

MCAST – Follow-up report

STANDARD 1: STANDARDS FOR INTERNAL QUALITY ASSURANCE		
JUDGEMENT: Meets Standard (recommended by Appeals Committee)		
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation	Supporting Evidence
<p>KR, <i>No Number</i>, (initially MR1, change recommended by Appeals Committee): MCAST shall, within 6 months from the date of publication of this report, further develop its current policy for quality assurance. Such a more comprehensive document would describe the general approach taken by MCAST to quality assurance and explain the structures through which quality assurance is to form part of the strategic management at MCAST. The policy is to define the organisation and respective responsibilities of the various entities and stakeholders in the quality assurance activities, ensuring that lines of reporting and guidance are provided to all entities concerning their respective roles.</p> <p><i>(The wording of this finding was updated by the panel and endorsed by the QAC/MFHEA, following which, the Appeals Committee recommended that MR1 be changed to KR. As a consequence of this and when considering the other recommendations put forward by the audit panel, the Appeals Committee believes that a 'Meets Standard' would have been a fairer judgement for this Standard.</i></p>	<p>1. The Policy for Quality Assurance has undergone a comprehensive review, resulting in closer alignment with the requirements of the Authority. This revision forms part of a broader initiative that includes an update of the College's Manual for the Academic Quality Management System, as well as the Quality Management System itself. These updates will reflect the standards applied within MCAST's more regulated centres and institutes, with the intention of ensuring consistent application across all institutes, centres and campuses.</p> <p style="text-align: center;"><i>In hand – ongoing updating and implementation</i></p> <p>2. Formal management review system across all institutes and areas within MCAST via the Institutes' Boards of Studies (BoSs) with the BoSs feeding into MCAST's Vocational and Professional Council (VPC) as per MCAST Act 2023 supported by a Quality Assurance Framework set-up that has been tried and tested within MCAST by appointing a QA Contact Person rep per institute/centre/department. Two Training Sessions were held on the 25th and the 26th of June 2025. Workshops scheduled throughout 2026</p> <p style="text-align: right;"><i>Actioned</i></p> <p>3. As per Appeals Committee strong recommendation, MCAST, with the onboarding of more personnel, is to actively monitor the implementation and outcomes of its existing policies.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>Attachments:</p> <p>DOC_002_DRAFT_MCAST QUALITY POLICY - S1 KR <i>No Number</i></p> <p>QA CPs ToRs-Role Description S1 KR <i>No Number</i></p> <p>QA Contact Persons Training Agenda 25th and 26th June 2025 – S1 KR <i>No Number</i></p> <p>QA Contact Persons Training Attendance, S1 KR <i>No number</i></p> <p>QA Contact Persons Training Session Photo 25.06.2025 S1 KR <i>No number</i></p> <p>QA Contact Persons Training Session Photo 26.06.2025 S1 KR <i>No number</i></p> <p>New MCAST QA Dept Organigram – S1 KR <i>No Number</i></p> <p>APR Attendance report on teams S1 KR1</p>
<p>KR1: MCAST should, within 12 months from the date of publication of this report, develop a harmonised approach to systematic monitoring and follow-up of</p>	<p>1. Annual Programme Review (APR) process/template drafted and approved, revised and piloted by QA based on stakeholder feedback.</p>	<p>Links:</p> <p><u>ANNUAL PROGRAMME REVIEW PROCEDURE (DOC 452 CORP REV A)</u></p>



<p>academic activities at programme level, including subsequent reporting and systematic planning activity at department or institute level, and a planned flow of condensed information in a fixed format, directed to the management level, that will assist the MCAST management in developing institutional oversight of the activities undertaken at the programme level, and ensure that overarching strategies and policy priorities are appropriately integrated in the planning and conduct at programme level.</p>	<p>2. The outcome of the foregoing culminating in an online training session for all MCAST Institute Coordinators responsible for the coordination of programmes and the respective Deputy Directors and Directors prior to implementation.</p> <p>Training Seminar held on 9th December 2025. Meeting was recorded and shared on the MCAST Intranet.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>Attachments:</p> <p>DOC_448_CORP_REV_DRAFT_B_ANNUAL-PROGRAMME-REVIEW-REPORT-TEMPLATE S1 KR1</p> <p>(APR) Training session invite S1 KR1</p> <p>Annual Programme Review Training_Agenda S1 KR1</p>
<p>KR2: MCAST should, within 12 months from the date of publication of this report, develop a systematic provision of student feedback at course and programme levels, taking into consideration appropriate differences in the approach and scope, in view of the differences in the student population, reflecting the course contents varying from MQF Intro Level A to MQF Level 8.</p>	<p>1. Questionnaires to all students scheduled to be rolled out on an annual basis in varying formats. Last roll out - June 2025.</p> <p>2. Generic and institute-based analysis of the data thereby garnered by the MCAST Data Analyst was disseminated to the various institutes/centres and management/ governance for application in the APR referred to above and management decisions.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>Attachments:</p> <p>Student End of Unit Survey 2023 - S1 KR2</p> <p>Student End of Programme Survey 2025 - PPT - S1 KR2</p> <p>Alumni Tracer Study Results 2025_S1 KR 2</p> <p>Student (MQF lv 4 - 7) End of Year Evaluation Survey Template S1 KR2</p> <p>Student (MQF lv 1 - 3) End of Year Evaluation Survey Template S1 KR2</p> <p>DOC_XXX_CORP_DRAFT_REVIEW_A_MCAST SURVEYS AND TRACER STUDIES POLICY AND PROCEDURE - S1 KR2</p>

<p>STANDARD 2: INSTITUTIONAL PROBITY</p>		
<p>JUDGEMENT: Meets Standard</p>		
<p>Recommendation (as per EQA Report)</p>	<p>Take-up and Implementation of Recommendation</p>	<p>Supporting Evidence</p>
<p>R1: Removal recommended by Appeals Committee</p>	<p>MCAST EQA Report dated 21.11.2022 to be read in conjunction with the Appeals Committee Report dated 04.06.2024 reflecting the justification/recommendation.</p>	



STANDARD 3: DESIGN AND APPROVAL OF PROGRAMMES

JUDGEMENT: Meets Standard

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation	Supporting Evidence
<p>KR3: MCAST should, within 6 months from the date of publication of this report, analyse the practice of those Institutes which use the focus groups of students as a tool to get an overview of students' needs and should, within 12 months from the date of publication of this report, implement this practice in all departments, in this way strengthening involvement of students in programme design.</p>	<p>There must be a misunderstanding as institutes do not use focus groups for such purposes. Notwithstanding, the recommendation to strengthen involvement of students in programme design has been implemented and will continue to be implemented as in the below:</p> <ol style="list-style-type: none"> 1. Involve and appoint students on Boards as per MCAST Act 2023. 2. Gather, analyse and disseminate feedback from students on a regular basis, e.g., on programmes, policies, procedures, processes, etc. <p style="text-align: right;"><i>Actioned</i></p>	<p>Attachments:</p> <p>Sample Communication trail_QA_KSM - S3 KR3</p> <p>KSM - QA meeting 1, 23-04-25 - minutes S3 KR3</p> <p>KSM Feedback on MCAST Programme Regulations 2025_S3 KR3</p> <p>MCAST student involvement Boards/KSM – S3 KR3</p> <p>Photo Evidence - AI Conference - Present KSM Panel Speaker S3 KR 3</p> <p>Conference on AI in Further and Higher Education Agenda S3 KR3</p>
<p>KR4: MCAST should, within 6 months from the date of publication of this report, develop ways of receiving alumni opinions and ideas on the design of new as well as a review of existing study programmes.</p>	<p>The recommendation was implemented via an Alumni Tracer Study and Feedback Survey conducted over the telephone with the involvement of the Student Outreach Services Departments and with data gathered having a particular impact on the design, delivery and effectiveness of MCAST's Education & Training Programmes.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>Attachments:</p> <p>Agenda - Tracer Study Training 29.05.2025 - S3 KR4</p> <p>Alumni Tracer Study Results 2025_S1 KR 2, S3 KR 4</p> <p>ALUMNI TRACER STUDY Structure 02.04.2025 - S3 KR4</p>
<p>R1: MCAST could think of ways to provide feedback to external stakeholders about the changes implemented in the study programmes.</p>	<p>Stakeholders external to MCAST are on the Boards affecting review and numbers have been reinforced as per the new MCAST Act 2023.</p> <p>Another successful example of this practice is the Apprenticeship Onboarding Event held in January 2024 and repeated annually in January 2025.</p> <p>Further examples include the various events organised and carried out with the heavy involvement of external stakeholders, such as the MDIA and IDPC, with respect to the implications of AI in Further and Higher Education.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>Attachments:</p> <p>Encounter MCAST meets Industry - Hack for Skills 17-11-23 - S3 R1</p> <p>Quality Apprenticeship Conference-FP 14-11-23 S3 R1</p> <p>MCAST_ONBOARDING EVENT_2024_list of participants S3 R1</p> <p>Links:</p> <p><u>MCAST – NSC Conference on Occupational Standards and Skills card</u></p>



		<p><u>Encounter Series Event – MCAST Meets Industry: ICS Hair Show</u></p> <p><u>MCAST Apprenticeship Onboarding Event at Paola Campus January 2025</u></p> <p><u>Conference on AI in Further and Higher Education</u></p>
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STANDARD 4: STUDENT-CENTRED LEARNING, TEACHING AND ASSESSMENT

JUDGEMENT: Meets Standard

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation	Supporting Evidence
<p>KR5: MCAST should, within 3 months from the date of publication of this report, create a formal timeframe for the assignment verifier process.</p>	<p>Formal timeframe has been in place in the pertinent procedure, DOC 086, Section 6, for a number of years. This was supplied to the original panel.</p> <p>Institutes have been and are implementing same with QA oversight.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>Links:</p> <p><u>INTERNAL VERIFICATION PROCEDURE (DOC_086_CORP_REV_C_)</u></p>
<p>R3: MCAST could create assignment creation guidelines at an Institute level to further assist academic staff.</p>	<p>MCAST has, via a dedicated working group, explored ways in which guidelines can be created to streamline support and guidance to academic staff. The working group within whose remit this falls issued an initial consultation by gathering information on Assessment via its Academic Staff survey, and has concluded its mission culminating in a workshop to gather feedback from all MCAST Institute Coordinators responsible for the coordination of programmes and the respective Deputy Directors and Directors prior to finalising the guidelines, which will also feed into a stand-alone Assessment Policy/Procedure.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>Attachments:</p> <p>Data From Academic Survey 2025-re: Assessment - S4 R3</p> <p>DOC XXX_CORP_REV_DRAFT_A_ASSIGNMENT CREATION GUIDELINES S4 R3</p> <p>Attendance List - Assessment Creation Guidelines Session 11-12-2025 - S4 R3</p> <p>Assessment Creation Guidelines Seminar - Workshop Activity Feedback - S4 R3</p> <p>Assessment Creations Guidelines Photo evidence 11-12-2025 – S4 R3</p> <p>Programme for Assessment Creation Guidelines Training Event 11.12.2025 - S4 R3</p>
<p>R4: MCAST could include students in the cyclical review process where it concerns the updating of modes of delivery and assessment.</p>	<p>Student involvement has been integrated, as indicated in MCAST policies and procedures and forms pertaining to the accreditation and cyclical review process (sections pertaining to stakeholder feedback refer). Moreover, students also hold roles on dedicated Boards affecting review. The number of students</p>	<p>Links:</p> <p><u>CYCLICAL-REVIEW-REPORT-FORM (DOC_168_CORP_REV_A_)</u></p> <p><u>PROPOSAL-FORM-FOR-THE-APPROVAL-OF-NEW-ACCREDITED-PROGRAMMES-BY-THE-VPC (DOC_341_CORP_REV_K_)</u></p>



	<p>has been reinforced as per the new MCAST Act 2023. Students have also been given access to the recently established Academic Programmes Committee (APC).</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>Attachments:</p> <p>Academic Programmes Committee (APC) – TOR – S4R4</p>
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STANDARD 5: STUDENT ADMISSION, PROGRESSION, RECOGNITION AND CERTIFICATION

JUDGEMENT: Meets Standard

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation	Supporting Evidence
<p>KR6: MCAST should, within 6 months from the date of publication of this report, finalise the RPL, RPCL and RPEL policies and procedures.</p>	<p>Since policies and procedures are already in place, MCAST will update and finalise the RPL, RPCL and RPEL policies in accordance with the way forward identified in line with S7 KR9 'maturity clause' below.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>Links:</p> <p><u>RECOGNITION OF PRIOR LEARNING (RPL) POLICY AND PROCEDURE</u> (DOC_358_CORP_REV_E_)</p> <p><u>RECOGNITION OF PRIOR CERTIFIED LEARNING (RPCL) FOR EXEMPTIONS POLICY AND PROCEDURE</u> (DOC_360_CORP_REV_C_)</p> <p><u>RECOGNITION OF PRIOR EXPERIENTIAL LEARNING (RPEL) FOR ADMISSION AND EXEMPTION POLICY AND PROCEDURE</u> (DOC_361_CORP_REV_B_)</p>

STANDARD 6: TEACHING STAFF

JUDGEMENT: Meets Standard

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation	Supporting Evidence
<p>MR2: Removal recommended by Appeals Committee</p>	<p>MCAST EQA Report dated 21.11.2022 to be read in conjunction with the Appeals Committee Report dated 04.06.2024 reflecting the justification/recommendation.</p>	
<p>KR7: MCAST should, within 6 months from the date of publication of this report, design a formalised policy for regular staff satisfaction surveys that also includes communication of results and actions taken upon the results.</p>	<p>Staff satisfaction survey was carried out in 2025.</p> <p>Following distribution and receipt of feedback, data generated was collated, analysed and evaluated to apprise Senior and Executive Management of the findings and induce same to draft corrective action plans and implement them as well as to feed into the creation or updating of policies and procedures.</p>	<p>Attachments:</p> <p>Staff (Non-Teaching Grades) Survey (2024 - 2025) S6 KR7</p> <p>MCAST Staff Survey (Teaching Grades) (2024 - 2025) S6 KR7</p> <p>Staff (Non-Teaching Grades) Survey results (2024 - 2025) S6 KR7</p>



	<p>Policy has been drafted and is pending approval for release.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>MCAST Staff Survey (Teaching Grades) results (2024 - 2025) S6 KR7</p> <p>DOC_XXX_CORP_DRAFT_REV_A_MCAST SURVEYS AND TRACER STUDIES POLICY AND PROCEDURE - S6 KR7</p>
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STANDARD 7: LEARNING RESOURCES AND STUDENT SUPPORT

JUDGEMENT: MCAST requires improvement to meet Standard 7.

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation	Supporting Evidence
<p>MR3: MCAST shall, within 12 months from the date of publication of this report, arrange even distribution of library resources and other learning resources among MCAST students and ensure that mandatory course literature is available in the MCAST Library.</p>	<p>Although this finding is not substantiated following a multi-million euro investment in the new MCAST Resource Centre that houses the library, it is to be taken on as an opportunity to stocktake and update same and, hence, as an opportunity to update the policy/procedure where the Library/MRC is concerned.</p> <p>Moreover, since the date of the finding the MCAST Library has adopted the ExLibris system, a world-class, integrated platform for resource management and discovery. By adopting ExLibris, the MCAST Library has transformed its services into a modern, cloud-based ecosystem, ensuring seamless access and an enhanced user experience for students and researchers alike. This strategic upgrade complements the institution's multimillion-euro infrastructural investment, reinforcing its commitment to innovation and excellence.</p> <p>The MCAST library has also opened its doors to the public, emphasising the College's focus on lifelong learning and community engagement.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>Links: <u>LIBRARY AND LEARNING RESOURCES CENTRE REGULATIONS (DOC_041-CORP-REV-H)</u></p> <p><u>Library ExLibris System</u></p> <p><u>MCAST library Electronic Resources</u></p>
<p>MR4: MCAST shall, within 1 month from the date of publication of this report, stop the practice of Institute Directors appointing student representatives and shall, within 24 months from the date of publication of this report, work together with</p>	<p>While the first is not the case, as student reps on student bodies are appointed following rigorous procedures and processes, the second and third have been the practice at MCAST for years.</p>	<p>Links: <u>STUDENT AND STAFF ELECTIONS PROCEDURE (DOC_275_CORP_REV_C_)</u></p>



<p>the Student Council and student body on strengthening the role and impact of student representatives, as well as communicating this impact to the general student body.</p>	<p>Students are on all Boards and numbers have been reinforced, as per the new MCAST Act 2023.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p><u>Article: New MCAST student Council announced following elections</u></p> <p>Attachments:</p> <p>Student Elections Email Screenshot S7 MR3</p>
<p>KR8: MCAST should, within 24 months from the date of publication of this report, analyse vulnerability factors among MCAST students and adopt a general MCAST policy on vulnerable and underrepresented students based on the results.</p>	<p>This measure is to be three-phased:</p> <ol style="list-style-type: none"> 1. Gather data on vulnerability factors experienced by MCAST students via a possible number of research tools such as questionnaires, focus groups or key-informant interviews. 2. Analyse vulnerability factors thereby identified to apprise Senior and Executive Management of the findings and induce same to draft corrective action plans and implement them. 3. Update any relative policies as necessary. <p style="text-align: right;"><i>November 2026</i></p>	
<p>KR9: MCAST should, within 24 months from the date of publication of this report, design the procedure of access to study programmes through recognition of informal and non-formal learning (RPEL) in a way which treats all the groups of prospective students the same. This includes abolishing the separate treatment of students over a certain age, which is already in MCAST's plans.</p>	<p>Whilst the abolishment of the maturity clause was never in MCAST's plans and inadvertently misled the panel or there was a misunderstanding, this recommendation will be addressed in two phases:</p> <ol style="list-style-type: none"> 1. The implementation of the RPEL policy already launched will be reviewed as per S5 KR6 above. 2. Plans are underway to integrate provisions for a wider audience to benefit from the RPEL option in harmony with the 'maturity clause'. <p style="text-align: right;"><i>November 2026</i></p>	
<p>KR10: MCAST should, within 24 months from the date of publication of this report, ensure stronger coherence and harmonisation of operations of different MCAST units working on student support, including the connections with teaching staff.</p>	<p>This recommendation has been implemented in two phases:</p> <ol style="list-style-type: none"> 1. Inter-departmental meetings to improve coherence and harmonisation of operations. 	<p>Attachments:</p> <p>Staff Guidelines to Student Support Training Agenda - S7 KR10 R6</p> <p>Staff Quick Guide to Student Support - S7 KR10 R6</p>



	<p>2. Widening the understanding and bringing closer the work of the Inclusive Education Unit to the Institutes via more regular communication.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>IEU Students List Communication 2023-2024 - S7 KR10</p> <p>IEU Students List Communication 2024-2025 - S7 KR10</p> <p>IEU Students List Communication 2025-2026 - S7 KR10</p>
<p>R5: MCAST could start tracking data about the success of students for whom detected vulnerability factors are present; use this as an analytical basis for policies on inclusivity.</p>	<p>This measure is to be addressed as in KR8 above:</p> <ol style="list-style-type: none"> 1. Gather data on vulnerability factors experienced by MCAST students via research tools, such as questionnaires. 2. Analyse vulnerability factors thereby identified to apprise Senior and Executive Management of the findings and induce same to draft corrective action plans and implement them. 3. Update any relevant policies, as necessary. 	
<p>R6: MCAST could assess the potential of merging certain student support units or at least connecting them better, in order to enable more synergies, peer learning and exchange of experiences.</p>	<p>This recommendation will be implemented in two phases:</p> <ol style="list-style-type: none"> 1. Meetings with internal stakeholders on ways in which certain student support units may be merged or connected to enable more synergies, peer learning and exchange of experiences. 2. MCAST developed a comprehensive manual to support staff in effectively guiding students to the services offered by the College. The publication was the result of a series of collaborative meetings with multiple internal stakeholders, whose direct contributions informed its content. A consultation session was also held with representatives from student support services and student mentors to validate the document. The feedback gathered during this session was incorporated into the final version. The manual has since been integrated into the College's 	<p>Attachments:</p> <p>Staff Guidelines to Student Support Training Agenda - S7 KR10 R6</p> <p>Staff Quick Guide to Student Support - S7 KR10 R6</p>



	<p>Quality Management System (QMS) to ensure it remains current and continuously updated through established document control processes.</p> <p style="text-align: right;"><i>Actioned</i></p>	
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STANDARD 8: INFORMATION MANAGEMENT		
JUDGEMENT: Meets Standards		
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation	Supporting Evidence
<p>KR11: MCAST should, within 12 months from the date of publication of this report, consider how to make the most effective systematic use of the data and reports that Classter can provide and that it considers how best to build such information into its quality assurance framework, with a view to providing evidence and data to support the outcomes of that system.</p>	<p>Since the audit, the College has taken a number of measures to strengthen the systematic use of data generated through Classter and to embed such information more effectively within its Quality Assurance Framework. First, the College has established a dedicated Information Systems Department, providing a clearer organisational structure and enhancing the management and oversight of all IT-related systems and processes. In parallel, an additional IT-related area of responsibility has been formally assigned to a new College Deputy Principal, who now oversees both the Information Technology Department and the Information Systems Department. This restructuring has improved governance, coordination, and strategic alignment across all digital and data-driven functions.</p> <p>Under the leadership of the responsible Deputy Principal, the Information Systems Department holds regular meetings with internal stakeholders to determine how MCAST can maximise the systematic use of IT systems, including the reporting and analytics capabilities provided by Classter. As part of this process, departments have been guided on how to utilise Classter reports more consistently and how such data can support decision-making, operational planning, and programme monitoring. Classter reports are now actively used by key departments and internal stakeholders according to their</p>	<p>Links:</p> <p><u>ANNUAL PROGRAMME REVIEW PROCEDURE (DOC 452 CORP REV A)</u></p> <p>Training Seminar held on 9th December 2025. Meeting was recorded and shared on the MCAST Intranet.</p> <p>Follow-up training session is scheduled for Q1 2026.</p> <p>Attachments:</p> <p>Classter Report Selection Screenshot S8 KR 11</p> <p>DOC_448_CORP_REV_DRAFT B_ANNUAL-PROGRAMME-REVIEW-REPORT-TEMPLATE S8 KR11</p>



	<p>respective operational needs. These include, but are not limited to, the Office of the Registrar (enrolment, attendance and certification), the Education & Training Programmes Department (programme information, accreditation and oversight), Institute Management, Academic Staff and Students. The reporting suite provides targeted and reliable information that supports evidence-based management across multiple functional areas.</p> <p>From a Quality Assurance perspective, Classter data has been formally integrated into the College's QA processes. In particular, the Annual Programme Report (APR) process now incorporates specific student-related reports—such as progression, attendance, achievement, completion, and withdrawal rates—which are used to support the annual evaluation of each programme. These data inputs strengthen the evidence base underpinning programme review, risk identification and continuous improvement.</p> <p>Furthermore, the College is continually developing additional mechanisms to embed data use more deeply into its QA Framework, including the standardisation of reporting cycles and documentation practices. This ensures that the use of Classter data is not only operationally beneficial but also systematically linked to quality enhancement and institutional decision-making.</p> <p style="text-align: right;"><i>Actioned</i></p>	
<p>KR12: MCAST should, within 24 months from the date of publication of this report, refocus the relevant section of the Manual of Academic Procedures (Quality Manual) to provide staff and other stakeholders with the expectations for the use and analysis of information management in the QA system.</p>	<p>This recommendation will be implemented in two phases:</p> <ol style="list-style-type: none">1. Manual of Academic Procedures, i.e., the Quality Assurance Manual, <i>In hand – ongoing updating and implementation</i>2. Exposure to updates via various means, such as email, communicated. <p style="text-align: right;"><i>November 2026</i></p> <p>Consider updating with the inclusion of commitment on training and the inclusion of specific procedures (or possibly sections in the QAM) related to Classter and its intended use.</p>	



STANDARD 9: PUBLIC INFORMATION		
JUDGEMENT: Meets Standards		
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation	Supporting Evidence
KR13: MCAST should, within 6 months from the date of publication of this report, publish the pass rates of all courses.	Data on pass rates has been compiled; the way this will be presented to the public has been discussed by various boards of the college and approval for release is at hand. Such data will be available on MCAST public portal, namely, the website - and will be reviewed on a regular basis. <i>Actioned</i>	Attachment: Student Success Rates for Website – S9 KR13
KR14: MCAST should publish the course outline documents for all courses that it offers.	The publishing of course outline documents as for other elements of public information, is a continuous process at MCAST. Course outline documents of all MCAST accredited programmes will continue to be uploaded to the website. <i>Actioned</i>	Links: Introductory Certificate in Business - Mcast.edu.mt/prospectus- 2025-26/bc1-o01-24/ Public Information Template - Introductory Certificate in Business - SR9 KR14 Bachelor of Science (Honours) in Software Development - Mcast.edu.mt/prospectus- 2025-26/it6-a02-23 Public Information Template - Bachelor of Science (Honours) in Software Development - SR9 KR14
R7: MCAST could consider improving the user interface of the MCAST website in order to make it more user-friendly and intuitive to use.	MCAST is in the process of upgrading its website. This recommendation will be addressed in line with the planned improvements and upgrades.	



STANDARD 10: ON-GOING MONITORING AND PERIODIC REVIEW OF PROGRAMMES

JUDGEMENT: MCAST requires improvement to meet Standard 10.

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation	Supporting Evidence
<p>KR15: MCAST should, within 12 months from the date of publication of this report, reflect on the purpose and objectives of the programme cyclical review process (PCRCP) and annual monitoring processes, including the need for a balance between short term monitoring to provide annual assurance that programmes are operating optimally and a periodic programme review process that allows each programme space to reflect on the relevant period in terms of content, pedagogy, learning outcomes and assessment practices as well as on the feedback from students in particular. This distinction will serve to distinguish between merely updating content and reflective analysis of the programme as a whole. The institution should consider whether the introduction of annual monitoring could allow for a longer PCRCP cycle.</p>	<p>MCAST truly appreciates the Appeals Committee’s emphasis on MCAST's proactive approach to continuous improvement within the current review process in order to enhance and refine programme quality over time. Hence, MCAST sincerely believes that it meets the requirements of this standard, however, it will take this as an opportunity to ensure that the standard is continued to be met and exceeded.</p> <p>Research on good practices in this field will be carried out. Lacunae will be identified leading to an Annual Programme Review template to harness relevant data and information that:</p> <ol style="list-style-type: none"> 1. allows each programme space to reflect on the relevant period in terms of content, pedagogy, learning outcomes and assessment practices as well as on the feedback from students in particular; and, 2. leads to a reflective analysis of the programme as a whole as opposed to merely updating content. <p>Since the audit, MCAST has undertaken a comprehensive review and reform of its accreditation process to ensure alignment with the MCAST Act and to enhance overall institutional effectiveness. A key outcome of this reform was the establishment of the Academic Programmes Committee (APC), which now oversees and guides the</p>	<p>Links:</p> <p><u>ANNUAL PROGRAMME REVIEW PROCEDURE (DOC 452 CORP REV A)</u></p> <p><u>PROGRAMME CYCLICAL REVIEW POLICY AND PROCEDURE(DOC_028_CORP_REV_F_)</u></p> <p><u>DESIGN DEVELOPMENT AND APPROVAL OF ACCREDITED AND NON-ACCREDITED QUALIFICATIONS (DOC_013_C ORP_REV_F_)</u></p> <p>Attachments:</p> <p>Academic Programmes Committee (APC) – TOR – S9KR15</p> <p>DOC_448_CORP_REV_DRAFT B_ ANNUAL-PROGRAMME-REVIEW-REPORT-TEMPLATE S10 KR15 KR18</p> <p>Academic Programmes Committee - Agenda - S10 KR15</p> <p>Academic Programmes Committee - Minutes 27-08-2025 - S10 KR15</p>



	<p>revised process. As a result, the accreditation system is now:</p> <ul style="list-style-type: none"> • More consistent and streamlined across all stages; • More structured in terms of workflow, methodology, timelines, reporting and audit trails; and • Strengthened in decision-making, ensuring greater rigour, transparency and accountability. <p>In parallel, the College established an Annual Programme Review (APR) process, which enables Institutes and relevant stakeholders to reflect on programme performance on a yearly basis. This mechanism supports the early identification of strengths and areas for improvement within a shorter review cycle. The outcomes of these annual reviews will subsequently feed into the broader Programme Cyclical Review, which have been lengthened.</p> <p style="text-align: right;"><i>Actioned</i></p>	
<p>KR16: MCAST should, within 12 months from the date of publication of this report, consider how best to embed the reporting of annual monitoring and periodic review in its committee governance structure.</p>	<p>Research on good practices in this field will be carried out leading to:</p> <ul style="list-style-type: none"> • Updating of relevant policies and procedures to channel annual monitoring information into MCAST's committee governance structure. • Exposure to updates via various means will be implemented to assist MCAST management in developing institutional oversight of the activities undertaken at the programme level and ensure that overarching strategies and policy priorities are appropriately integrated in the planning and conduct at programme level. <p style="text-align: right;"><i>November 2026</i></p>	
<p>KR17: MCAST should, within 12 months from the date of publication of this report, consider how best to involve students more actively in the PCRCP.</p>	<p>Student involvement has been integrated, as indicated in MCAST policies and procedure, on dedicated Boards affecting review and numbers have been reinforced as per the new MCAST Act 2023.</p> <p>In total, students hold 23 elected seats across MCAST governance structures:</p>	<p>Attachments:</p> <p>Academic Programmes Committee (APC) – TOR – S10KR17</p>



	<ul style="list-style-type: none"> • 10 seats on main governance boards (BOG, VPC, BOS) • 13 seats on the Student Council <p>The first concrete action taken towards achieving this target is the appointment of student representatives to the Academic Programmes Committee (APC). This initiative actively expands student participation in College governance, adding a new formal avenue for student input alongside the structures established under the MCAST Act.</p> <p>The College continues to actively advance work to strengthen student engagement by systematically exploring and evaluating improved mechanisms for student participation and for collecting timely, meaningful feedback.</p> <p style="text-align: right;"><i>Actioned</i></p>	
<p>KR18: MCAST should, within 12 months from the date of publication of this report, consider how the MIS reports might be used systematically and consistently as part of both the annual monitoring and review processes.</p>	<p>This recommendation was implemented in two phases:</p> <ol style="list-style-type: none"> 1. Meetings with internal stakeholders, such as IT personnel, academic staff, institute management and administrative staff, on ways in which MCAST can make the most effective systematic use of the data and reports that Classter can provide. 2. Relevant processes updated to contribute to the MCAST quality assurance framework. <p>MIS data has been formally integrated into the Annual Programme Report (APR) process which now incorporates specific student-related reports—such as progression, attendance, achievement, completion and withdrawal rates—which are used to support the annual evaluation of each programme.</p> <p style="text-align: right;"><i>Actioned</i></p>	<p>Links:</p> <p><u>ANNUAL PROGRAMME REVIEW PROCEDURE (DOC 452 CORP REV A)</u></p> <p>Attachments:</p> <p>DOC_448_CORP_REV_DRAFT B_ANNUAL-PROGRAMME-REVIEW-REPORT-TEMPLATE S10 KR15 KR18</p>
<p>KR19: MCAST should, within 12 months from the date of publication of this report, develop and implement a means of communicating the actions taken as a result of</p>	<p>The Curriculum section within the Education & Training Department vets all cyclical review reports, submits them for approval to the APC/ VPC including any changes resulting stakeholder feedback. On approval programmes are launched via the</p>	



feedback from stakeholders in relation to the PCRCP.	prospectus and stakeholders informed <i>Actioned</i>	
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STANDARD 11: Cyclical External Quality Assurance	
JUDGEMENT: Meets Standards	
Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation