

FSA Admissions and Feedback Policy and Procedures



Financial Supervisors Academy

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FSA Admissions and Feedback Policy and Procedures

1. Purpose

The purpose of the FSA Admissions and Feedback Policy and Procedures is to lay down the steps of interested parties to apply for a course or programme with the Financial Supervisors Academy. The Policy also explains the procedure the Financial Supervisors Academy will apply to process the course and/or programme feedback integrated into the Quality Assurance Policy

Participants, also referred to as 'applicants', are registered with the Financial Supervisors Academy for the purpose of developing their skills while attending training sessions.

2. Scope

This document outlines the procedure applied by the Academy for the registration, enrolment and providing feedback to applicants wishing to attend training with the Academy.

The Academy is committed to fair, transparent and consistent admissions procedures when issuing calls for training. It also ensures timely feedback to nominees both prior to commencement, during and after training.

3. Definitions

Admission is defined as the action by which an applicant is admitted by the Academy to undertake training.

Applicant refers to any individual that expresses interest in attending a course/programme of the Financial Supervisors Academy.

Feedback refers to the process of obtaining information on the different aspects of course/programme.

4. FSA Admissions Policy

The programmes provided by the Academy will be displayed on the Academy's webpage on the MFSA website. All persons wishing to attend an event organised by the Academy are required to fill in the on-line form. Subject to meeting any pre-requisites, the applicants will be accepted for a course/programme on a first come, first served basis.

5. FSA Admissions Procedure

ADMISSIONS PROCEDURE		
No.	STEPS	PROCEDURE
I	Submission of application form	The external applicant will be requested to complete and submit the application form by email or online.
II	Processing and vetting of application	The Academy will process the application based on (i) Qualification (if required) (ii) current experience (if required) (iii) process of payment (if applicable)
III	Enrolling and on-boarding	The course/programme applicants are notified of acceptance or rejection. In the case of rejection, based on not meeting the pre-requisites, the Academy will recommend alternatives to the applicant based on the adequate level of experience and qualification. Should the class capacity be reached, the enrolment form is disabled.
IV	Reminders/ Notifications	Any reminders and updates relating to the course/programme will be issued to the participants by email, phone or any other similar methods of communication.
V	Data management	Collection, monitoring, analysis and storing participant's personal information will be carried out in accordance with the Data Management Policy.
VI	Training Attendance	After the successful completion of training, the Academy will update the students/learner profile to reflect this.
VII	Issuing of certificate of attendance	At the end of the training the Academy staff will distribute the certificate of attendance. The certificate of attendance will contain a unique identifier.

The Academy will send out the course details to each participant. In doing so, participants will be provided with details relating to date, time, venue, training programme and any training materials. For training programmes extending to more than two sessions, the Academy will provide a brief induction to the participants on the Academy and the programme itself.

5.1. Feedback procedure

The Financial Supervisors Academy will obtain feedback from all stakeholders (internal and external) on a periodic basis. The participants will be requested to provide feedback at the end of each training course as well as at the end of each programme. This will ensure the quality of the teaching and learning will be monitored on a regular basis. All feedback will allow the Academy to understand and consider the issues encountered by participants and will enable the Academy to carry out a self-evaluation exercise with the aim of implementing changes where necessary.

5.2. Event feedback

The Academy acknowledged that there are two types of feedback:

- I. **Informal feedback** during the course programme, whereby the tutor engages with the participants to obtain feedback on the course content and understanding during the course itself.
- II. **Formal feedback** at the end of the course programme which entails requesting participants to provide feedback using a standardised Evaluation Form.

The Formal feedback procedure will be obtained from tutors and participants as follows:

- I. **Tutors** will be requested to provide feedback on the participants and course performance; the tutors will also be requested to recommend ways of improvement regarding the interaction with participants and course content.
- II. **Participants** will be requested to provide feedback on tutor delivery of training material, training methodology and skills, course content, facilities and resources, as well as other general comments and recommendations.

6. Other matters

The Admissions and Feedback Policy and Procedures for the Financial Supervisors Academy will be reviewed and updated on an annual basis.