	<p>Academic Director; Administrative staff; IT/Web expert; From June 2025: Social Media &amp; Communications Officer</p>	<p>Start: September 2024 Finalised: June 2025 Status: ongoing</p>
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**STANDARD 10: ON-GOING MONITORING AND PERIODIC REVIEW OF PROGRAMMES**

**JUDGEMENT:**

EIMS does not meet the requirements of Standard 10.

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>	<b>Responsible personnel/team</b>	<b>Dates of implementation (initiation date - finalisation)</b>
<p><b>MR10:</b> Have a documented and formalized procedure for the monitoring and periodic review process of the courses it offers. This shall be included in the IQA document and must involve all internal and external stakeholders.</p>	<p><b>Action Taken:</b> EIMS has developed a documented and formalized procedure for the systematic monitoring and periodic review of its courses. This procedure, overseen by the Academic Board, ensures alignment with institutional goals and sectoral trends. Reviews are conducted annually and involve input from</p>	<p>Academic Director; Academic Board and External experts</p>	<p>Start: September 2024 – Finalised: February 2025</p>

	<p>students, faculty, alumni, and industry professionals. These reviews aim to maintain programme relevance, address stakeholder needs, and promote continuous improvement.</p>		
<p><b>MR11:</b> have a documented and formalized procedure for the monitoring and periodic review process of the IQA system of the institution, the QA processes, and procedures. This must involve contributions from all internal and external stakeholders.</p>	<p><b>Action Taken:</b> EIMS has implemented a formalized procedure for the monitoring and periodic review of its Internal Quality Assurance (IQA) system. This includes evaluating QA processes and procedures through tools such as SWOT analyses and action plans. The process involves input from internal and external stakeholders and ensures alignment with institutional objectives and regulatory standards, fostering continuous improvement.</p>	<p>Academic Director, Academic Board and Administration Staff.</p>	<p>Start: September 2024 – IQA review framework designed and piloted. Finalised: February 2025</p>

<p><b>KR27:</b> has a system in place to collect formal feedback from internal and external stakeholders and alumni, which information is fed back into the management mechanism of the institution.</p>	<p><b>Action Taken:</b> EIMS has implemented a system to collect formal feedback from internal and external stakeholders, including alumni. The system includes: Online meetings (programme boards, advisory boards); Dedicated email channels for ad-hoc comments; Google Forms for structured surveys (e.g. module/teaching evaluations, event feedback, alumni/employer surveys). Feedback is systematically analyzed and integrated into the institution's management mechanisms to enhance academic and operational practices. A Standard Operating Procedure (SOP) outlines the structured approach for ensuring transparency, consistency, and the effective utilization of feedback.</p>	<p>Academic Director; Academic Board and Administration Staff.</p>	<p>Start: September 2024 Finalised: February 2025</p>
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<p><b>R12:</b> EIMS could carry out synthesis and pooling of all the data collected by the institution. The outcomes can be used by the institution to enhance and improve QA mechanisms and training provision.</p>	<p><b>Action Taken:</b> EIMS actively consolidates institutional data from feedback, student performance and stakeholder input. The information is centralised, analysed for trends, and used to inform staff training and improvement actions. At present the process is overseen by the Academic Director; once QA Policy V02 is approved, responsibility transfers to the QA Committee, with data compiled by the Registry, analysed by the QA Committee, and monitored by the Academic Board. The process is formally outlined in the Policy for Data Synthesis and Utilization at EIMS</p>	<p>Academic Director; Academic Board; Administrative Staff</p>	<p>Start: September 2024 First consolidated report issued: June 2025.</p>
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<p><b>STANDARD 11: Cyclical External Quality Assurance</b></p>	
<p><b>JUDGEMENT:</b> EIMS meets the requirements of Standard 11.</p>	
<p><b>Recommendation (as per EQA Report)</b></p>	<p><b>Take-up and Implementation of Recommendation</b></p>