



Malta Further & Higher Education Authority

COVERING NOTE TO THE QUALITY ASSURANCE AUDIT REPORT PREPARED BY THE MFHEA FOLLOWING A REVIEW OF

School of Business and Management

October 2025

INTRODUCTION

The Board has received and endorsed the EQA report from the Quality Assurance Committee, which was drafted by the external review panel that was set up to carry out a quality audit of School of Business and Management in connection with the change of licence from Further Education Institution to Further and Higher Education Institution, in line with the requirements of the *External Quality Assurance Provider Accreditation Manual for Higher Education Institutions* and relevant MFHEA regulations. The review took place on 20th and 21st March 2025 and the report reflects the findings at that time.

All providers that undergo an MFHEA audit are measured against the 11 Standards laid down in the *External Quality Assurance Provider Accreditation Manual for Higher Education Institutions*. These Standards are based on the European Standards and Guidelines (ESG).

The Board is determined that the Authority should carry out its regulatory responsibilities for standards in further and higher education independently, even-handedly, objectively and in a transparent manner. The response to the audit by School of Business and Management is included in the report.

ANALYSIS

The quality audit is a tool for both development and accountability; it has reviewed the internal quality assurance system of School of Business and Management and assessed whether the system is:

- fit for purpose according to School of Business and Management courses and service users;
- compliant with the *External Quality Assurance Provider Accreditation Manual for Higher Education Institutions* and relevant MFHEA regulations, and contributing to the development of a national quality culture;
- contributing to the fulfilment of the broad goals of Malta's Education Strategy 2024-2030;
- implemented with effectiveness, comprehensiveness and sustainability.

The audit benchmarks the QA system and procedures within an institution against 11 Standards, namely:

Standard 1: Mission and strategic management

Standard 2: Governance, organisational structure and administration

Standard 3: Quality management

Standard 4: Integrity, accountability and information management

Standard 5: Teaching and administrative staff

Standard 6: Design, monitoring and review of programmes

Standard 7: Student-centred learning, teaching and assessment

Standard 8: Student administration and student support services

Standard 9: Learning resources and facilities

Standard 10: Research, development and/or other creative activity

Standard 11: Institutional cooperation, service to society and internationalisation

The main lines of inquiry were focused on assessing the fitness for purpose and effectiveness of the Internal Quality Assurance (IQA) processes at School of Business and Management, its compliance with established regulations and any conditions or restrictions issued by the MFHEA and its governance and financial sustainability.

FINDINGS

On the basis of the findings documented in the report, the panel has concluded that School of Business and Management is fully compliant with Standards 5, 6 and 9, substantially compliant with Standards 3, 4, 7 and 8 and partially compliant with Standards 1, 2 and 11. Standard 10 was considered not applicable. The recommendations in the report are meant to improve the Standards already in place and to enhance good practice.

FOLLOW-UP

School of Business and Management has drawn up an action plan for improvement, which is included in the report. The MFHEA will be documenting and assessing the actions taken by School of Business and Management in a series of follow-ups to the audit. The first element of the follow-up will take place in **October 2026** when School of Business and Management will outline the take-up and implementation of the recommendations put forward by the review panel in a report.