



Malta Further & Higher Education Authority

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

LONDON SCHOOL OF COMMERCE MALTA

November 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 the London School of Commerce Malta in line with the requirements of the *National Quality Assurance Framework for Further and Higher Education* and the regulations of the MFHEA. The review took place between 28th and 30th April 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* in accordance with the Maltese *National Quality Assurance Framework for Further and Higher Education*. 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 the London School of Commerce Malta 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 the London School of Commerce Malta and assessed whether the system is:

- fit for purpose according to the London School of Commerce Malta's courses and service users;
- compliant with Standards and 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 the following Standards:

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 London School of Commerce Malta, its compliance with established regulations and any conditions or restrictions issued by the MFHEA and its governance and financial sustainability.

FINDINGS

The panel considered 11 Standards. Of these, Standard 11 was considered partially compliant, Standards 1, 5, 7 and 8 were considered substantially compliant and Standards 2, 3, 4, 6 and 9 were considered fully compliant. Standard 10 is not applicable to the London School of Commerce Malta.

FOLLOW-UP

The London School of Commerce Malta 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 the London School of Commerce Malta in a series of follow-ups to the audit. The first element of the follow-up will take place in **November 2026** and the London School of Commerce Malta will outline the take-up and implementation of the recommendations put forward by the review panel in the report.