

EuropeanFunds.info
Follow-up report

STANDARD 1: STANDARDS FOR INTERNAL QUALITY ASSURANCE	
JUDGEMENT:	
Recommendation (as per EQA Report)	MR1 EuropeanFunds.info shall review and update the Internal Quality Assurance system document to develop a robust QA policy with detailed procedural steps for each Standard, within 16 weeks from the date of publication of this report. The process would also include a review and consolidation of the policies listed in the Internal QA System document.
Take-up and Implementation of Recommendation	The QA policy has been updated.
Person/s responsible for implementation	Trevor Fenech Katya Bartolo Lautier
Timeline	February 2024 - September 2024
References	Document A – QA Policy: All sections have been updated

Recommendation (as per EQA Report)	MR2 EuropeanFunds.info shall develop the necessary procedures to engage both external and internal stakeholders and keep track records of such engagement, within 16 weeks from the date of publication of this report.
Take-up and Implementation of Recommendation	An Internal Quality Assurance committee was set up immediately following the publication of the audit results. The IQA committee meets on a quarterly basis
Person/s responsible for implementation	Trevor Fenech Lara Fenech Ray Bartolo Katya Bartolo Lautier (whole team agreement to engage Martin Borg)
Timeline	February 2024
References	IQA Committee meetings

Recommendation (as per EQA Report)	MR3 EuropeanFunds.info shall revise the course participant feedback questionnaire to ensure confidentiality, immediately following publication of this report.
Take-up and Implementation of Recommendation	The course participant feedback has been updated and shifted to an online version. Feedback is given anonymously.
Person/s responsible for implementation	Katya Bartolo Lautier
Timeline	September 2023
References	Online feedback form

Recommendation (as per EQA Report)	MR4 EuropeanFunds.info shall upload the developed QA Policy document on the institution's website, within 16 weeks from the date of publication of this report.
Take-up and Implementation of Recommendation	The QA policy has been uploaded on our website.
Person/s responsible for implementation	Katya Bartolo Lautier
Timeline	September 2024
References	https://www.europeanfunds.info/qapolicy

Recommendation (as per EQA Report)	MR5 EuropeanFunds.info shall develop a strategic plan for its vision to cover the next five-year period with the active engagement and contribution of multiple internal and external stakeholders, within 16 weeks from the date of publication of this report.
Take-up and Implementation of Recommendation	A strategic plan has been developed.
Person/s responsible for implementation	Trevor Fenech
Timeline	September 2024
References	Document B -Strategic Plan 2024-28

STANDARD 2: INSTITUTIONAL PROBITY**JUDGEMENT:****Recommendation
(as per EQA Report)****MR6 EuropeanFunds.info shall strengthen the management team of the institution with experienced higher education professionals or professionals with a higher educational background, within 24 weeks from the date of publication of this report.****Take-up and Implementation of Recommendation**

This action has been completed, and the QA policy has also been updated in this regard.

Person/s responsible for implementationTrevor Fenech
Katya Bartolo Lautier**Timeline**

February 2024 – September 2024

ReferencesDocument A – QA Policy
- Section 3: Organisational Structure
- Section 5.3 Probity of the body corporate, legal representatives and the Head

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

Recommendation (as per EQA Report)	MR7 EuropeanFunds.info shall review the policies related to course design, development/validation and review to include the engagement of external stakeholders, within 16 weeks from the date of publication of this report.
Take-up and Implementation of Recommendation	Policies reviewed and the External Expert, in his role as Higher Education Professional, will also review the development of the courses.
Person/s responsible for implementation	Trevor Fenech Katya Bartolo Lautier
Timeline	February 2024 – September 2024
References	Document A – QA Policy Section 4 - Standards for internal quality assurance policy for quality assurance; Sections 4.1 - 4.6

Recommendation (as per EQA Report)	KR1 EuropeanFunds.info should develop processes to implement and record multiple internal and external stakeholder involvement in the design and approval of courses, within 16 weeks from the date of publication.
Take-up and Implementation of Recommendation	This action has been completed and incorporated with MR7.
Person/s responsible for implementation	Trevor Fenech Katya Bartolo Lautier
Timeline	February 2024 – September 2024
References	Document A – QA Policy Section 4 - Standards for internal quality assurance policy for quality assurance; Sections 4.1 - 4.6

Recommendation (as per EQA Report)	R1 EuropeanFunds.info could start the planning for the development of other accredited courses to offer course participants pathways of smooth progression.
Take-up and Implementation of Recommendation	Recommendation noted

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

Recommendation (as per EQA Report)	MR8 EuropeanFunds.info shall structure the assessment procedure to ensure assessment validity and reliability through the development of a well-structured comprehensive assessment policy, within 16 weeks from the date of publication of this report.
Take-up and Implementation of Recommendation	The Assessment policy has been developed and is included in QA policy
Person/s responsible for implementation	Trevor Fenech Martin Borg
Timeline	February 2024 – September 2024
References	Document A – QA Policy Section 4.5 - Policy for the assessment of participants

Recommendation (as per EQA Report)	KR2 EuropeanFunds.info should enhance information to course participants of the complaints/appeals procedure, immediately following publication of this report.
Take-up and Implementation of Recommendation	The complaints/appeals procedure has been included in a student handbook which will be distributed to participants.
Person/s responsible for implementation	Trevor Fenech Katya Bartolo Lautier
Timeline	August 24 - November 24
References	Document C - Student Handbook Section 4 - Complaints Procedure

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

Recommendation (as per EQA Report)	R2 EuropeanFunds.info could plan the development of other accredited courses to create a progression route for course participants.
Take-up and Implementation of Recommendation	Recommendation noted

Recommendation (as per EQA Report)	R3 EuropeanFunds.info could compile an RPL Policy document to facilitate the future progression routes for higher MQF level qualifications.
Take-up and Implementation of Recommendation	Recommendation noted

Recommendation (as per EQA Report)	R4 EuropeanFunds.info could compile and develop a students' handbook to guide participants and provide the relevant information in a concise and updated manner.
Take-up and Implementation of Recommendation	The student handbook has been created and is sent as an attachment
Person/s responsible for implementation	Trevor Fenech Katya Bartolo Lautier
Timeline	August 24 - November 24
References	Document C - Student Handbook

STANDARD 6: TEACHING STAFF**JUDGEMENT:**

Recommendation (as per EQA Report)	KR3 EuropeanFunds.info should develop and design a Trainer Observation Form and adequate follow-up action plan procedure, within 16 weeks from the date of publication of this report.
Take-up and Implementation of Recommendation	The Trainer Observation Form has been developed.
Person/s responsible for implementation	Trevor Fenech Katya Bartolo Lautier
Timeline	May 2024 – July 2024
References	Document D - Peer Trainer Observation Form

Recommendation (as per EQA Report)	KR4 EuropeanFunds.info should develop a comprehensive CPD Plan covering both content and pedagogical aspects of course delivery, within 16 weeks from the date of publication of this report.
Take-up and Implementation of Recommendation	The IQA committee has agreed on 100 hours per 3 years total (5ECTS).
Person/s responsible for implementation	IQA Committee
Timeline	November 2024
References	IQA Committee Meetings IQA Committee mtg 4_minutes: KR4 - CPD plan for teaching staff

Recommendation (as per EQA Report)	R5 EuropeanFunds.info could consider scheduling regular meetings for the different trainers to discuss and share experiences.
Take-up and Implementation of Recommendation	This recommendation has been noted and was added in the QA policy (Refer to Section 3.3).
Person/s responsible for implementation	IQA Committee
Timeline	February 2024 – September 2024
References	Document A – QA Policy QA policy: Section 3.3 Tuition Staff Unit QA policy: Section 3.4 Quality Assurance Unit

STANDARD 7: LEARNING RESOURCES AND STUDENT SUPPORT	
JUDGEMENT:	
Recommendation (as per EQA Report)	R6 EuropeanFunds.info could consider establishing an online repository of relevant course documentation.
Take-up and Implementation of Recommendation	Recommendation noted

STANDARD 8: INFORMATION MANAGEMENT**JUDGEMENT:**

Recommendation (as per EQA Report)	MR9 EuropeanFunds.info shall develop a system of archiving the internal databases of information to ensure that the archives would be available for 40 years, immediately following publication of this report.
Take-up and Implementation of Recommendation	Internal databases are saved in a SharePoint system and are made available for 40 years
Person/s responsible for implementation	Trevor Fenech Lara Fenech Ray Bartolo Katya Bartolo Lautier
Timeline	Internal databases of information have been in place since the company's inception
Direct links	In line with our security measures implemented within the company, the SharePoint link cannot be shared
References	Refer to <i>Figure 1: Screenshot of EuropeanFunds.info's Internal Database</i>

Recommendation (as per EQA Report)	R7 EuropeanFunds.info could develop and implement a process of collecting and tracking information from course graduates about their career paths.
Take-up and Implementation of Recommendation	Recommendation noted

Recommendation (as per EQA Report)	R8 EuropeanFunds.info could develop a more detailed and systematic approach to gathering and analysing information about the retention and success rates of course participants, once developing further courses of higher education
Take-up and Implementation of Recommendation	Recommendation noted

STANDARD 9: PUBLIC INFORMATION**JUDGEMENT:**

Recommendation (as per EQA Report)	MR10 EuropeanFunds.info shall provide all the necessary public information about the accredited course on its online sources, immediately following publication of this report.
Take-up and Implementation of Recommendation	This has been published on the website
Person/s responsible for implementation	Katya Bartolo Lautier
Timeline	March 2024
Direct links	https://www.europeanfunds.info/accredited-courses

Recommendation (as per EQA Report)	MR11 EuropeanFunds.info shall clarify the distinction between the accredited and non-accredited courses, immediately following publication of this report.
Take-up and Implementation of Recommendation	This has been published and distinguished on website.
Person/s responsible for implementation	Katya Bartolo Lautier
Timeline	March 2024
Direct links	www.europeanfunds.info
References	Refer to <i>Figure 2: Screenshot of website distinguishing between accredited and non-accredited courses</i>

Recommendation (as per EQA Report)	KR5 EuropeanFunds.info should develop ways to engage course participants to evaluate the sufficiency of the course information provided, within 16 weeks from the date of publication of this report.
Take-up and Implementation of Recommendation	The current evaluation form has been updated to evaluate the sufficiency of the course information provided.
Person/s responsible for implementation	Katya Bartolo Lautier
Timeline	November 2024
References	Feedback form: Section: Overall feedback (Page 6); Question 18

STANDARD 10: ON-GOING MONITORING AND PERIODIC REVIEW OF PROGRAMMES**JUDGEMENT:****Recommendation
(as per EQA Report)****MR12 EuropeanFunds.info shall compile a strategic plan and timeframe for the inclusion and engagement of external and internal stakeholders in the periodic review and monitoring of courses, within 16 weeks from the date of publication of this report.****Take-up and Implementation of Recommendation**

One of the quarterly meetings of the IQA committee would be on this matter.

Person/s responsible for implementation

IQA Committee

Timeline

September 2024

ReferencesDocument E - Internal Quality Committee (IQC)
Section 6: Responsibilities**Recommendation
(as per EQA Report)****MR13 EuropeanFunds.info shall establish the engagement of a range of external stakeholders in the periodic review and monitoring of courses, within 24 weeks from the date of publication of this report.****Take-up and Implementation of Recommendation**

One of the quarterly meetings of the IQA committee would be on this matter.

Person/s responsible for implementation

IQA Committee

Timeline

September 2024

ReferencesDocument E - Internal Quality Committee (IQC)
Section 6: Responsibilities

STANDARD 11: Cyclical External Quality Assurance

JUDGEMENT:

**Recommendation
(as per EQA Report)**

R9 EuropeanFunds.info could enhance the SAR reporting process by conducting a more holistic process embedded within IQA and reflecting a more exhaustive account/narrative.

Take-up and Implementation of Recommendation

Recommendation noted

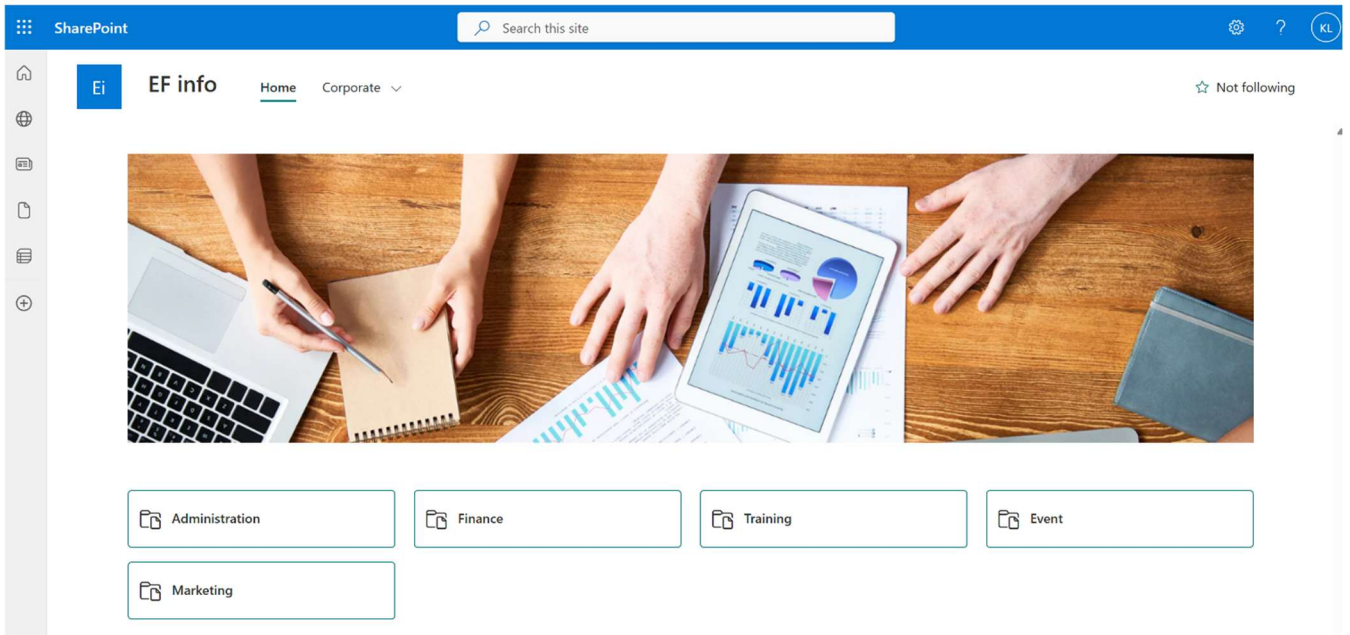


Figure 1: Screenshot of EuropeanFunds.info's Internal Database

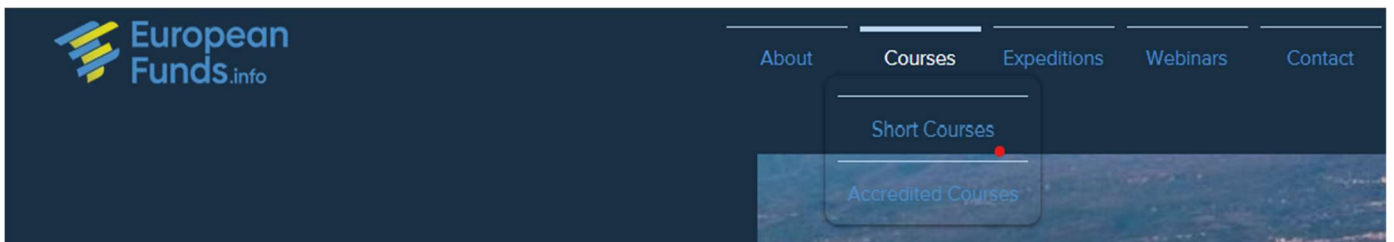


Figure 2: Screenshot of website distinguishing between accredited and non-accredited courses