Richmond Foundation – Follow-up Report 2026

STANDARD 1: STANDARDS FOR INTERNAL QUALITY ASSURANCE	
JUDGEMENT: Richmond Foundation meet the requirements of Standard 1	
Recommendation (as per EQA Report)	**Take-up and Implementation of Recommendation**
KR1: The institution should, within 6 months from the date of publication of this report, formalise its interactions with external stakeholders, as well as develop a standard operation procedure (SOP) to collect, manage, and utilise the feedback collected.	SOP140 - Training Institute Complaints Procedure has been created highlighting how the institution collects, manages and utilises feedback from external stakeholders. Any complaints and or Feedback is acknowledged, investigated and tackled in a timely manner. All feedback and complaints received are documented using FRM ADM196 – Feedback and Complaints Log Form. Once the matter is investigated, the FRM ADM172 – Complaints Follow Up Form is compiled. All feedback received is presented during Management Meetings, Training Institute staff meetings, and all parties involved.
KR2: The institution should, within 6 months from the date of publication of this report, develop a procedure to monitor processes and outcomes emanating from their training operations, such as student performance, engagement and progression. Following this, a data-driven approach should be developed to improve training-related processes and operations. Details of this are to be sent to the MFHEA within 6 months from the date of publication of this report.	Every 3 months a meeting is held with the Head of Institute in order to discuss course evaluation forms.

STANDARD 2: INSTITUTIONAL PROBITY	
JUDGEMENT: Richmond Foundation meets the requirements of Standard 2	
Recommendation (as per EQA Report)	**Take-up and Implementation of Recommendation**
KR3: The institution should, within 3 months from the date of publication of this report, prepare the financial forecast for the upcoming year. This should be carried out regularly.	A yearly financial forecast is to be prepared by the Head of Corporate and approved by the CEO.

KR4: The institution should, within 3 months from the date of publication of this report, inform the MFHEA in writing whether its listed training services are exempt from VAT, being related to the educational and medical provision of services.	It was confirmed that Richmond Foundation is VAT exempt.

STANDARD 3: DESIGN AND APPROVAL OF PROGRAMMES	
JUDGEMENT: Richmond Foundation meets the requirements of Standard 3.	
Recommendation (as per EQA Report)	**Take-up and Implementation of Recommendation**
R1: The institution could reflect on its current agreement with MHFA Australia to come up with means to update their courses without breaching their licensing agreement, thus ensuring that their courses remain as relevant as possible to the local context.	Internal review will be undertaken about the updating of course without breaching licensing agreement.
R2: The institution could expand the current portfolio of international collaborators. This could provide access to diverse perspectives and specialised expertise as well as potentially lead to a broader spectrum of courses on offer.	Richmond Foundation shall explore the possibility of expanding the current portfolio of collaborators.
R3: The Foundation could benefit from conducting more extensive market research when introducing new courses in the market. This could allow it to better identify emerging educational needs and potential course topics, thereby ensuring the continued relevance and demand for its courses.	Market research to take place continuously and as required. The training institute has acquired the licencing from MFHEA for the following award; Award in Coaching & Mentoring for Leaders in the Health & Social Care. Award in Therapeutic Interventions with Young People with Mental Health Challenges. Due to the increase in profit margin, a new business venture was carried out, whereby MHFA Malta obtained the licence for MHFA Italy. This also included a substantial improvement in our learning platform and IT infrastructure.

STANDARD 4: STUDENT-CENTRED LEARNING, TEACHING AND ASSESSMENT	
JUDGEMENT: Richmond Foundation requires improvement to meet the requirements of Standard 4.	
Recommendation (as per EQA Report)	**Take-up and Implementation of Recommendation**
MR1: The institution should, within 3 months from the date of publication of this report, develop and implement a robust system to support students with learning difficulties and those with disabilities. This would ensure that all learners have equitable access to educational resources and support.	Students have been provided with the opportunity, at registration level, to inform the Training Institute of any learning difficulties and disability. If notified, the Training Institute is able to: 1. Prepare large print, easy to read documents and resources. 2. Adjust display settings 3. Provide visual support through screen magnifiers. 4. Provide accessible PDF version of the manual. In order to provide accessible learning management features the Training Institute will explore the cost pertaining to captioned videos and having adjustable training room lighting. In order to provide hearing support, the training institute will explore the purchasing of a hearing loop.
KR5: The institution should, within 6 months from the date of publication of this report, enhance and add a higher level of rigorousness to the assessment processes of MHFA courses. This process should be carried out in collaboration with their Australian partners who own the rights to the courses themselves. The institution could also consider involving external verifiers into their assessment procedure. This would add clarity and trustworthiness into their processes.	MHFA international is currently working towards providing its partners with a new edition of the standards MHFA programme. Once this is provided to Richmond Foundation the necessary revisions will take place.
KR6: The institution should, within 6 months from the date of publication of this report, introduce more comprehensive feedback procedures to support students following the submission of the online test.	A reminder is to be sent to inform students that the test must be carried out within 10 days' time. Upon submission of the online test, students received the overall percentage grade, as well as the visibility of understanding which questions they did not answer correctly. The students are also provided with the opportunity to sit for the exam three times.

KR7: The institution should, within 6 months from the date of publication of this report, formalise its complaint follow-up procedure**.**	A Complaint Follow Up Procedure has been formulated and reviewed as required.

STANDARD 5: STUDENT ADMISSION, PROGRESSION, RECOGNITION AND CERTIFICATION	
JUDGEMENT: Richmond Foundation requires improvement to meet the requirements of Standard 5.	
Recommendation (as per EQA Report)	**Take-up and Implementation of Recommendation**
MR2: Richmond Foundation shall, with immediate effect following the publication of this report, amend the certificate of completion, such that it abides by the MFHEA template and regulations. The institution shall also seek advice from the MFHEA on the previously issued certificates which did not abide by the MFHEA template and regulations.	Certificate template has been updated in accordance with MFHEA template and regulations.

STANDARD 6: TEACHING STAFF	
JUDGEMENT: Richmond Foundation meets the requirements of Standard 6.	
Recommendation (as per EQA Report)	**Take-up and Implementation of Recommendation**
KR8: Richmond Foundation should, within 6 months from the date of publication of this report, develop a structure to support the recruitment of external tutors to cater for the ever-increasing demand for the courses being offered and the high turnover of tutors leaving the institution.	The needs and demand for courses are continuously assessed during the year. Any upcoming projects are also taken into consideration when such evaluations are carried out. So far, the outcome of these evaluations resulted in the scheduling of two groups of instructor courses during February and August 2025. Another external instructor course is scheduled for August 31st and 4th September 2026.

STANDARD 7: LEARNING RESOURCES AND STUDENT SUPPORT	
JUDGEMENT: Richmond Foundation requires improvement to meet the requirements of Standard 7	
Recommendation (as per EQA Report)	**Take-up and Implementation of Recommendation**
KR9: Richmond Foundation should within 3 months from the date of publication of this report, implement a procedure through which written feedback may be provided to the course attendees, with particular reference to their performance during the final examination, especially when an attendee fails this assessment.	POL139 – Student Support Services Policy implements such feedback related to assessments and student performance. In addition, the internal quality assurance document also supports this process. This can be found on the MHFA website and aims at supporting students by guiding them to reach out should they fail their exam or would desire additional feedback about their overall performance.

STANDARD 8: INFORMATION MANAGEMENT	
JUDGEMENT: Richmond Foundation requires improvement to meet the requirements of Standard 8.	
Recommendation (as per EQA Report)	**Take-up and Implementation of Recommendation**
KR10: Richmond Foundation should, within 12 months from the date of publication of this report, implement formal procedures to involve course attendees and staff in systematic collection, analysis, evaluation and use of the available raw data for improvement of its training courses and services.	Feedback gathered from participants attending the course is gathered, analysed and formulated into a report. Periodically, meetings are held between the Training Institute Manager, MHFA Manager and Senior Management to discuss evaluations and feedback reports. This is then brought up and discussed with the Head of Institute. WIN111 – Training Institute Internal Feedback is implemented accordingly.
KR11: Richmond Foundation should, within 3 months from the date of publication of this report, implement formal procedures to follow up on past course attendees and hold short top-up training courses or discussion for over the three years following the certification.	Refresher courses are offered to participants whose certificate is about to expire. Details regarding expiry and top up training courses can be found on the MHFA website which outlines all necessary details. The revised certificate includes information on the validity of the certificate including a refresher timeframe.

STANDARD 9: PUBLIC INFORMATION	
JUDGEMENT: Richmond Foundation requires improvement to meet the requirements of Standard 9.	
Recommendation (as per EQA Report)	**Take-up and Implementation of Recommendation**
MR3: Richmond Foundation shall, within 3 months from the date of publication of this report, review and check its website for any broken links and facilitate its website navigation and user experience.	The website of MHFA Malta has completely been redesigned, implementing significant changes to the site's appearance, structure, user experience and functionality. https://www.richmondinstitute.eu/

STANDARD 10: ON-GOING MONITORING AND PERIODIC REVIEW OF PROGRAMMES	
JUDGEMENT: Richmond Foundation meets the requirements of Standard 10.	
Recommendation (as per EQA Report)	**Take-up and Implementation of Recommendation**
KR12: Richmond Foundation should, within 6 months from the date of publication of this report, introduce a more frequent and structured feedback collection system. The institution also needs to start collating and/or analysing this data to inform future decisions.	On a quarterly basis, meetings are held between the Training Institute Manager, MHFA Manager and Senior Management to discuss evaluations and feedback reports based on the instructor's delivery. This is then brought up and discussed with the Head of Institute. Once observation reports are written they are sent to the instructors and they are expected to fill in the self-reflective section provided. In addition, participants attending courses are encouraged to fill in the course evaluation forms. Feedback is then collated and presented in one report.
R4: The institution could prioritise the contextualisation and updating of the content of all its courses, and particularly the MHFA ones, thus ensuring that their courses remain relevant as possible to the local context.	Adaptation takes place according to the needs of the participants for particular groups.

R5: This institution could make review reports more accessible to employees, and to share with them plans for development.	Any plans for development are shared with staff members during staff meeting and one to one meeting.

STANDARD 11: Cyclical External Quality Assurance	
JUDGEMENT: Richmond Foundation meets the requirements of Standard 11.	
Recommendation (as per EQA Report)	**Take-up and Implementation of Recommendation**
Nil.	