



Contents

Design and Approval of Programmes	2
Admission and Progression of Students	3
Admissions	3
Progression	4
Programme Specification and Regulations.....	4
University of London Programmes (MQF Level 6).....	4
Saint Martin's Institute of Higher Education (MQF Level 5).....	4
Assessment Process	5
Role of External Examiners for self-awarding qualifications	5
Student Feedback	6
Periodic Programme Review	6
Resourcing	6
Code of Ethics for Academic Staff	7
Public Information	7
Student Support	8
Students with Specific Requirements	8
Principal as a last resort source for student support.....	8
E-Learning and IT Services	8
Library Services	8
Student Complaints and Appeals	9
University of London programmes	9
Saint Martin's Institute of Higher Education	9

Design and Approval of Programmes

Saint Martin's Institute of Higher Education is a higher education awarding body licensed by the National Commission for Further & Higher Education (NCFHE) with number 196. This allows the Institute to develop new programmes at MQF levels 5, 6, 7 and 8 and teach these programmes according to the requirements as set by the NCFHE in the Referencing Report, 4th Revised Edition, published in February 2016 or any subsequent guidelines.

The Institute is an Affiliate Institute for the University of London and consequently is authorised to provide the teaching for qualifications conferred by the University of London. The Institute has ascertained that all such programmes have been vetted at appropriately levelled according to MQRIC within the NCFHE.

In the development of qualifications, the Institute makes a clear distinction between a course which will materialise into an award or a certificate, or be part of a full programme, and a programme which signifies a minimum of 60 ECTS or the equivalent of one full year of study. To date, the Institute has developed a total of nine qualifications between levels 5 and 7, as shown below:

MQF Level	Name of Qualification	Year
5	Diploma in Entrepreneurship	2013
6	Post Graduate Certificate in Higher Education	2013
6	BSc (Hons) Commerce	2015
5	Diploma in Finance	2016
5	Diploma in Management & Leadership	2016
5	Diploma in Computing with Information Systems	2016
5	Diploma in Computing with Digital Games Design & Development	2016
5	Diploma in Computing with eBusiness & Digital Marketing	2016
7	Postgraduate Certificate in Information Systems Engineering	2016
7	Postgraduate Diploma in Information Systems Engineering	2016
7	MSc in Information Systems Engineering	2016

The Institute has based these qualifications from knowledge gathered from its status as an Affiliate Institution for the University of London, especially since the Institute aimed to attain automatic Accreditation of Prior Learning for the MQF level 5 diplomas for students to progress to the degree

programmes conferred by the University. Due to the nature of computing, the Department of Computing treated the development of their programmes following the University of London syllabus and following consultations with the industry. The exception to the above is the Postgraduate Certificate in Higher Education which is a programme developed by Saint Martin's Institute to train its own internal member of academic staff with the necessary pedagogical competences to perform better in their job.

New course proposals set out how the course will be taught, the types of assessment students will need to complete and the learning outcomes they will achieve. These will be in accordance to NCFHE regulations and as per approval by the Saint Martin's Admissions and Advisory Board (SAAB). Furthermore, an external system of assessors is employed to review proposals and comment on the appropriateness and rigour of the programme.

The programme approval process considers the following:

- At what level is the curriculum being designed/evaluated?
- What are the intended learning outcomes for the programme (including the distinction between knowledge, skills and competences)?
- How will the programme be structured in terms of teaching and assessment?
- Does the programme promote progression so that the demands on the learner increase over time in terms of intellectual challenge, skills, knowledge and learning autonomy?
- What is the level of the course/programme on the framework?
- What are the core and essential reading list requirements?

Admission and Progression of Students

Admissions

Saint Martin's Institute of Higher Education provides tuition and confers MQF Level 5 home-grown diplomas in various fields. Saint Martin's Institute of Higher Education is also an Affiliate for the University of London and its admissions policy is highly influenced by the minimum requirements set by the University of London International Programmes. Students who prove attainment of the minimum qualifications and age as required by Saint Martin's Institute of Higher Education and the University of London admissions and have paid the necessary non-refundable application and registration fees with Saint Martin's Institute of Higher Education, may be accepted by Saint Martin's Institute of Higher Education. Students are considered **registered students** with the Institute, as soon as settlement of the non-refundable registration fee is effected and as such will be subject to the rules and regulations set by the Institute.

Progression

Following the release of the final examination results, students will receive communication from the Registrar with information as to the possible study paths available.

Programme Specification and Regulations

University of London Programmes (MQF Level 6)

Programme Specification and Regulations for the programmes followed by students at Saint Martin's Institute:

Economics, Management, Finance and the Social Sciences (EMFSS) Programme Specifications and Regulations:

http://www.londoninternational.ac.uk/sites/default/files/regulations/2016/progrege_emfss-new_16-17.pdf

Computing and Information Systems / Creative Computing (CIS / CC) Programme Specifications and Regulations:

http://www.londoninternational.ac.uk/sites/default/files/regulations/2016/progrege_computing_degree-dip_new_16-17.pdf

Business Administration (BBA) Programme Specifications and Regulations:

http://www.londoninternational.ac.uk/sites/default/files/regulations/2016/progrege_bsc_business_admin_16-17.pdf

Saint Martin's Institute of Higher Education (MQF Level 5)

Programme Specification and Regulations for the programmes followed by students at Saint Martin's Institute:

Diploma in Finance, Diploma in Entrepreneurship & Diploma in Management and Leadership:

<http://www.stmartins.edu/befregulations>

Diploma in Computing: <http://www.stmartins.edu/computingregulations>

Assessment Process

In higher education, 'assessment' refers to any of the processes that appraise an individual's knowledge, understanding, abilities or skills. High quality assessment practices are an important element of the student experience and the outcomes of assessment clearly influence students' future wellbeing. Hence the Institute is committed to promoting good practice, consistency and rigour in assessing students by ensuring that:

- assessment is reliable, with clear and consistent processes for the setting, marking, grading and moderation of assignments;
- assessment is valid and effectively measures student attainment of the intended learning outcomes;
- assessment is inclusive and equitable, ensuring that tasks and procedures do not put into a disadvantage any group or individual;
- assessment procedures are transparent, and criteria and methods by which students' work is being judged are made clear to students, staff and external examiners;
- the amount of assessed work is manageable;
- each programme includes a variety of assessment types, in order to promote effective learning and allow a range of learning outcomes to be appropriately addressed.

To ascertain impartiality, Saint Martin's students following the University of London programmes sit for their annual examinations as set by the University of London examination boards, with students sitting for unseen written papers organised and invigilated by the Registrar of examinations of the Ministry of Education, Malta. These final examinations are set, marked and moderated by the University of London examination boards independent from the teaching institution, which is responsible for the academic preparation of the student even through semester examinations as set by the Institute.

Role of External Examiners for self-awarding qualifications

Independent external examiners (not having any direct relationship with the Institute and may be Maltese or from other nationalities, members of universities) are asked to participate in the examinations of the final examinations of all self-awarded programmes offered by the Institute. In addition to providing students with an independent and external assessment of their work, this practice helps to ensure that the standards and quality of the qualifications awarded by the Institute are comparable to those of other reputable institutions.

External examiners' reports are sent to the Principal who then pass these on to Heads of Department for consideration by the respective faculty. It is expected that due consideration is given to any

concerns/recommendations for improvement highlighted in these reports when faculty is reviewing the respective programmes.

Student Feedback

Students' evaluation of their learning experience is an integral and necessary component of any quality assurance system as adopted by universities as it allows the institution to evaluate how its service provision is viewed by its most important group of stakeholders. Besides providing them with an opportunity to comment on the quality of courses, feedback ensures that lecturers are made aware of problems perceived or encountered by students and affords an opportunity for tutors to conduct self-evaluation and introspection for improvement.

In each semester, towards the end of class in selected study-units, students are invited by an email to complete an online questionnaire, on an anonymous basis. This process occurs firstly towards the middle of the Autumn semester, in November, again in the Winter semester, in February and finally in June.

The main issues highlighted during any feedback exercise are communicated to the Principal and any urgent/serious matters are discussed with the respective Heads of Department. Results are monitored and study-units which elicit a pattern of recurrent problems are re-assessed for any developments.

Periodic Programme Review

All departments and other academic entities within the Institute, which provide teaching services are required to undertake a Periodic Programme Review (PPR), which essentially involves an evaluation of the complete portfolio of undergraduate programmes on offer. This process is an important aspect of the Institute's quality assurance procedures, and serves to ensure that programmes on offer are and remain of acceptable quality, appropriate academic standard and relevant to the needs of society.

Resourcing

The Institute strives to enhance quality in its educational outcomes by offering employment to highly qualified Resident Academics who though must illustrate a clear vocation towards teaching. The

Institute is mainly a teaching institution and its mission is to act as facilitator for students to learn and overcome any barriers towards attaining the standards expected by a prestigious international seat of learning – the University of London.

Once appointed to this grade, all resident academic staff are required to follow a series of seminars organised by the University on pedagogy, educational technologies and lecturing methodologies and support all resident academics with opportunities to extend their level of qualification at postgraduate level.

Code of Ethics for Academic Staff

Academic staff of Saint Martin's Institute of Higher Education are expected to adhere to the Code of Ethics developed by the academics themselves as a self-regulatory code also available to staff on the SMIVLE and available to the prospective and registered students.

Public Information

Information pertaining to courses offered by the Institute is publicly available through the website www.stmartins.edu and prospectuses are available on <https://issuu.com/stmartinsedu>. Students may also attain information about the University of London degree programmes taught by the Institute on <http://www.londoninternational.ac.uk/>, which allows individuals to select from a drop-down menu, the areas of study which are of interest to them, and this will in turn lead the user to courses which are relevant to the search criteria.

The information available under each of the individual searches is as follows:

- Title of the qualification
- Level of the qualification
- Duration and mode of study
- Course overview
- Learning outcomes of the programme
- Details of career opportunities and access to further studies
- Target audience

- Admission requirements
- Programme of Studies including a description for all study-units

Student Support

There are various support structures in place at both Saint Martin's Institute of Higher Education and the University of London as the conferring body aimed at helping students with problems. A student facing academic problems may seek assistance from their Study Mentor, the respective Head of Department and the Principal respectively. Any administrative problems are to be channelled through the Registrar's office (registrar@stmartins.edu). Any issues concerning fees are to be addressed to accounts@stmartins.edu.

Students with Specific Requirements

Students experiencing problems due to physical or cognitive problems may seek assistance from the Registrar's office.

Principal as a last resort source for student support

If a student has not found help from any of the above bodies, they may request to schedule an appointment with the Principal.

E-Learning and IT Services

The Institute's IT Services is responsible for the IT infrastructure and offers a range of facilities and services to assist members of staff and students with their IT-related needs.

The campus network connects together into one virtual campus all offices, laboratories, buildings and wireless hotspots that are located across the area in Hamrun. The intranet provides access to the Internet, Library online periodical, SMIVLE and the SMIItranet. Other services that are provided to the community include e-learning, videoconferencing, academic software site licences and training.

Library Services

The library offers just under one thousand five hundred titles for short term lending, as an extension to the extensive online library of the University of London. The online library includes numerous journal literature, as well as a wide range of electronic resources through a dynamic web portal.

Student Complaints and Appeals

University of London programmes

Please refer to the following link to view the Complaints and Academic Appeals procedure adopted by the University of London: <http://www.londoninternational.ac.uk/sites/default/files/complaints-procedure.pdf>

Saint Martin's Institute of Higher Education

Students must follow these steps in the event that they are dissatisfied with the service provided by Saint Martin's Institute of Higher Education:

Step 1 – refer the issue / concern to the respective Study Tutor. The matter will be immediately referred to the respective Heads of Department.

Step 2 – if the student feels that the issue / concern has not been resolved, the student may request a meeting with the respective Heads of Department. The request must be made in writing to the Registrar, who will make the necessary arrangements to schedule the meeting. Depending on the nature of the complaint, the respective Heads of Department may decide to refer the matter to the Principal or the Saint Martin's Admissions and Advisory Board (SAAB) for guidance and advice.

Step 3 – if the student still feels that the issue / concern has not been resolved, the student may request the intervention of the SMI Arbitrator in writing on arbitror@stmartins.edu. The decision taken by the SMI Arbitrator will be final.