



MALTA INSTITUTE OF MANAGEMENT

GENERAL STUDENT HANDBOOK

2023-2024

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Student Support

For any support you can write to info@maltamanagement.com or call on 21456819/20 during office hours from 9am to 4pm. MIM will get in touch with you within 24 hours during office hours.

1. Quality Assurance Manual.

MIM Quality assurance manual in short is found on the website <https://maltainstitutemanagement.com/>. Also included as public information on MIM website is all Policies and Procedures, for all student perusal as and when they deem necessary.

2. Lecturing and Procedure

MIM have one or more lecturers assigned for each program. The profiles of the lecturers are available online.

The students can contact the course co-ordinator for support on rvella@maltamanagement.com or make an appointment with their Lecturer depending on the nature of support required.

3. Complaints, Appeals or Enquiries on Assessment

MIM is committed to providing the highest quality of education possible and it strive to ensure that its stakeholders gain maximum benefit from the academic, social and cultural experiences it offers. Where stakeholders feel that their legitimate expectations are not being met, or where misunderstandings about the nature of the MIM's provision occur, MIM expects that problems will be speedily and effectively dealt with.

Its complaint mechanism is based on the assumption that tutors/lecturers will at all times deal thoughtfully and sympathetically with stakeholders' problems, source to minimise the extent to which formal procedures needs to be followed. In the meantime, this also applies to any administrative complaints. If any stakeholder would like to make a formal complaint, the procedure is to write in the complaints' form found on MIM's website (<https://maltainstitutemanagement.com/contact-us/>) which will be seen by two internal admin members who will channel the complaint to the appropriate personnel and overseen by IQAC.

Students who are dissatisfied with an assessment of any kind have a right to complain and then also appeal.

Students will write a complaint (through the Complaints button) to the administrator who will vet and if upheld, forward to the president and IQAC. The President will reply after having considered all facts within 7 working days. If an appeal on the decision is received by the President, then the President will appoint a new committee to discuss the appeal. The Appeals committee will be made of 3 external members to decide on the case and make a final decision which will be communicated to the President who in turn communicates with who made the appeal. The Appeals committee will have the final decision.

For more information in detail on the above, see Complaints Policy and Procedure and Enquiries and Appeals Procedure on the MIM website <https://maltainstitutemanagement.com/>.

4. Mitigating Procedure & Policy

MIM supports students who have issues related to their lifestyle or medical problems.

A mitigating circumstance is an unforeseen or unpreventable situation which hinders the student from performing according to the academic calendar. The following are examples but not limited to:

- Death in family
- Long term sickness including Hospitalisation
- Work travel hindering meeting deadlines
- Family problems like divorcing
- Mental Health issues

If the student decides to take a break from his studies, he will need to write an e mail to the administration office who in turn will inform the student by an e mail the decision taken in best interest of the student. The decision is taken by the Management after consulting the lecturers.

The student must inform MIM through e-mail about such circumstances. The Management will take a decision within 5 working days and inform the student by e mail accordingly about the decision taken.

5. Student Centred Policy & Procedure

MIM values the student as a stakeholder rather than a customer and involves students both in the learning process and also in decision making.

MIM's definition is: 'Student centred Learning represents both a mindset and a culture within a given higher education Institution and is a learning approach which is broadly related to, and supported by, constructivist theories of learning. It is characterised by innovative methods of teaching which aim to promote learning in communication with teachers and other learners and which take students seriously as active participants in their own learning, fostering transferable skills such as problem solving, critical thinking and reflective thinking.'

Therefore, MIM respects and attends to the diversity of students and their needs as from application stage as the application has a space where the student can indicate this. Different modes of delivery are considered where appropriate and so a variety of pedagogical methods are used including the involvement of students for discussion in the learning process. At the same time, MIM encourages a sense of autonomy in the learner and that is also why the student has self-study hours which form part of the total learning hours. All Lecturers and students promote mutual respect between them for a good relationship and if there are any complaints both Lecturer and student have appropriate procedures for dealing with complaints. Learner support is given by all Lecturers and the administrator depending on the support required. Any other required support which cannot be met within these parameters is referred to the President on a case-by-case basis. The student also has the opportunity to involve himself in decision making through the students' questionnaire and focus groups when applicable to make the system more student centred.

Academic

1. Language

MIM carries out its programs in English

2. Admissions Policy & Procedure

The MIM accepts qualified applicants as per guidelines for the qualification offered. Students will be informed by an e-mail when accepted to follow the course.

Any prospective student must use the online application form found on <https://maltainstitutemanagement.com/>. The students must use their own personal e mail address. No e-mail address of any company or organization is accepted.

The student will apply online according to the requirements as advertised on the website for the particular programme. The application is overseen by the Administrative office to see that all requirements are met. Once all requirements are validated then the student will receive acceptance through an e mail from the administration office. Should the student require assistance in application the communication can take place through an e mail with the administration office. If the student does not have all the requirements the administration office will inform the student accordingly.

The student can also apply through the Maturity clause (student being 21 years and over) but must meet the English language requirement and will be required to attend a online student needs interview by MIM.

The above requirements are applied consistently and in a transparent manner as records are well kept for auditing purposes.

No refunds are given after payment for admissions unless the candidate is not enrolled into the course because he is not qualified or there are Mitigating circumstances (See Mitigating Policy and Procedure summary below) that do not allow him to start the course. A 10% administration fee is charged before any refunds are given.

3. Calendar Policy & Procedure

MIM provides clear, accurate and timely information to its stakeholders about key academic dates and deadlines.

The Management will issue the academic calendar on the website and it is overseen by the IQAC on a monthly basis. The calendar can be updated following recommendations from the IQAC without any detriment to students.

4. Progress

Students are given formative and summative feedback as part of their progress. The formative feedback can be verbal or written by the lecturer. The summative feedback is given through the results obtained as communicated by MIMs administration.

5. Academic Integrity & Freedom Policy

MIM maintains a high academic standard in its courses and expects students to conduct themselves in a manner which is fair, honest and consistent with the principles of academic integrity especially when undertaking assessment and research.

This Policy is supplemented by the Plagiarism policy and procedure. Lecturers are to abide professionally with students by being fair in their approach and being fair in assessment as required through the written module templates and criteria marking as well as honest in their feedback and be consistent throughout. Should the lecturers not uphold the correct Professional conduct they will be reprimanded at first instance by Management and should it happen the second time the Lecturer in question will not be engaged again.

Written and online material is provided to the students outlining the assessment tasks. The students are also requested to exercise freedom of speech by commenting on each other's work.

6. Credentials Policy & Procedure

MIM ensures that the credentials and credits for home grown courses are in line with the Malta Further and Higher Education Authority Malta. Other courses with different credentials are to be sent to MFHEA for validation and that they can be part of the register of accredited courses.

MIM will send to MFHEA the programmes, courses and awards to MFHEA. The credentials and credits are verified through a procedure by the Malta Further and Higher Education Authority Malta. MFHEA will then inform MIM that they have been accepted or not. After this procedure, MIM can upload on the website the courses transparently and state number of Credits and Level.

7. Certificates & Transcripts

Certificates are directly awarded to students, after results are published, within 3 months unless otherwise informed.

Students will also receive transcripts with their certificates for homegrown courses when this is required.

8. Recognised Prior Learning (RPL)

Recognised Prior Learning (RPL) is the recognition by MIM that the student has through formal, non-formal or informal methods learnt the necessary learning outcomes and therefore does not need to repeat them and can progress to the next level.

Informal Learning:

Knowledge, skills, competences and attitudes (as confirmed by employers) the learner has acquired through life and work experience as demonstrated through various methods like one-portfolio, performance assessment at work, demonstration, any external evaluation.

Non-formal learning:

Knowledge, skills, competences and attitudes acquired from non-credit courses, on the job training, professional workshops which can be evidenced through exams, interviews, e-portfolios and any other evidence fit for purpose.

- a) Any learner must submit the Recognised Prior Learning (RPL) information to MIM by email when applying.
- b) Non-formal and informal learning can be used to apply for programmes.
- c) MIM holds the right to judge which non-formal and informal learning can be accepted for enrolling in the Programmes.
- d) The competences demonstrated from non-formal and informal learning must be a minimum 50% of those required before following the programme.
- e) It is solely the learner's responsibility to provide satisfactory documentation for the non-formal and informal learning.

The administration office is responsible for the RPL selection criteria and enrolment of such students. They will inform the learner within a month of application submission whether they have been accepted or not.

The student can appeal a negative decision. In this case a separate committee will be appointed by the President.

The final decision given by this separate appeals committee will stand. The appeal must be carried out within 10 working days.

For more detail, see RPL policy on MIM website <https://maltainstitutemanagement.com/>.

Programmes

1. Viability

MIM continuously monitors the modules/awards/programmes in tandem with the lecturers and students.

The IQAC will review every 5 years the homegrown modules/awards/programmes through:

1. Employment rates (by asking Alumni)
2. Student online questionnaires
3. Other relevant information for ongoing monitoring like feedback from the lecturer

The IQAC will make a review and take any action as necessary after having gone through the above 3 points.

2. New modules

The Management will accept new modules/awards/programmes where appropriate according to the strategy and after consulting IQAC.

See Standard 3 table in Quality Assurance Manual.

3. Referencing

Lecturers are to provide guidance on referencing. The full list of all references and other sources must be listed in a section at the end of any piece of work, together with the full publication details. This is normally referred to as a "List of References" and it must include details of any and all sources of information that the participant has referred to in producing their work.

Whichever system is used, a list must be included at the end, which allows the reader to locate the works cited for themselves. The internet is also an increasingly popular source of information for participants and details must again be provided. Participants need to adhere to the following guidelines in all cases where they reference the work of others.

If the source is a book, the required information is as follows:

- Author's name(s)
- Year of Publication
- Title of Book
- Place of Publication
- Publisher's Name
- All Page Numbers cited
- Edition (if more than one)

If the source is an article in a journal or periodical, the required information is as follows:

- Author's name(s)
- Year of Publication

- Title of Journal
- Volume and Part number
- Page numbers for the article

If the source is from the internet, the required information is as follows:

- Autor's or Institution's name
- Title of Document
- Date last accessed by participant
- Full URL
- Affiliation of author, if given

Participants will be encouraged to use a style of acknowledgement that is appropriate to their own academic discipline and should seek advice from their mentor, tutor or other appropriate member or academic staff.

Students, lecturers and MIM administration staff have a joint role in ensuring that the right referencing procedures are adopted by:

- Taking responsibility for applying the right principles and integrity when referring to other people's work,
- Lecturers are to provide guidance on referencing,
- Alert participants in the Participants' handbook on the procedures to follow on referencing,
- Alert Lecturers on the procedures that need to be applied for referencing.

4. Plagiarism

Plagiarism is strictly prohibited and MIM implements the following in place to avoid it.

Plagiarism involves the act of taking ideas, writings or inventions of others and using these as if they were one's own, whether intentionally or not. Plagiarism occurs where there is no acknowledgement that the writings or ideas belong to or have come from another source.

Participants, tutors and MIM administration staff have a joint role in ensuring that plagiarism is avoided in all areas of academic activity by:

- Taking responsibility for applying the right principles and integrity when referring to other people's work.
- Checking for plagiarism on work produced. If plagiarism is found by the lecturer; this is to be immediately notified to the Top Management and could likely result in severe disciplinary action by MIM. The standard penalty is to annul the assessments found to be plagiarised.
- Plagiarism software is used by using this url: Plagiarism Checker - No 1 Free plagiarism Detector – <https://www.plagiarismchecker.co/#inputSec>

Staff and students are made aware that plagiarism is not accepted through a Welcome e mail with reference to the Policy and Procedure on the website. In the case MIM and/or the lecturer find evidence that students work has been plagiarized then the student will be informed by an e mail. In the first instance, the student is given a chance to resubmit without capping marks. In the second instance, the

student is given a chance, but his pass mark will be capped at 60%. In the third instance, the student will not get his award or qualification.

5. International

MIM Management develops, markets and delivers modules, awards and programmes according to the strategy of MIM to meet the requirements of international students.

All modules, awards and programmes have an international flair added to them and this is done through the standard 3 of design development keeping in mind the educational needs, resource needs and any applicable fees. MIM delivers foreign qualifications as part of its international drive to attract students.

MIM also acts as a facilitator in offering certain courses to students who want to join foreign courses carried out by foreign educational Institutions.

Student

1. Behaviour

All students are expected to behave in a professional manner and abide by the Laws of Malta and any Policies and procedures issued by MIM from time to time. If there are behavioral problems this can be reported through complaints form as found on website <https://maltainstitutemanagement.com/contact-us/>. The procedure of Complaints will then be activated.

2. Feedback

Students can give their feedback after the programme is completed. The students can do this verbally to the Co-Ordinator, or by writing an e mail but mostly through the students questionnaire.

3. Terminating the course

Students must send an e mail to rvella@maltamanagement.com, if they intend to terminate the course, explaining the reason why they wish so.

4. Technology

MIM uses Zoom for any online communication, lecturing and also meetings when required. The student will receive an invitation to join if this is required.

MIM invests in the latest affordable technology for the benefit of teaching and learning.

IQAC reviews the ICT infrastructure on an ongoing basis to make sure students, staff and management can make use of it in a friendly manner.

Students can access the course content as provided on the website using their registered personal email and the password, they have provided during the registration procedure. MIM uses zoom for home grown courses.

The computer device is the ownership and supplied by the student him- or herself for teaching and learning.

MIM provides online help as part of the ICT procedure to abide by the policy.

Each student will be communicated with the e-mail address as given during the registration procedure, which must be the personal e-mail of the student.

Equality and Non Discrimination

1. Discrimination Policy

MIM Equality, Diversity and Non-Discrimination Policy ensures that employees, lecturers and students treat each other with dignity and without any discrimination. MIM policy complies with the Human rights Chapter 319 of the laws of Malta and to require that all employees and students understand and act in accordance with that legislation.

Discrimination is the unfavourable treatment of a person due to one of his personal traits.

It is the responsibility of MIM to oversee that there is no discrimination and that the Human Rights legislation is observed. Anyone being discriminated or anyone noticing discrimination can write a direct e-mail (through Complaints button) to the President or IQAC. The President or IQAC will look into the case within 10 working days of receiving the complaint. Action will be taken as deemed necessary after facts have been established.

It is the responsibility of the student or any other stakeholder making a discrimination claim to provide enough evidence of discrimination against him. Evidence is key. Since MIM is registered in Malta the student can take up the appeal to the ombudsman in this particular case of Discrimination (<https://www.ombudsman.org.mt/>).

If the student is found guilty of discrimination, a written warning will be issued. Should the same student repeat the offence a second time he will be expelled without any refund.

2. Equal Opportunities

MIM promotes equal opportunity and equal rights for all stakeholders irrespective of race, religion, political, age, colour, ethnicity, sex, natural origin sexual orientation or special needs.

Further to the Discrimination Policy and procedure, MIM, as a Maltese registered academy, follows Chapter 413 Equal Opportunities of the Laws of Malta including persons with disability.

Equal opportunity is about giving and getting a fair go. It does not assume everyone is the same and it does not mean treating everyone the same. MIM has a Mitigating Policy and procedure to support the Equal Opportunities policy.

It is the responsibility of the President to oversee that there is an equal opportunity and that the legislation Chapter 413 is observed. Anyone who does not get an equal opportunity can write a direct e-mail to the President or IQAC. The President will consider the case within 10 working days of receiving the complaint. Action will be taken as deemed necessary after facts have been established.

Since MIM is registered in Malta students can appeal to the ombudsman also for the Equal opportunities (<https://www.ombudsman.org.mt/>).

3. Ethics

MIM believes in freedom of expression. However, the written word sometimes seems harsher than the spoken word in a face-to-face environment where facial expressions give meaning to the communication. Therefore, for ethical purposes, the lecturer and students should be careful how to express themselves in e-mails, chat or forum discussion panels. The aim of e-mails, chat or forum discussion panels is for learning from each other to contribute to the acquisition of the programme. Students can exchange ideas through discussion by respecting each other and recognizing their responsibilities to other individuals.

All stakeholders must abide by the policies and procedures as part of ethics. Anyone can raise an ethics breach through the Complaints button on the website <https://maltainstitutemanagement.com/contact-us/>.

If ethics are breached the Management have the right to enforce disciplinary procedures, which include the setup of three persons as an autonomous board to investigate and recommend any action necessary to the President. The President will decide upon the recommendations, act accordingly and inform the person who has breached ethics by e mail within two weeks.

For more information, see Equality, Diversity & Non-Discrimination Policy on MIM website <https://maltainstitutemanagement.com/>.