

FSA Internal Quality Assurance Policy



Financial Supervisors Academy

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THE INTERNAL QUALITY ASSURANCE POLICY

1. Introduction

The Financial Supervisors Academy (the “Academy” or “FSA”) considers the Internal Quality Assurance (IQA) Policy as pivotal to enable it to obtain its objectives.

The Academy is committed to providing quality learning programmes and ensures that all programmes are designed and validated after consultation with relevant internal and external stakeholders to continuously improve the quality of the training programmes and ensure relevance. The Academy will achieve this by committing to a structured Quality Management System that reflects, as a minimum, the National Framework for Further and Higher Education.

IQA Policy is geared towards ensuring that the programmes provided by the Academy are relevant and updated with the needs of financial supervisors of the MFSA and other National Competent Authorities as well as the financial services sector in general.

As a Tuition Centre, the Academy will not provide learning programmes recognised and/or pegged to the Malta Qualifications Framework (MQF).

2. Key Principles

The main principles underpinning the Internal Quality Assurance System of the Academy are:

- Ensure that courses/programmes content and delivery methods are of the highest quality;
- Enable the identification of areas for improvement through feedback forms;
- Ensure the accurate documentation of all policies and procedures which are to be reviewed regularly to ensure they are updated;
- Ensure that courses/programmes are supported by quality infrastructure and resources; and
- Ensure continuous communication with staff, trainers and learners as well as external stakeholders to promote an open culture of continuous evaluation and improvement.

3. The Organisational Structure

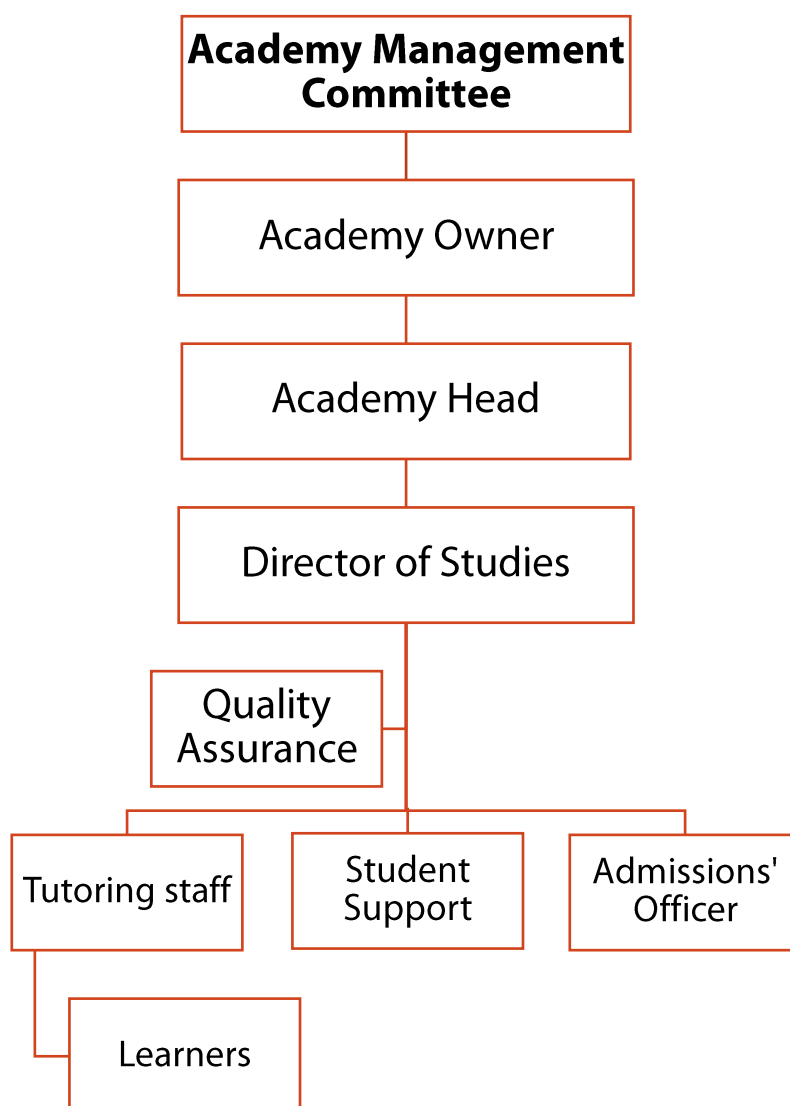


Figure 1: Financial Supervisors Academy Organisational Chart

4. Roles and responsibilities with respect to Quality Assurance

The Director of Studies, together with the administrative staff are primarily responsible for ensuring that the Quality Assurance Policy is fit-for-purpose and reviewed once a year. Nonetheless, the responsibility of adherence to quality assurance systems extends to all parties including staff members, trainers and learners. Below are the roles and responsibilities of each position with respect to Quality:

4.1. Academy Owner

- Ensures that the Academy achieves its strategic objectives through an efficient and effective implementation of the educational initiatives
- Contributes towards the development of the educational programme of the Academy.
- Ensures the financial sustainability of the Academy.
- Identifies key areas for training and development and looks towards filling the skills and training gaps

4.2. Academy Head

- Assumes responsibility for curricula and training objectives of the Academy
- Ensures an adequate training programme is in place to meet the educational requirements
- Acts as a point of contact for operational matters relating to the Academy
- Coordinates quality reviews as may be required from time to time
- Identifies Academy stakeholders, including trainers, administrators and resource requirements
- Acts as Equality Representative
- Responsible for the observation of Teaching and Learning

4.3. Director of Studies

- Prepares and implements the annual training programme for the Academy
- Prepares and coordinates an events calendar linked to the Academy
- Is responsible for delivering a high-quality academic programme, management of the Academy, and administration of all aspects of the programme
- Acts as a first point of contact in mediating, assessing and solving problems relating to the design and delivery of the programme
- Devises assessments to measure student progression towards achievement of the programme learning outcomes
- Ensures that teaching and learning methods across the programme are planned to progressively support learning and development
- Acts as a key point of contact to external bodies and industry contacts
- Proactively leads, coaches and manages the trainers and staff members of the FSA
- Acts as a mentor to the trainers and staff members of the Financial Supervisors Academy to achieve their continuous professional and development goals

4.4. Quality Assurance Officer

- Development of training paths
- Developing and verifying course material
- Addressing queries regarding course content and material
- Maintaining the Internal QA Policy

4.5. Admissions' Officer

- Identifying and attending networking events suitable for the target market
- Providing learners with detailed information about course programmes
- Assisting learners with the application process

4.6. Student Support Officer

- Maintaining the front office
- Answering general queries and forwarding them to the right person
- Coordinating events and logistics

4.7. External Stakeholders

- Participate towards the achievement of the Academy's objectives
- Provide feedback following the participation in activities associated with the Academy
- Take part in the process of brainstorming regarding ideas and/or solutions that work for the Academy

5. The Quality Assurance System

The Quality Assurance System of the FSA is made up of an internal quality assurance mechanism and an external quality assurance mechanism. These two elements will enable enhanced quality and output of the training provided by the Academy.

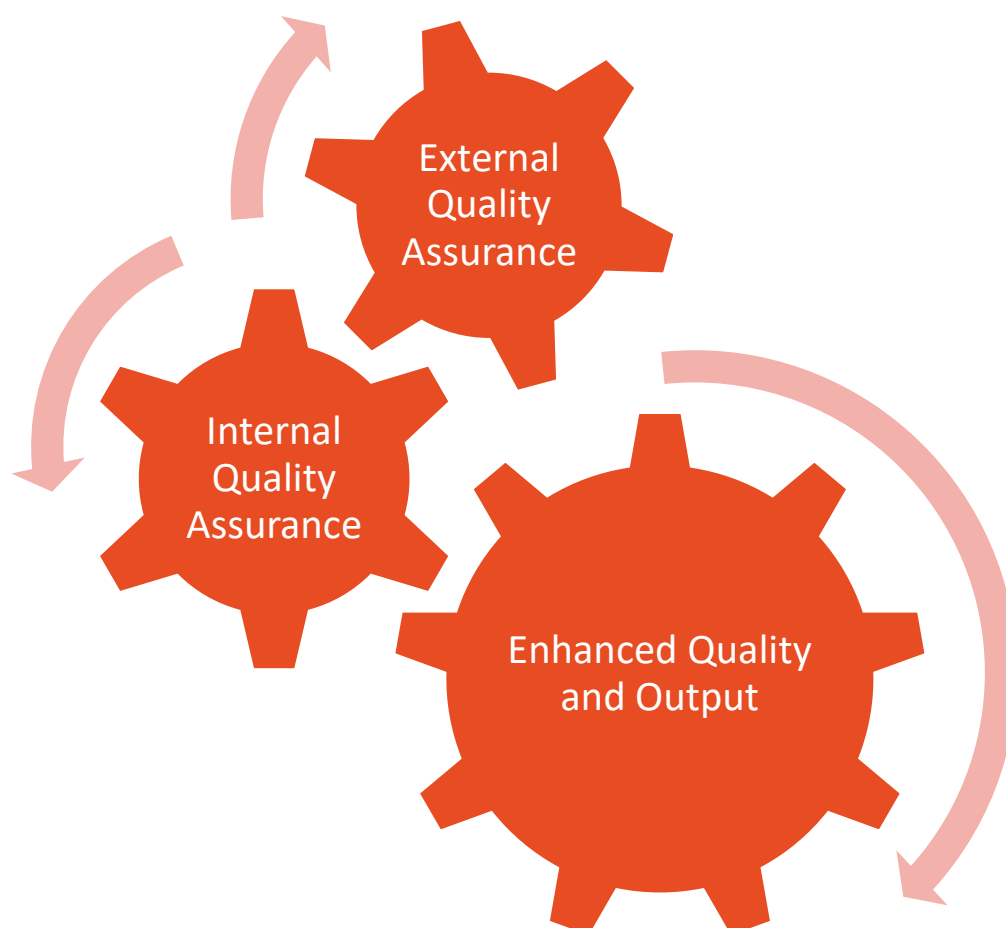


Figure 2: Quality Assurance Mechanism

5.1. Internal Quality Assurance

The Academy has adopted the following principles to ensure quality in its courses:

- Ensure that the resources provided give the learner an opportunity to meet the intended learning outcomes
- Ensure that all trainers and staff are suitably qualified
- The trainers will encourage the students to take an active role in learning through questions and answers, and case studies during the training offered. The students/learners will apply the knowledge achieved during training, in their line of work
- Gather information and feedback from all stakeholders (including external stakeholders) to ensure the courses provided are relevant, effective and improved as required

5.1.1. Training Programme Design and Approval

The Academy provides short-term courses on its premises which are of interest to local and foreign supervisors, and industry professionals. The Academy consults with internal and external stakeholders to identify future relevant programmes. The feedback received is analysed and a set of programmes and courses will be designed by the Director of Studies.

The training programme will be based on the training needs of supervisors and industry professionals. Once the need for training is identified, the programme lifecycle will be applied as follows:

- define goals and objectives of programme
- define entry requirements
- define programme path
- approval/sign-off of programme
- implementation of the programme
- feedback and evaluation of the programme
- amending the programme as per feedback received

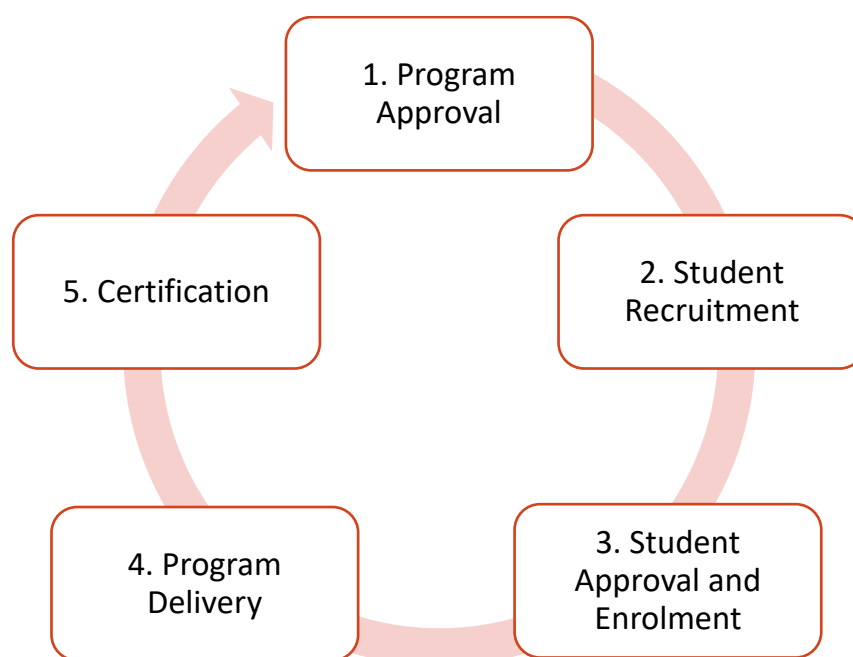


Figure 3: FSA Student Lifecycle

5.1.2. Student certification

The Financial Supervisors Academy will be providing courses and programmes which are not subject to a final assessment. Attendees will be provided with a certificate of attendance at the end of the course/programme. A minimum attendance of 75% is required for courses spanning over more one day.

5.1.3. Teaching Staff

The Academy works in close cooperation with MFSA to ensure that the training courses are relevant and contemporary. In order to capture the various pedagogical methods, tutors make use of different learning modalities (Visual, Aural, Read/Write Kinaesthetic). The course and program evaluation forms are instrumental in gauging whether the content of the individual courses and programme are relevant to their work and identify areas of improvement. The Academy strives to ensure the tutors undergo regular Continuous Professional Development (CPD) and training in relation to teaching methods.

5.1.4. Resources and student support

The Academy provides support to its learners on a continuous basis starting from the application stage. The Academy has an Admissions' Officer and Student Support Officer to assist learners on any queries or issues they may encounter when making use of the Academy's services. The learners are also provided with notes and course materials.

The Academy will provide support and access to all the available resources through [website](#) and [email access](#). The Academy's Student Support function may also be contact on +356 2144 1155.

All queries or requests for additional information are channelled through the Student Support Officer who will direct their query to the right person and assist the attendee until the matter is resolved.

5.2. External Quality Assurance

In accordance with the NCFHE requirements, the Academy is subject to an External Quality Assurance review every 5 years to ensure that the Academy meets national expectation for quality of the learner experience. The EQA process has both a developmental and an accountability perspective. To this end, the Academy is committed to take up any recommendations put forward by the External Quality Assurance to continue improve the quality of its services. Further details on how the External Quality Assurance is carried out can be found on the [NCFHE website](#).

6. List of Policies and Procedures

- **FSA Admissions and Feedback Policy and Procedure:** 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.
- **FSA Complaints Policy and Procedure:** This document outlines the formal and the informal complaints procedures and the appeals process for the Academy's students/learners.
- **FSA Equal Opportunities Policy:** The Financial Supervisors Academy is committed to a policy of equal opportunities in all aspects of employment and delivery of training. This policy applies to all Financial Supervisors Academy employees, trainers and learners, and all staff has an obligation to respect and act in accordance with it.



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- **FSA Observation of Teaching and Learning Procedure:** The purpose of the FSA Observation of Teaching and Learning Procedure is to have a framework in place to help the Academy identify areas for development in order to achieve improved learner experience and outcomes, improved teaching methodologies as well as provide clear feedback and direction to tutors. The observation process is a key process in maintaining and improving the teaching standards and in measuring the overall quality of teaching and learning within FSA.
- **FSA Health and Safety Policy:** The purpose of the Health and Safety Policy is to ensure health, safety and welfare of the Financial Supervisors Academy employees, the MFSA staff, students/learners and any third parties present on the premises of the Academy; complying with applicable health and safety legal requirements and the continual improvement of its health and safety control arrangements and performance.

7. Information management

The Academy will collect analyse and use relevant information for the effective management of the courses and other activities. The information gathered shall be in line with NCFHE requirements and will include:

- Personal contact information including demographic data;
- Attendance sheets and participation rates;
- Learner feedback for courses attended;

8. Public Information

The programmes provided by the Academy will be primarily available on the MFSA dedicated [web-page](#). The Training Programme will highlight the following information:

- the learning objectives and outcomes of the courses offered
- how the course material will be delivered
- the intended audience of the course
- any further learning opportunities

