

Academic Quality Assurance Policy



eie Institute of Education

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1.Introduction

1.1. Who we are

eie Institute of Education is a member of the EIE Educational Group. The **eie** Educational Group is an acknowledged leader in international education, providing the following:

- Higher Educational courses
- Executive and Business courses
- Language courses
- Internship services
- Student Accommodation
- International Educational services

1.2. Our mission

Our vision, together with our international centres, is to be an evolving organisation, making a difference in meeting everyone's aspirations and enhancing motivation by encouraging innovation, communication, ideas, debates and arguments on globalisation, education and societies.

Throughout its existence, the **eie** Educational Group has evolved with multinational clientele from Europe, Asia, South America and the Middle East. Through the **eie** Educational Group, lifelong learning opportunities are available to all. Our success is built on a long-standing commitment to the specific needs of international students. As we expand our worldwide networks, partnerships, investments and social commitments, the **eie** Educational Group is redefining the landscape of modern education.

The **eie** Educational Group aims to develop the appropriate competencies and knowledge needed in planning, evaluation, research and development tasks in education and related fields in the midst of societal changes, both on the local and global levels. This network gives us the key to be competitive, to share with our clients the collective experience and continuous professional development. In a fast moving world, challenges are demanding and change is constant. Tomorrow's future depends on today's knowledge. The evolving educational progress depends on the **eie** Educational Group.

1.3. The Institute

The **eie** Institute of Education is located in the heart of Valletta. It is easily accessed by public transport, with direct lines to all students' residential areas. Our classrooms are bright, airy and spacious. Our lecture centre boasts of a free internet access. In fact, we offer free Wi-Fi throughout the whole building. There is a student corner whereby students can avail themselves of hot/cold drinks and snacks. Students are welcome to avail themselves of classrooms for studying purposes.

1.4. Resources

There is a system in place, whereby both tutors and students can borrow books. Ideally, the loan period should not exceed three weeks. The person borrowing the book or books needs to fill in a form¹³.

¹³ See Appendix A

2. Quality Statement

2.1. Aims & Objectives

As a private Higher Education provider, **eie** Institute of Education aims to provide the best possible learning opportunities to its students, which meet the expectations of the Higher Education sector and are consistent with its vision and its commercial targets and aspirations. Our approach to quality is based on monitoring and providing information, which is easily accessible and understood, and presented with timeliness such that decisions can be made rapidly to alleviate problems and improve learner experience.

Our aim is to:

- **strive to provide high quality education** and training in both pre and post-graduate levels;
- **engage in the pursuit** of educational excellence;
- afford **the best service** to all its clients;
- contributes towards **the social welfare** of the community;
- contribute actively towards the propagation of **equal opportunities** for all.
- delivers the highest level of **academic excellence**
- offer a **wide variety of quality courses**
- be committed to create a **professional**, friendly and welcoming environment in which to learn
- help students with their every need – our enthusiastic and professional staff are always available to offer help and advice about our students’ learning progress, both during and after their course, and things to do or places to see in Malt, where applicable
- give **advice on an individual basis** – we believe that ‘personal attention’ is very important
- provide students with the **best possible learning opportunities**, consistent with the aims and objectives of their programme of study.

2.2. Achieving our goals

We strive to achieve our aims by:

- Providing clear and accurate information to students both pre and post enrolment.
- Offering courses that are fit for purpose and can meet the requirements of our students.
- Having systems and procedures in place, which fully enable us to meet high standards and expectations.
- Continually monitoring quality through:
 - Student performance, retention and progression data
 - Feedback from students
 - Feedback from tutors and support staff
 - Feedback from external examiners
- Continually improving our provision in response to the feedback and information received through monitoring and evaluating.

2.3. Committed to Quality and Respect

eie is committed to conducting its business with the highest ethical standards. Honesty and integrity are essential standards never to be compromised in our business dealings. We are subject to a wide variety of laws, customs and regulations.

eie ensures that every staff member and every tutor clearly understands his/her responsibility for the delivery of **eie's** ethical standards. By consistently applying high ethical standards in all of our business dealings, we will continue to promote a work environment that is conducive to individual and company success.

3. Roles and Responsibilities

3.1. *The Academic /Administrative Manager*

The Academic Manager is directly responsible for the effective operation and management of the academic programmes. The role of the Academic Manager ensures that a person overlooks the procedures needed to run the courses and ensures that these are done as accurately as possible.

The Manager is responsible for:

- Collecting the students' fees for each module/course.
- the attendance of the students. In fact, students who are not EU residents and who do not attend their classes regularly have to be reported to Identity Malta.
- delegation of minor tasks to colleagues in the office, for e.g. the module timetable, schedule and attendance sheets. These, however, are still monitored.
- engaging new tutors and assigning them a subject to teach
- issuing visa and travel letters to international students
- drawing up a schedule for exams
- issuing of results and subsequently contacting the students via email
- presenting the student with the Offer Letter¹⁴, the Course Acceptance Letter¹⁵, the Course & Accommodation Confirmation Letter¹⁶, and the Invoice¹⁷.

3.2. *Internal Verifier*

The Internal Verifier is the person who ensures that our learners obtain maximum support while studying with us. The role of the internal verifier is to:

- Ensure that assessment/exam is consistent, fair and transparent and does not discriminate against any learner
- Ensure that both learners and assessors are aware of the different ways module achievement is assessed at the beginning of modules

¹⁴See page 50

¹⁵See page 52

¹⁶See page 53

¹⁷See page 54

- Ensure that learners' work is presented in a manner that enables effective verification to take place
- Checks that no plagiarism has been conducted

3.3. Other Supporting Staff

In order for all operations to succeed and run smoothly, there is supporting staff that helps in the day to day running of the administration side of the institute. Our staff is trained and qualified to deal with learners' registration.

These staff members:

- Ensure that students' record files are kept in order and updated
- Ascertain that filing is done on a daily basis
- Keep track of students and if required contact students via phone or email
- Help the Academic Manager in the co-ordination of daily routine
- Help students find accommodation, where applicable
- Contact tutors and learners with any time-table changes
- Assist the students before and after their lectures
- Invigilate during exams where applicable
- Keep track of students' attendance

3.4. Attendance Sheets & Keeping up of Data

The attendance sheet is prepared once at the beginning of each module by a member of staff. The attendance sheet covers the whole module. At the end of each module, the attendance of each student is entered in an excel sheet for quick reference.

4. Tutors/Lecturers

4.1. The Lecturers

Choosing the right applicant for our academic department is a job we take seriously. Our tutors are all highly qualified in their preferred area of teaching. They also have many years of experience.

When attending an interview, the candidates have to submit a detailed and updated Curriculum Vita.

An Appointment Letter¹⁸ is issued before commencement of each module stating the start and end dates, number of hours assigned, the tutors' paying rate and total amount payable. Payment for services is paid 2 months after the end date.

4.2. Lecturers' Working Hours

The lecturers usually work on part time basis. More often than not, our tutors work full time in their chosen area of expertise. The latter is the area that they teach with us.

4.3. Tutors' Duties and Responsibilities

Our tutors are responsible for:

- analysing their students' needs and assessing their competence of the subject at hand. Preparing students to sit for their examination or assignment
- determining which approach and/or methodology is most appropriate to cater for their students' learning styles.
- planning their lectures with responsibility
- keeping teaching resources intact. These include Interactive White Boards, books and other material.
- keeping up to date with any CPD that their area of study/expertise determines
- filling in the attendance sheets
- filling in a Tutors Feedback Form per module¹⁹. This is given by the administration to ensure quality and improvement.
- correcting the assignments before these are sent abroad to be observed by an external verifier. The lecturers have to make sure that the assignments are of a certain standard before they are sent abroad

¹⁸ See Appendix A pg 3

¹⁹ See Appendix A pg 17

- once a year a meeting is held between the Administration Manager and the tutor to evaluate and ascertain that the students' needs are being met
- once a year an informal meeting is held between the Tutor and Academic Manager. A Self-Evaluation Form²⁰ for learning centre tutors is given to the tutor to be filled in.
- Filling in a Students' Progress Report²¹ per module

²⁰ See Appendix A

²¹ See Appendix A

5. Awards

5.1. Awarding Bodies

5.1.1. ATHE

eie Institute of Education is an ATHE recognised centre. This means that we are ethically and legally bound to have quality assurances in place, which ensure the quality of the learner experience. These processes are a requirement of inspection agencies as they further assure the consistent and valid award of ATHE qualifications. Consequently our centre has:

- internal verification of assessment decisions
- internal standardisation processes as appropriate
- continuous information gathered from students regarding views on their learning experience at the institute
- periodical review processes which are based on current, specific evidence and information which may lead to action plans
- the institute's staff respond quickly and efficiently to such action/corrective plans

5.1.2. ICM

eie Institute of Education is also an ICM recognised centre. However, this will be discontinued when the students currently reading courses will terminate their studies. Students following the ICM programmes sit for an exam every 3 months after having followed lectures on the same subject in the months beforehand. Students are also able to re-sit examinations in any period, which they might have failed in a prior session.

5.1.3. Distance Learning

eie Institute of Education also offers Distance Learning Courses. These are largely available through University of Northampton and from the London School of Marketing, which in turn works in partnership with Anglia Ruskin University. For more details about their courses, refer to the Course List in Appendix¹⁹.

5.2. Types of Awards

At **eie** Institute of Education, we offer a vast selection of courses/awards ranging from Level 4 to Level 7. CPD courses are also available.

Our CPD courses range from Accounting & Finance, Business Management & Administration, Childcare & Teaching, and Cleaning & Waste Management to Criminology. For a more comprehensive and detailed Course List see Appendix⁷.

¹⁹ See Appendix A

5.3. English Language

At **eie** Institute of Education we encourage academic students whose English is not so fluent to spend time improving it. In fact, students who are enrolled with us for an academic course, get a complimentary English language course at Unilang International School of Languages. We urge them to attend lessons every day.

5.4. Lectures

Classes are usually held twice a week in the evening. When for some unexpected reason, a class has to change date and time, this is given at a later day. The students are duly informed via email and requested to acknowledge receipt of this email. If acknowledgement does not happen, then the students are further notified via phone.

5.5. Assessment Methods

Currently, we have two methods of assessment: modules awarded by ATHE endorse the assessment of assignments. The academic manager collects these assignments via both soft and hard copy. The second method is assessment by examination and which takes place every 3 months (March, June, September and December)

5.5.1. Marking and grading

Marking and grading are valuable components of the course on which students have enrolled. Once they are accepted to read for a degree or diploma, students acquire the services of subject-matter experts who will mark their work and provide feedback on their performance.

Marks are deducted for errors in grammar and punctuation, which hinder the underlying meaning of what is written. Penalties also apply for students not respecting the assignment/thesis submission deadlines. (see para 5.5.2).

5.5.2. Mark deduction penalty

5% from the overall marks available is deducted when there is a late submission. This also applies for extensions granted.

Computer failure will NOT be considered a valid reason for the late submission of assignments, and extensions will not be granted as a result of computer failure. Software crashes, disk failures and printing difficulties are an unavoidable aspect of using a computer and should be anticipated and planned for.

5.5.3. Plagiarism

Students should keep in mind that copying sections and/or ideas from text without acknowledging sources in attempt to answer assignment questions, they will be penalised. Assignment questions are designed to test a variety of specific learning

points and require reflection and analysis. Answers should be entirely and exclusively the students' work.

Correct referencing and citations are extremely important when quoting from works by other authors. Failure to do so will constitute plagiarism. It is very important that students understand what constitutes plagiarism. Our lecturers urge the students to make inquiries should they have any difficulties.

5.6. Extensions

5.6.1. Applications for Extensions with respect to the submission of students' written work.

Topics for written work and submission dates are notified to students well in advance. However, from time to time there are students who will need an extension to manage their studies.

- The student can apply for an extension only in writing, usually via email. Over the phone queries are not accepted.
- Approvals of extension applications are made by **eie** in writing, usually via email. Lecturers have no authority to grant extensions.
- Students are advised to contact **eie** as soon as it becomes evident that an extension is required.
- In the case of assignments, the request for an extension has to be 'handed in' at least two weeks prior to the deadline.
- In the case of dissertations, the request for an extension has to be handed in at least two months prior to the deadline.

5.6.2. Grounds for the Approval of Extensions with respect to the submission of students' work.

- The reasons given by a student for an extension must be in accordance with the following guidelines and in all circumstances the student must support his claim by relevant documentation.
- The duration of the requested extension must be reasonable and justified by the documentation.
- The student will be informed in writing if the request for extension has been approved or not. The Academic Manager will issue the letter.

5.6.3. Guidelines with respect to the kinds of circumstances that may lead to an approval of an extension application:

- If a student is unwell or injured;
- The death or diagnosis of a serious illness of a close family member or friend;

- Illness of a child or parent /guardian for which the student is the primary care giver;
- Individuals on maternal or paternal leave;
- If an unforeseen event that substantially impacts on the preparation of an assignment.

5.7. Exams Procedure

Exam candidates are to be present at the designated exam venue at least 15 to 20 minutes prior to the commencement of the exam. Every candidate is to be assigned a candidate number, which is to be presented on the day of the exam. The candidate number is printed on the exam attendance sheet next to the student's name or on the notice board. Students sign on the exam attendance sheet.

In order to be allowed into the examination room, candidates must have their admission permit and their Student ID Card.

All candidates are instructed that they must NOT:

- Bring any study material into the exam room.
- Leave any bags next to their examination desk.
- Bring PDAs or any other electronic equipment into the examination room. Where the use of non-programmable calculators is allowed, the model number has to be written on the front page of the exam script.
- Converse, communicate with or willingly receive communication from any other person (except the invigilators) in any way during the examination.
- Copy from any notes or books and/or read or attempts to read work of other candidates.
- Temporarily leave the examination room, except in the case of urgent necessity.
- Candidates are also instructed to switch off mobile phones during the exam.

Candidates breaching the above instruction can be disqualified from the examination.

5.8. Re-sit Examinations

Re-sits might involve the need to re-do a written exam, the re-submission of work for assessment in respect of a course examined in whole or in part by continuous assessment, or the formal re-assessment in any way.

Students, who missed their examinations or submission deadlines due to medical, or other acceptable reasons, must also apply by submitting the re-sit application form.

Students are not automatically entered for a re-sit. They must apply by completing the relevant application form. Re-sit dates and times will be decided upon by **eie** and will be communicated to the students.

An administration fee is charged to students who re-sit an examination and/or assignment.

A candidate who has taken an **eie** course and corresponding exam and failed can re-take that paper during the next exam sitting. Re-sits on the same module are allowed only once. If still unsuccessful, the student would need to re-apply for the full module course.

5.9. Revision of Paper

Students may request (in writing and by not later than thirty (30) days after release of examination result) a revision of an exam paper only once, against a fee.

6. Procedures

6.1. Enrolment

Most students send their requests via email. Another popular way of sending requests is through agents. The procedure is as follows:

The agents usually email the administration manager with a request and the administration manager replies asking the agent to send an email featuring the interested student's passport copy as well as the pertinent qualifications/certificates that he/she has.

Upon evaluating if the student has the prerequisites necessary for the course, the administration manager emails the concerned student an Offer Letter²⁰. The Offer Letter typically confirms with the student the course chosen, and informs h/her of the amount of money h/she has to pay for the deposit as well as the price of the whole course.

Conditions of the offer:

- Fees paid are not refundable in whole or in part once a student has commenced the programme.
- Candidates who defer at any time during the programme will be liable for increase in fees, which may have been introduced after their time of deferral and recommencement of study on the programme.
- Students agree to abide to the Regulations²¹ of the **ie** Institute of Education.
- Any change of address should be notified to the academic office at the institute immediately.
- In the event that the student is granted a visa to attend the course, the remaining balance due is to be paid prior to the admittance on the programme.
- This document may not be used to apply for a visa.

Along with the Offer Letter, the student is given a handout²², which clearly defines what the regulations of the institute entail.

Once the student pays the deposit for the course, three important documents are issued:

1. A Course Acceptance Letter²³– this enables the student to apply for a visa
2. A Course & Accommodation Confirmation Letter²⁴– this further enables the student to apply for a visa

²⁰See Appendix A

²¹ See Appendix A

²²See Appendix A

²³See Appendix A

3. An Invoice²⁵– this document provides the student with all the information about the price of the course as well as bank details.

The student in concern has to pay in full the amount of the first year of studies, unless other arrangements are established. Once the payment is settled, and the Application for Admission²⁶ is duly filled in, the student will be issued with h/her lectures timetable as well as course material. Depending on which course the student is reading, h/she will also have access to an online platform, whereby information, including notes, is posted.

6.1.1. Course Fees & Funding

Fees are quoted on enquiry and these may increase at the start of every academic year due to the cost of living. If a third party (embassy/employer) is sponsoring the student in question, **eie** will need a letter from them to confirm this. **eie** will then invoice them directly.

6.2. Complaints Procedure

eie Institute of Education is committed to high standards of service and the quality of teaching and learning. However, it is accepted that students may have complaints relating to their course or the services and facilities provided by the Institute. **Eie** Institute of Education takes such complaints seriously and will deal with them in a confidential manner. **eie** Institute of Education is committed to continuously improving our standards and constructively handling any complaints, taking any reasonable action to ensure that similar situations do not occur in the future.

Complaints need to be put in writing, and for this aim we have a specific Form²⁷. The aim of this procedure is to ensure a consistent, open approach to addressing complaints, in a manner facilitating conciliation and a timely resolution.

²⁴ See Appendix A

²⁵ See Appendix A

²⁶ See Appendix B

²⁷ See Appendix A

7. Policies

The institute has a number of policies and procedures to ensure the organisation delivers its mission and in so doing:

- Complies with the EQA
- Operates in a fair and transparent manner
- Uphold a high quality standard

7.1. Attendance Policy

Attendance at **eie** Institute of Education is obligatory. If and when a student is absent for a whole week, h/she has to provide the institute with a medical certificate.

7.2. Data Protection Policy

Upon enrolling, students are asked to fill in a Data Protection form²⁸. This policy complies with current data protection legislation in its dealings with learners.

7.3. Commitment to Equality and Diversity

eie believes that excellence will be achieved through recognizing the value of every individual. We aim to create an environment that respects the diversity of staff and students and enables them to achieve their full potential: to contribute fully, and to derive maximum benefit and enjoyment from their involvement in the life of this Institution.

7.4. Discrimination Policy

No individual will be unjustifiably discriminated against on the basis of gender, race, nationality, ethnic or national origin, religious or political beliefs, disability, marital status, social background, family circumstance, sexual orientation, gender reassignment, spent criminal convictions, age or otherwise.

²⁸ See Appendix B

8. Students

8.1. Student Card

An **eie** Student Card is issued to all individuals enrolling on **eie** courses or degree programmes. This card has to be carried at all times by the student.

8.2. Students' Feedback

Students are given different types of questionnaire. The first one is the Beginning of Module Questionnaire²⁹, which as its name implies; students fill in at the beginning of the module. Towards the end of the module, they are given a second questionnaire, the End of Module Questionnaire³⁰.

The administration staff collects these questionnaires. The answers of these questionnaires are put in an excel sheet which then produces graphs and the results can be glanced at quickly and efficiently.

The excelsheet is then printed and filed.

8.3. Punctuality

Punctuality in lectures is highly important. Not only it is not professional being late, but also disrespectful towards the lecturers and fellow students.

- Lecturers and tutors often give instructions/introductory pointers and outlines in the first 15 minutes of class for completing cases/exercises/team discussions under their guidance. Late comers are bound to miss these;
- Inconvenience is caused to other students when borrowing their notes;
- Important handouts/notes/explanatory or interpretative material can be missed at the beginning of a lecture;

Students will be marked late if they do not show up within 30 minutes from the start of the lecture.

Lecturers and tutors are instructed to dismiss students who turn up very late.

Continuous tardiness gives the lecturer/tutor the right to dismiss a student from a class with a failing grade.

Students are not to disturb fellow students during lectures and exams.

²⁹ See Appendix A

³⁰ See Appendix A

8.4. VISA issues

Non-EU students naturally need a VISA in order to study in Malta. This means that non-EU students who leave the country to attend to personal matters abroad need to advise us in writing beforehand.

As from April 2017 new visa procedures have been implemented by Identity Malta. In view of this **eie** has employed a staff member specifically to monitor students' visas and subsequent issuance of an extension and/or Temporary Residence Permit. An administration fee of 50 euros is to be paid by any student wishing to make use of a personalized service being offered by **eie**. This implies that an **eie** employee accompanies the student to apply for the visa or subsequently if they have any problems with the department (Identity Malta) and/or the issuance of the visa/TPR.

Employees are to follow up students issued with an Interim Blue Paper until the issue of the Residence Permit. A copy of both the Interim Blue Paper and valid Residence Permit are to be kept in each student's file.

8.5. Academic Misconduct

eie believes that the development of self-discipline and acceptable standards of academic honesty are important aspects of the learning process. Individual students must assume responsibility for the measure of discipline and academic honesty appropriate to their role.

The following are considered acts of academic dishonesty that warrant disciplinary action:

Acts of plagiarism: Direct quotations from a text or paper without identification of the source, or the submission of someone else's work as one's own, are considered to be acts of plagiarism.

Impersonation: It is academically dishonest to have a student delegate another individual to represent him/her during any evaluation, examination or assignment.

Cheating is an attempt to gain an improper advantage in an academic evaluation.

This can take various forms including:

- Copying another person's answer of an examination question during an examination;
- Consulting an unauthorized source during an examination;
- Bringing an unauthorized source specific to the subject into the evaluation.

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Loaning of Books

Date: _____

This is to confirm that _____

is borrowing the following:

1. Title: _____ book

Author: _____

2. Title: _____ book

Author: _____

3. Title: _____ book

Author: _____

All books must be returned within 3 weeks from the date of borrowing. If the loan period needs to be longer, the institute must be informed.

Signature of person borrowing

EIE representative

StudentID: _____ **Awarding Body:** _____

Mobile No: _____

To be returned by: _____

APPOINTMENT LETTER



To:

Dear.....

We are pleased to advise that following our recent exchange of communications, eie is hereby appointing you to lecture as per details indicated below:

Course:.....

Module/s:.....

Hours:

Commencement Date: End Date:

Your honorarium for these lectures will be at the rate of €..... per taught hour and your total payment of €.....will be paid two months after the last lecture date.

Included in this fee are the preparations for this course including but not limited to delivery of lectures, preparation and correction of assignments and/or examinations.

Consideration of reappointment would be based, among other factors, on satisfactory performance and the continuation of the position.

Thank you for your continued contributions to **eie**.

Sincerely,

The Management

This is to acknowledge that I fully accept and agree with the above conditions.

Tutor's Name/Signature Date:

Course	Institution	Level 4	Level 5	Level 6	Level 7
ACCOUNTING & FINANCE					
Certificate in Accounting and Finance (part 1)	ICM	Cert			
Diploma in Accounting and Finance (part 2)	ICM		Dip		
Advanced Diploma in Accounting and Finance	ICM			Adv Dip	
BA (HONS) International Accounting (Top Up)	UON			BA (Hons)	
BSc (Hons) International Accounting (Top-Up)	UON			BSc (Hons)	
MSc Accounting & Finance (Top-Up)	UON				MSc
MSc Finance & Investment	UTIUN				MSc
Business Management & Administration					
Extended Diploma in Management level 4/5	athe	Dip	Dip		
Diploma in Business Studies (part 1)	ICM	Dip			
Diploma in Business Studies (part 2)	ICM		Dip		
Advanced Diploma in Business Studies	CIM			Adv Dip	
Diploma in Business & Administrative Management level 6	athe			Dip	
BA (HONS) Business and Management (Top-Up)	UON				
BA (Hons) Business Management (Top-Up)	ARU			BA (Hons)	
Post Graduate Diploma in Management	ICM				Dip
Diploma in Strategic Management level 7	athe				Dip
MBA (Top-Up)	ARU				MA
Master of Business Administration (Executive) Top-Up	UON				MBA
Master of Business Administration Top-Up	UON				MBA
MSc Corporate Governance and Leadership (Top-Up)	UON				MSc
MSc Management - International	UON				MSc
Global MBA	UTIUN				MBA
CLEANING & WASTE MANAGEMENT					
BSc (HONS) Non-Destructive Testing (Top-Up)	UON			BSc (Hons)	
BSc (Hons) Waste Management Level 6	UON			BSc (Hons)	
MSc International Environmental Management	UON				MSc
MSc Waste Management	UON				MSc
ENGINEERING					
MSc Lift Engineering	UON				MSc
HR					
Diploma in Human Resource Development (part 1)	ICM		Dip		
Advanced Diploma in Human Resource Development (part 2)	ICM			Adv Dip	
MA in Human Resource Management (Top-Up)	UON				MA
INFORMATION TECHNOLOGY					
Diploma in IT and Computing level 4/5	athe	Dip	Dip		
Certificate in Professional Computing & Information Porocessing (part 1)	ICM	Cert			
Diploma in Professional Computing & Information Processing (part 2)	ICM		Dip		
MSc IT Service Management	UON				MSc
LAW					
LLM International Commercial Law	UON				LLM
LLM International Crinimal Law and Security	UON				LLM

LLM in Legal Practice	UON				LLM
LOGISTICS					
MSc International Logistic	UON				MSc
MARITIME					
Diploma in Maritime Management (part 1)	ICM		Dip		
Advanced Diploma in Maritime Management (part 2)	ICM			Adv Dip	
SALES & MARKETING					
Diploma in Marketing Management (part 1)	ICM	Dip			
Diploma in Marketing Management (part 2)	ICM		Dip		
Advanced Diploma in Marketing Management	ICM			Adv Dip	
BA (HONS) Marketing (Top-Up)	ARU			BA (Hons)	
MA Marketing Top Up	UON				MA
MSc Strategic Marketing	UTIUN				MSc
MSc International Marketing Strategy	UON				MSc
TOURISM STUDIES					
Certificate in Travel & Tourism (part 1)	ICM	Cert			
Diploma in Tourism & Business Studies (Part 2)	ICM		Dip		
Advanced Diploma in Tourism & Business Studies (part 3)	ICM			Adv Dip	
BA (HONS) International Tourism Management (Top Up)	UON			BA (Hons)	

OFFER LETTER*

Student Name:
Nationality:
Passport Number:

Date:

Dear,

I am pleased to inform that you have been un-conditionally accepted by **eie Institute of Education to read the****in** **Programme**. We are sure you will find the programme rewarding, both personally and professionally.

A. TERMS OF OFFER

- 1a. Starting date:
2. Qualification sought:
3. Duration:
4. Course fees:
5. Application Fee: Euro 500 (**non-refundable**) payable **prior** to the issuance of the Acceptance letter.

B. CONDITIONS OF OFFER

1. Fees paid are not refundable in whole or in part once a student has commenced the programme.
2. Candidates who defer at any time during the programme will be liable for any increase in fees, which may have been introduced after their time of deferral and recommencement of study on the programme.
3. Students agree to abide to Institute Regulations of the eie Institute of Education (copy of which is attached)
4. Any change of address should be notified to the Academic Office at the Institute immediately.
5. In the event that the student is granted a visa to attend the course, the remaining balance due is to be paid prior to the admittance on the programme.

Yours sincerely,

Antonello Cappitta MBA, FIA, CPA

Chief Executive Officer

***This Letter confirms that the applicant submitted the qualification documents and is eligible to register for the course, and is requesting the applicant to submit the application payment as described in point A5. On receipt of payment, a formal Acceptance letter is issued, which allows the applicant to formally apply for a visit Visa to Malta.**

INSTITUTE REGULATIONS

EIE Institute of Education aims to give its students an impeccable service. However, in order to avoid any misunderstandings and minimise any inconveniences, we would like our students to adhere to these principles:

1. Students are kindly requested to come to their respective lectures **on time**. The following is our lectures schedule:
 - Monday to Friday from 1730 to 1945 hours* Students are kindly reminded to enter the lecture not later than 30 minutes from the beginning.

Students are kindly asked to refer to the time-table provided when enrolling.

*** The school reserves the right to change the tutors and times pre-assigned to lectures as necessary for the smooth running of the programmes.** Changes may result due to lecturers being on leave, sick leave or any other reason at the discretion of the institute management. You will be duly notified of any changes.

2. Students are requested to come to lectures wearing decent clothes which respect everyone's identity and culture.
3. Students are not allowed to bring children with them during lectures.
4. Students are encouraged **not** to use their mobile phones during lectures. In the case of emergencies, students can use their mobiles outside the classroom.
5. Students are encouraged to speak English at all times.
6. In the eventuality that students have a complaint, they are kindly requested to speak to the Administration office and they will be guided as to how to proceed. **Complaints should be made in writing.**
7. Students are kindly requested to consume their food and drinks in the area near the vending machines.
8. Students are kindly requested to dispose of their coffee cups, bottles, wrappers, etc...in the litter bins provided. Classrooms and bathroom facilities are to be kept clean at all times.
9. Smoking is **strictly** prohibited inside the building.
10. Attendance to classes at EIE Institute of Education is **obligatory**. Students who are absent on medical grounds are required to provide medical certificates as evidence.
11. It is the student's responsibility to review his/her notes and prepare for questions. Every effort will be made to clarify the subject matter during the lectures, but it is essential that the concepts be "assimilated" by careful reading of the textbooks.
12. Students are not allowed to copy text from course books, websites, etc... without reference. Plagiarism is a serious crime and the Institute penalises it.
13. Students should keep their Student ID Card on their person at all times.

Thank you

The Management

COURSE ACCEPTANCE LETTER

Student Name:
Nationality:
Passport Number:
Date:

Dear

I am pleased to inform you have been un-conditionally accepted by **eie Institute of Education to read the** **in** We are sure you will find the programme rewarding, both personally and professionally.

A. TERMS OF OFFER

- 1a. Starting date:
2. Qualification sought:
3. Duration:
- 4a. Course fees:
- 4b. Payments Received: Euro 500 (Non-refundable) Confirmed as Paid
5. Payments Due:payable prior to arrival;

B. CONDITIONS OF OFFER

1. Fees paid are not refundable in whole or in part once a student has commenced the programme.
2. Candidates who defer at any time during the programme will be liable for any increase in fees, which may have been introduced after their time of deferral and recommencement of study on the programme.
3. Students agree to abide to the Institute Regulations of the eie Institute of Education (copy of which is attached)
4. Any change of address should be notified to the Academic Office at the Institute immediately.
5. In the event that the student is granted a visa to attend the course, the remaining balance due is to be paid prior to the admittance on the programme.

Together we will embark upon a remarkably broadening journey. Welcome at the **eie Institute of Education**.

Yours sincerely,

Antonello Cappitta MBA, FIA, CPA

Chief Executive Officer

Course & Accommodation Confirmation Letter

Date:

To WHOM IT MAY CONCERN

This is to confirm that has been offered a place on the following course:

Course accepted for:	
Course Commencement Date:	
Duration:	
Total Course Fees:	
The Student has paid a deposit of: (non-refundable)

The student's personal details can be found here under:

Passport Number:	
Nationality:	

The Student's accommodation address whilst in Malta:

At the **EIE Institute of Education**, we would be very grateful if you could grant the student a visa so that the student can travel to Malta to study with us. **EIE Institute of Education** welcomes competitive applicants with a deep understanding of cultural issues and corporate social responsibility, who wish to enrich their practical management experience with new insights of today's global economy. The goal of the courses at **EIE Institute of Education** is to produce innovative managers who continuously improve their leadership skills and the organisational culture within their companies.

If you require further information, please do not hesitate to contact my office.

Thank you for your co-operation in this matter.

Yours sincerely,

Antonello Cappitta MBA, FIA, CPA

Chief Executive Officer

INVOICE

Date:

To:

Student Name:

Nationality:

Passport Number:

Course Dates:

Title of Course:

@.....

.....

=====

Payment Received on Application: Euro

Payments due on Arrival: Euro

Bank Details:

Account Name: **EIE (Malta) Limited**

Account number: **40020476629**

Bank Address: **Bank of Valletta plc**

Manwel Dimech Street

Balluta, SLM 13, Malta

IBAN code: **MT80 VALL 2201 3000 0000 4002 0476 629**

Bank BIC: **VALLMTMT**

FORMAL COMPLAINT FORM FOR STUDENT USE

EIE Institute of Education is committed to high standards of service and the quality of teaching and learning. However, it is accepted that students may have complaints relating to their course or the services and facilities provided by the Institute. EIE Institute of Education takes such complaints seriously and will deal with them in a confidential manner. EIE Institute of Education is committed to continuously improving our standards and constructively handling any complaints, taking any reasonable action to ensure that similar situations do not occur in the future.

RAISING A FORMAL COMPLAINT:

To raise a formal complaint the following details must be completed on this form. We would ask that you provide as much detail as is relevant including any dates, times and witnesses to any act or incident.

It is hoped that most complaints can be resolved by the informal process.

In most cases, the Institute's complaints system requires that complainants will have attempted to resolve the complaint by informal means, before raising a formal complaint.

PLEASE WRITE CLEARLY	
Name & Surname:	
STUDENT ID:	
DETAILS OF YOUR COMPLAINT:	
Please describe the nature of your complaint. (Attach separate sheets if necessary)	
Who did you approach to resolve your complaint informally?	
Include the staff members name, post, school/department and date raised:	

What action was taken to resolve your complaint:

How do you propose the complaint could be resolved to your satisfaction?

Where to address this form to:

Administration
EIE Institute of Education
Valletta Buildings, 1st Floor, Flat 2
South Street
Valletta
e-mail: info@eie-group.com

s

You should receive a formal acknowledgment of your complaint within the next 2 working days.

You will normally receive a substantive response within 10 working days.

FOR OFFICE USE ONLY:

DATE RECEIVED:		ACKNOWLEDGED:	
1ST Action Notes:		2ND Action Notes	

--	--

Thank you for submitting your formal complaint to eie Institute of Education.



Beginning of Module Questionnaire

Name: _____

Date: _____

Occupation: _____

Name of Course/Module: _____

Name of Tutor: _____

Please fill in the following questionnaire as truthfully as possible and highlight any issues you might have. All information will be kept confidential. Your feedback is greatly appreciated for the improvement of EIE Institute of Education.

PART A

For each of the questions given here, please indicate the response closest to your view with a tick (✓).

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
1. The learning objectives of this module are made clear to me.					
2. The content of this module is well organised.					
3. The course hours fit in nicely with my schedule.					
4. The classrooms are clean and tidy.					
5. The course material is sufficient.					
6. My tutor is professional and easy to understand.					
7. Academic support facilities (library, computing and audio/visual) are adequate.					
8. The lecturer is responsive to my needs.					

PART B

Kindly answer the following.

1. How did you hear about EIE Institute of Education?

2. Why did you choose EIE Institute of Education?

3. Are you happy with the service received so far? If not, please state why.

4. Do you have any questions or issues, which you would like us to tackle?

5. Please write any further comments here:

Thank you for your feedback!

The Management Team

End of Module Questionnaire

Name: _____

Date: _____

Occupation: _____

Name of Course/Module: _____

Name of Tutor: _____

Please fill in the following questionnaire as truthfully as possible and highlight any issues you might have. All information will be kept confidential. Your feedback is greatly appreciated for the improvement of EIE Institute of Education.

PART A

For each of the questions given here, please indicate the response closest to your view with a tick (✓).

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
9. I have reached my learning goals in this module.					
10. The content of this module was well organised and it helped me achieve results.					
11. The lecturer made learning interesting and the lectures were not dull.					
12. The teaching methods used were appropriate to the subject matter.					
13. The lecturer was responsive to my needs.					
14. Constant feedback from the lecturer helped me attain good results.					
15. Academic support facilities (library, computing and audio/visual) were adequate.					
16. Overall, this unit was worthwhile for me.					



Tutor/Lecturer Feedback Form

In order to ensure that our students are provided with the best tutoring possible, we would like you to give us your feedback. Your input is of utmost importance and will remain completely confidential.

1) What module were you teaching?

2) How many students were in your course?

3) Were you ever overwhelmed by this commitment? If yes, please state why.

Yes No

4) Did this commitment fit well into your schedule? If no, please state why.

Yes No

5) Would you be interested in delivering lectures in other subjects? If yes, please state which.

Yes No

6) Did you find our coordinators helpful and easy to work with? If no, please state why.

Yes No

7) What problems did you encounter, if any, during the module?

8) Would you change/improve the course? If yes, please state how.

Yes No

9) Any final comments/suggestions?

Thank you for your feedback.

Self-Evaluation for Learning Center Tutors

Name _____ Date _____

1. After reviewing your work throughout the past year, how would you rate your performance as a tutor? Discuss any *significant* strengths and weaknesses.
2. How have your abilities and skills improved while you have served as a tutor? In what ways have you addressed any areas for improvement you discovered?
3. How effectively do you communicate with students? Give examples.
4. In what ways do you help students solve their own problems with their assignments, without taking over the process yourself? Give examples.
5. How do you arrange for necessary absences, accommodations, and adjustments, especially when you can't work your assigned shift? Give examples.

6. In each of these areas, what are your professional development goals?

a. commitment to the mission of the Learning Center

b. tutoring/teaching skills and techniques

c. material and time management (timesheets, logs, handouts, etc.)

7. How could your supervisor make your job better for you?

8. How could the Learning Center improve services for students?



Date:

Student name:

Nationality:

Passport no.:

The student is following the

..... (Level).

The following is a review of the results:

Period	Module	Grade
.....
.....
.....
.....

Attendance :

Notes

Antonello Cappitta FIA, MBA, CPA

Chief Executive Officer



Application for Admission

This form should be completed and returned (along with supporting documentation)

By Hand: eie Educational Group, Tal-Balal Road, San Gwann, SGN 9014, Malta.

Or

By Email: info@eie-group.com

PERSONAL DETAILS

Surname/Family name:	<input type="text"/>	First/given names:	<input type="text"/>
Previous surname/Family name (if applicable):	<input type="text"/>	Title (Dr., Mr., Ms., etc.):	<input type="text"/>
Date Of Birth:	<input type="text"/> / <input type="text"/> / <input type="text"/>	Sex:	<input type="text"/>
Country of Birth:	<input type="text"/>	Present Nationality:	<input type="text"/>
Country of permanent residence:	<input type="text"/>	Passport No:	<input type="text"/>
ID No:	<input type="text"/>	Tel No:	<input type="text"/>
In case of an emergency call Mr./Mrs.:	<input type="text"/>		

CONTACT DETAILS

Permanent Home address:	<input type="text"/>		
	<input type="text"/>	Post code:	<input type="text"/>
Home Tel. No:	<input type="text"/>	Mobile:	<input type="text"/>
Email:	<input type="text"/>	Office Tel. No:	<input type="text"/>
Address for correspondence (if different from home address):	<input type="text"/>		
	<input type="text"/>	Post Code:	<input type="text"/>

FOR OFFICIAL USE ONLY

Documents to be submitted with completed registration form duly filled and signed:

<input type="checkbox"/> Copy of Certificates (Degree, Diploma, Grades, etc.)	Process Date:	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="checkbox"/> Two passport sized photos	Processed by:	<input type="text"/>
<input type="checkbox"/> Copy of Passport or ID card	Application received by:	<input type="text"/>
<input type="checkbox"/> Curriculum Vitae	Course commencement:	<input type="text"/> / <input type="text"/> / <input type="text"/>

EDUCATION AND QUALIFICATIONS

Name of institution	Dates of attendance: (month - year)	Qualifications/awards (include class and division or grade obtained if known)	Main Subjects:
	From: /		
	To: /		
Name of institution	Dates of attendance: (month - year)	Qualifications/awards (include class and division or grade obtained if known)	Main Subjects:
	From: /		
	To: /		
Name of institution	Dates of attendance: (month - year)	Qualifications/awards (include class and division or grade obtained if known)	Main Subjects:
	From: /		
	To: /		

(Please continue on a separate sheet if necessary)

ACTUAL EMPLOYMENT (IF ANY)

Current employment:		Field of activity:	
Initial position:		From: /	To: /
Current position:		Department:	
<input type="checkbox"/> Full time <input type="checkbox"/> Part time			

Describe your responsibilities and career path:

WORK EXPERIENCE

Please list only the last two employments. Starting with the most recent one.

JOB 1

Initial position:		Location:	
Current position:		From: /	To: /
<input type="checkbox"/> Full time <input type="checkbox"/> Part time			

JOB 2

Initial position:		Location:	
Current position:		From: /	To: /
<input type="checkbox"/> Full time <input type="checkbox"/> Part time			

(Please continue on a separate sheet if necessary or submit a complete CV)

PROGRAM OF STUDY CHOSEN

General English Programmes:

Special English Programmes:

Academic Programmes:

I certify that the information provided on this application form is complete and factually correct. I understand that all required credentials must be submitted before an admission decision can be made. I accept complete responsibility for requesting that the official transcripts and educational records be sent to the Admission Office. I understand that all application documents submitted are the property of eie Educational Group and cannot be returned or reproduced.

SIGNATURE

DATE

FULL NAME



Data Protection

This document specifies the code of conduct under which eie Educational Group will utilise any data held on computer or student file. Photographs and limited student details may be used by the Institute within a website or printed publication as part of the promotion of the eie Educational Group activities in general.

We will:

- Primarily use photographs of students as part of a group although individual photographs may be used if felt necessary.
- Not reveal, within the photograph or article, personal details such as home address or telephone number without prior permission.
- Ensure that any data held by the Institute will not be used outside of the working processes of eie Educational Group and will not be passed on to any third parties without the permission of the individual.

You may, of course, change your mind about this consent at any time, in which case, please let us know by sending an e-mail to: info@eie-group.com

(please complete & return this document)

.....

I confirm that I have read and agree to the terms contained within this Data protection consent form.

Name of Student: _____

Signature: _____ Date: _____

For Official Use Only:

Received - date and signature of eie representative