



STUDY WORLD
Global College Malta

Quality Assurance Manual

2015 Version 1

Table of Contents

| | |
|---|----|
| Part A: Quality Assurance Policy | 5 |
| 1) Mitigating Circumstances Policy..... | 5 |
| 1.1 Acceptable circumstances | 5 |
| 1.2 Confidentiality..... | 6 |
| 1.3 Evidence required | 6 |
| 1.4 Meetings of the Mitigating Circumstances Committee..... | 6 |
| 1.5 Appeals..... | 6 |
| 2) Plagiarism and other Misconduct..... | 7 |
| 2.1 Plagiarism and Collusion | 7 |
| 2.2 Suspected Plagiarism and/or Collusion | 7 |
| 2.3 Suspected Examination Misconduct..... | 8 |
| 2.4 Other Misconduct..... | 9 |
| 2.5 Sanctions..... | 10 |
| 3) Appeals | 11 |
| 3.1 Student Academic Appeals | 11 |
| 3.2 Grounds for an Academic Appeal | 11 |
| 3.3 When Appeals will not be heard..... | 11 |
| 3.4 Making a Student Appeal..... | 12 |
| 4) Ethics Approval System..... | 13 |
| 4.1 Responsibility of the GCM Research Ethics Committee | 13 |
| 4.2 Accepted Ethical Standards | 13 |
| 5) Selection of Dissertation Tutors | 14 |
| 6) Board of Examiners..... | 15 |
| 6.1 Module Board | 15 |
| 6.2 Progression and Award Board | 16 |
| 7) External Examining | 17 |

| | |
|--|-----------|
| 7.1 Principles..... | 17 |
| 7.2 Appointment of External Examiners..... | 17 |
| 7.3 Length of Appointment..... | 17 |
| 7.4 Role of the External Examiner | 17 |
| 8) Annual Monitoring and Review | 19 |
| 9) Process for Raising an Academic Issue | 20 |
| Part B | 22 |
| 1) Taking temporary leave of absence (students) | 22 |
| 2) Granting extension for duration of course | 22 |
| 3) Appropriate student information and support systems in line with the National Quality Assurance Framework for Further and Higher Education..... | 23 |
| 4) Student Support Systems..... | 25 |
| 4.1 The Student Support Officer | 25 |
| 4.2 Mentors..... | 25 |
| 4.3 Academic Consultation | 25 |
| 4.4 Communication with Students | 25 |
| 5) Health..... | 26 |
| 6) Examination | 26 |
| 7) Coursework..... | 26 |
| 7.1) Referencing style | 26 |
| 7.2) Coursework submission requirements | 26 |
| 7.3) Late Submission | 26 |
| Appendices | 27 |
| Appendix 1: Mitigating Circumstances Form..... | 27 |
| Appendix 2: Academic Student Appeal Form | 31 |
| Appendix 3: Ethics Approval Form..... | 33 |
| Appendix 4: External Examiner Report form | 37 |
| Appendix 5: Annual Monitoring and Review | 41 |
| Appendix 6: Temporary Leave of Absence Form..... | 43 |

Appendix 7: Temporary Suspension of Studies Form 45

Appendix 8: Examination Conduct and Policy 47

Part A: Quality Assurance Policy

Global College Malta has adopted clear processes which are used as a mechanism for ensuring that academic standards are met for the delivery of its programmes and awards. The processes are contained in our Quality Assurance Manual. Enhancing the quality of the overall student learning experience is a major ingredient of our overall strategy. Our Learning and Teaching Strategy underpins “our commitment to enhance people’s lives through quality international education”.

1) Mitigating Circumstances Policy

There are occasions when a student cannot (due to a mitigating circumstance such as illness) attend the examination(s) or submit their assessment. Such circumstances do not match the student’s ability or expected level of performance.

See [Appendix 1](#) for the *Mitigating Circumstances Form*.

1.1 Acceptable circumstances

The following circumstances would be accepted as grounds for a mitigating circumstances:

- i) Illness or accident
- ii) Bereavement of a close relative
- iii) Significant circumstances of personal or a family member
- iv) Significant circumstances involving a work situation
- v) Circumstances which prevented the College from conducting an examination
(e.g. power cut)
- vi) Adverse weather conditions

The following circumstances would not be considered as mitigating circumstances include:

- (i) Holidays
- (ii) Assessments that are scheduled closely together or exams on the same day
- (iii) Poor time management
- (iv) Last minute travel arrangements

(v) Exam stress

Exceptional circumstances which could be considered may be representing your country at sport or religious/cultural observance.

1.2 Confidentiality

All mitigating circumstances will be held in confidence and on a strictly 'need to know' basis.

1.3 Evidence required

Evidence must be supplied which supports the Mitigating Circumstances Form.

1.4 Meetings of the Mitigating Circumstances Committee

The Mitigating Circumstances Committee meet four times per year and before Examination Boards. Where mitigating circumstances are accepted, the student will be given the opportunity to sit an exam or undertake an assessment at the next available opportunity as their first attempt. The Committee includes the Registrar and Programme Leader.

1.5 Appeals

Students have the right to appeal a decision of the mitigating circumstances committee if they feel that evidence was not well supported to the committee. See [Appeals](#) for further information.

2) Plagiarism and other Misconduct

2.1 Plagiarism and Collusion

Global College Malta treats all academic misconduct very seriously. All assignments are checked via Turnitin for evidence of plagiarism and/or collusion. Those students found to have plagiarised will be subject to the College's disciplinary procedures outlined below:

2.2 Suspected Plagiarism and/or Collusion

In cases of suspected plagiarism or collusion, the faculty member completes the necessary paperwork to the attention of the Registrar who in turn brings forward to the Disciplinary Committee. The Turnitin report will form the basis of evidence. A student hearing will be made whereby they will have the opportunity to defend their case. If the Disciplinary Committee finds that the student(s) have committed either plagiarism or collusion, the following actions will be taken:

Foundation level

First offence : Re-do the assessment with a cap of 40%.

Second offence : Fail the module with a cap of 40%.

Undergraduate level

First Year

First offence : Re-do the assessment with a cap of 40%.

Second offence : Fail the module with a cap of 40%

Second Year

First offence : Fail the module with a cap of 40%.

Second offence : Fail the semester with a cap of 40%.

Third Year

First offence : Fail the module with a cap of 40%.

Second offence : Fail the semester with a cap of 40%.

Postgraduate level

First offence : Fail the module with a cap of 40%.

Second offence : Fail two modules with a cap of 40%.

Doctorate level

First offence : Fail the programme.

In the student transcript, it will be notified that the student has committed academic misconduct.

2.3 Suspected Examination Misconduct

If the invigilator suspects a student of using unfair means in an examination, they must inform the Assistant Registrar (and complete the Invigilator's report) who will take the case to the Disciplinary Committee. If the Disciplinary Committee finds that the student(s) have committed an offense in the examination, the following actions will be taken:

Foundation level

First offence : Re-take the examination with a cap of 40%.

Second offence : Fail the module with a cap of 40%.

Undergraduate level

First Year

First offence : Re-take the examination with a cap of 40%.

Second offence : Fail the module with a cap of 40%.

Second Year

First offence : Fail the module with a cap of 40%.

Second offence : Fail the semester with a cap of 40%.

Third Year

First offence : Fail the module with a cap of 40%.

Second offence : Fail the semester with a cap of 40%.

Postgraduate level:

First offence : Fail the module with a cap of 40%.

Second offence : Fail two modules with a cap of 40%.

In the case that a student is found guilty of exam misconduct or plagiarism in their first or second offence, the same penalties apply. Third offence will normally receive the penalty of being dismissed from the programme.

2.4 Other Misconduct

The Student's Code of Conduct and Sanctions that will be imposed are communicated to students in the Student Handbook.

Students attending GCM must behave in a manner which treats other students and staff with respect. Students must not discriminate against other students on religion, ethnicity, disability or nationality.

The following misconduct may result in termination of a student's study programme and/or visa cancellation:

- An act of dishonesty.
- Forgery of academic qualifications.
- Disrupting or obstructing teaching or other College activities.
- Physical or verbal abuse which endangers risk or safety to any student or staff.
- Theft or damage to College property.
- Unauthorised possession of College keys.
- Unlawful use, possession or sale of controlled substances.
- No weapons are allowed on campus.
- Obscene dress wear is not acceptable on the College premises.
- Using computer facilities which violate copyright materials or use of obscene material.
- Unauthorised access to a student's email account.

2.5 Sanctions

All misconduct will be presented to the Disciplinary Committee. The purpose of applying sanctions is to ensure that students apply appropriate behaviour and respect to others. Sanctions reflect the seriousness of the misconduct ranging from verbal warnings, formal written warnings, suspension of studies to College expulsion.

3) Appeals

3.1 Student Academic Appeals

A student academic appeal is a formal request made by the student to review an academic decision taken by Global College Malta. The academic appeals process cannot be used to overturn academic judgement. The College has in place robust mechanisms to ensure that marking standards are fair, appropriate and consistent.

3.2 Grounds for an Academic Appeal

There are specific grounds in which a student can make an appeal if one or more of the following exists:

- A) Special circumstances(s) were not taken into account before the Module and Examination Boards has taken place.
- B) Approved policies and regulations have not been followed or there has been lack of clarity of which has resulted in affecting student performance.
- C) Bias or unfairness in the process of making an academic decision.
- D) Where there have been irregularities in the conduct of an assessment/examination or following procedures.

If any of these cases exist, students have the right to appeal (see Student Appeal Form), which will be heard by the Appeals Committee.

3.3 When Appeals will not be heard

The following are considered invalid cases for an appeal:

- A) When an academic decision has not yet been taken or confirmed.
- B) The student did not follow the mitigating circumstances policy in which students has been provided with.
- C) The student did not provide relevant evidence to support their mitigating circumstance.
- D) Circumstances such as illness during the examination that were not reported to the invigilator.
- E) Other circumstances which are not valid include:
 - (i) Planned holidays during assessment periods.
 - (ii) Poor time management

- (iii) Employment
 - (iv) Assessments which were scheduled on the same day
 - (v) Examination stress (not supported by medical evidence)
- F) Academic judgement
- G) Poor teaching. In such a case, this should have been escalated under a Student Complaint.
- H) Two weeks after the results have been released.
- I) The student has not completed the Student Appeal form.

3.4 Making a Student Appeal

It is recommended that the student acts promptly and contacts their mentor or any other academic counsellor to discuss the issue in the first instance. They should also familiarise themselves with the appeals procedure. The appellant must apply to the Registrar within two weeks of notification of results. If the appellant is unsuccessful, they have the right of appeal to a higher level – the Principal/**Registrar**. This must be sent no longer than 20 working days after the outcome of the first stage.

See [Appendix 2](#) for an Academic Student Appeal Form.

4) Ethics Approval System

The policy for all research/projects conducted by either students or staff is that it must be approved prior to undertaking the field research. This is to protect the welfare and rights of both the researcher(s) and the participants. The Ethics Committee meets on four occasions throughout the year to review ethical judgements on both student dissertations/theses and staff research/projects. Both students and staff must complete the Ethics Approval Form. In the case of a student undertaking their dissertation/thesis, they must obtain the signature of their academic supervisor.

See [Appendix 3](#) for an Ethics Approval Form.

4.1 Responsibility of the GCM Research Ethics Committee

- 1) To review and consider ethical judgements on both student/staff research.
- 2) The Committee has a duty to provide guidance to researchers that research/projects are being conducted safely and that the necessary consent and privacy has been given to participants of the research study.
- 3) The power and authority of the Committee can:
 - a. Authorise permission for a student/staff member to commence their research.
 - b. Seek clarification on part(s) of the applicant's submission.
 - c. Reject the research submission.
- 4) A committee member must declare any financial or personal interest with a student or research project to the Chair of the Committee.
- 5) The Committee meets four times per year.
- 6) The Ethics Committee will produce an annual report for the purposes of Annual Monitoring.

4.2 Accepted Ethical Standards

- a) Confidentiality – participants have a right to remain confidential.
- b) Informed consent – all participants must be kept informed of the study and what is required from them.
- c) Benefit of the research and not harm anyone – research undertaken must benefit society but at the same time not have any risk to participants.

5) Selection of Dissertation Tutors

The selection of a dissertation/thesis tutor is based upon the tutor workload, having the relevant subject expertise and who will possess extensive knowledge of the research process. In the case of doctorate supervision, the first supervisor must hold a doctorate and have supervised a doctorate thesis to completion. The second supervisor is also provided but GCM policy for both undergraduate and Masters Dissertations is that the student will have up to ten meetings with their supervisor through their dissertation period. The supervisor will keep a written record of student supervision meetings.

6) Board of Examiners

GCM operates two Board of Examiners:

- a) Module Board
- b) Progression and Award Board

6.1 Module Board

Each programme will have a Module Board which meets after the semester exam diet. This Board considers the results of the combination of assessments and will record justification for any unusual variation in the spread of marks. Attention is drawn where module pass rates are below 85%. An action plan is required from the Module tutor where the module pass rate is below the threshold of 85% and this will be addressed in the Annual Monitoring Review. The main purpose of assessment is to enable the student to demonstrate that they have fulfilled the learning outcomes of the module. A sample of all assessment work will be moderated by an Internal Moderator. For all dissertations, these must all be second marked to ensure a consistent approach. For all coursework and examinations, students will receive one of the following marks which is equivalent to the following grades:

| Mark | Grade | Interpretation |
|---------------|--------------|-----------------------|
| 70% and above | A | Excellent |
| 60% to 69% | B | Very Good |
| 50% to 59% | C | Good |
| 40% to 49% | D | Satisfactory |
| 39% and below | F | Fail |

The pass mark for foundation, undergraduate and postgraduate degrees is 40% or higher. For level 8 (doctorate) programmes, the pass mark shall be 50% or higher. The Progression and Award Board will take a decision on a student who has failed a module.

The Module Board will consist of the following members:

- Programme Leader
- Teaching team
- Registrar or Assistant Registrar
- External Examiner

6.2 Progression and Award Board

The Progression Board for each programme meets once per semester (given multiple intakes) and after the resit diet of examinations. This Board determines the student progression/award for their respective programme. The Board will make one of the following decisions on each student:

- Progress to the next stage of the programme or dissertation/thesis.
- Re-assess the module.
- Repeat one or more modules.
- Award a qualification/award.
- Transfer to another programme.

The Progression and Award Board will consist of the following members:

- Principal
- Registrar
- Teaching Team
- Programme Leader

7) External Examining

7.1 Principles

GCM attaches great importance to the process of external examining in order to ensure that academic standards are upheld and that standards of student performance are consistent, fair and judged. The process ensures that learning outcomes have been met by assessment in line with programme validations. GCM is able to compare that the standard of student work is comparable to other higher education institutions.

7.2 Appointment of External Examiners

Accordingly, one external examiner should represent a programme or group of closely related programmes of study or according to subject expertise. An external examiner will process the following:

- i) Have knowledge and understanding of western HEI academic standards and quality assurance and enhancement.
- ii) Have competence, knowledge and expertise in their subject specialism.
- iii) Have academic qualifications at least to the level being examined.
- iv) Have experience of teaching, setting exams and overseeing assessment procedures.
- v) Have fluency in English.
- vi) Have experience of enhancing the student learning experience.

7.3 Length of Appointment

Three years in the first instance.

7.4 Role of the External Examiner

The key role and purpose of the External Examiner is to assure that academic standards are in place and that the quality of assessment processes is intact. A report is an important part of the external examining process. Reports from the External Examiners form part of the Annual Monitoring Process.

See [Appendix 4](#) for the External Examiner Report Form.

Where an external examiner raises a serious concern relating to the lowering of academic standards within the programme of study, he/she shall raise this as a concern to the Principal.

8) Annual Monitoring and Review

The Annual Monitoring and Review (AMR) is a process which aims to:

- 1) Monitor and review GCM academic standards and quality.
- 2) Monitor and review the overall student learning experience and the achievement of student outcomes.
- 3) Monitor and review GCM progress towards its strategic objectives.
- 4) Progress towards the GCM Learning and Teaching Strategy.

The AMR principles are to:

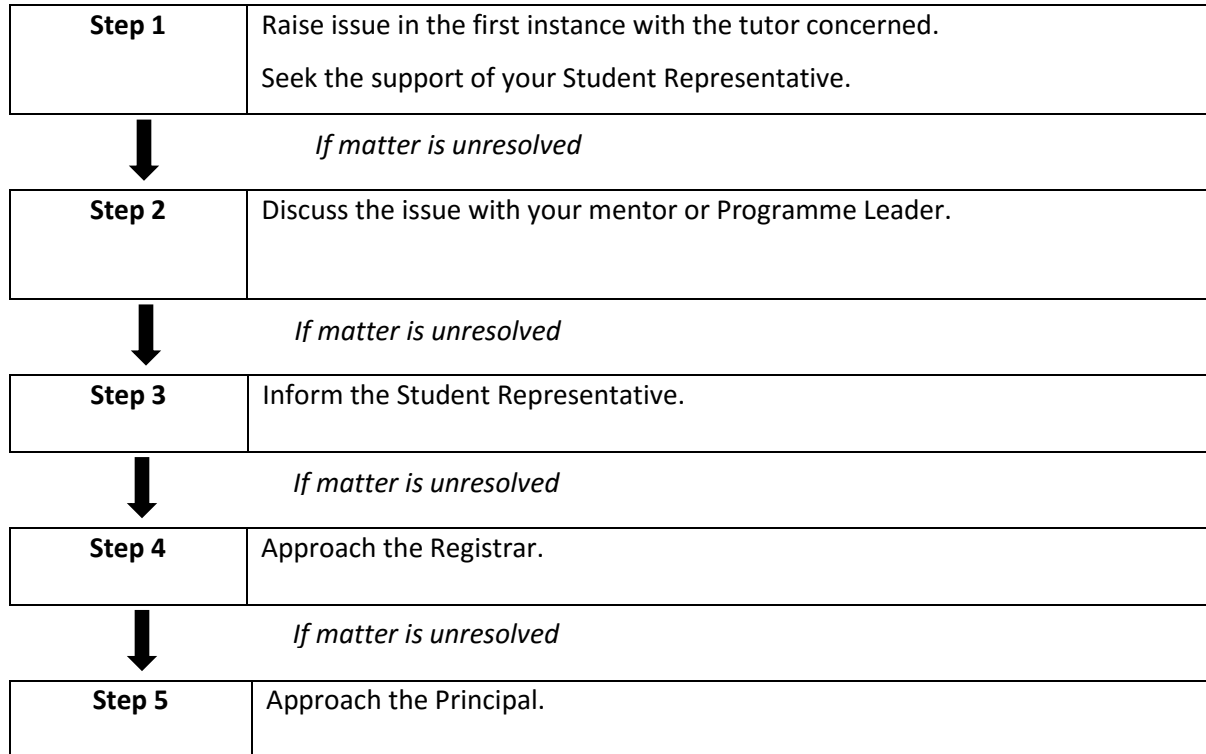
- i. Check and Review;
- ii. Reflect and;
- iii. Be forward thinking

The AMR takes place each January and is a process that purposefully integrates quality assurance with enhancement. A key component of the AMR is the monitoring of GCM's new Learning and Teaching Strategy.

See [Appendix 5](#) for the Annual Monitoring and Review Form.

9) Process for Raising an Academic Issue

What to do when you would like to raise any academic concerns?



Step 1

Raise your issue directly with the member of teaching staff concerned (Module Leader). You should not worry about raising any issue but if you do feel uneasy doing this yourself then can contact your Class Representative for your programme who can raise the matter on your behalf. Information on your Class Representative is posted on GCM noticeboard.

Step 2

If the matter is unresolved, your next step is to discuss your issue with your Mentor and Academic Administrator.

Step 3

If the matter remains unresolved, ensure to notify your Class Representative of the pending issue. Your Class Representative can then put forward to the Staff-Student Liaison Committee. This Committee meets three times a year to discuss how programmes and modules are being run. The members of this Committee work to resolve any matter that it considers relevant to the running of the programmes in the College, such as curricula, teaching and assessment methods. Committee members are able to bring student issues to the attention of senior staff on your behalf. However, the Committee is not competent to deal with matters concerning individual students or members of staff, such as disciplinary matters, assessments or appointments.

Step 4

If the matter remains unresolved, you may approach the Registrar or the Assistant Registrar.

Step 5

If the matter remains unresolved, you may approach the Principal.

Part B

1) Taking temporary leave of absence (students)

The College ideally requires the student's absence from lectures to be no more than 15% of lecture time, and then in the main only for medical reasons supported by a doctor's certificate, or for compassionate reasons agreed in writing with the Registrar. Students must only take their vacation(s) between two academic semesters only. Individual attendance records are kept for each lecture, enabling attendance issues with individuals to be identified, and the individual to be counselled by the College's Student Support Officer in the first instance. If deemed necessary, they may be referred to the mentor of concerned student and a mentor's report would be considered at the Monthly Academic Board Meeting (ABM) and necessary decision will be taken.

See [Appendix 6](#) for *Temporary Leave of Absence Form*.

2) Granting extension for duration of course

Students, who complete a part of the course, including assessments such that credits have been earned, may be granted an extension of the duration of their course, at the discretion of the Programme Leader or Registrar.

Valid reasons for an extension of the duration of the course might be:-

- Global College Malta is aware that many of our students are part-time and in employment, and occasionally the demands of their job makes it difficult to give the necessary commitment to their courses.
- In the case of a foreign student, a family emergency or any other valid reason such as economic recession which might affect the student's financial resources.

See [Appendix 7](#) for the *Temporary Suspension of Studies Form*.

3) Appropriate student information and support systems in line with the National Quality Assurance Framework for Further and Higher Education

Student support services at Global College Malta aims at providing academic counselling, careers guidance and academic learning support for students during their whole study period. In particular, student support activity at GCM support the academic and personal development, including required student's academic learning skills which support academic writing, presentation skills and course specific support to plug in any possible deficiencies in subject knowledge and understanding. This support is crucial to the quality of the students' learning experience at the Global College Malta and to their overall educational achievement during their study period.

Information

The following information is provided in the GCM Student Handbook, which is made available on-line to students before registration:-

- Welcome
- Introduction to Global College Malta
- Communication with GCM
- Student Support
- Students' Obligations
- Use of GCM Facilities, Library and IT support.
- Students' Code of Conduct
- Academic Assessment and Progression
- Important Phone Numbers
- Important Dates
- Timetables
- Checklist of things to do in the First Week

The Academic Course Document (ACD) – includes a module descriptor with learning outcomes, detailed course content, learning and assessment strategy with a week to week session outline - and

the commitment required by the student are covered by the academics during the first week of each Semester.

Student Academic Performance - formal and informal feedback on a student's performance in a particular module is given continually to the student by the academic responsible during tutorials/seminars.

4) Student Support Systems

4.1 The Student Support Officer

The Student Support Officer is the main contact person between the student and GCM when it comes to handling issues related to welfare, emergencies, accommodation, residence permits/ visa and personal matters. Appointments can be made with the Officer at the College Reception Desk or directly in person.

4.2 Mentors

Mentors are available for individual consultation, and students are given the name of a member of staff who will be their mentor. Appointments to see mentors can be made at the College Reception Desk. A first meeting will in any case be arranged by the Mentor early in the first Semester. The mentors can provide support on academic related matters including time management, preparation for exams and exam technique, language structure and grammar in assignments, essay and report writing, referencing, avoiding plagiarism and collusion, library researching. Mentors will also identify students with personal problems, and possibly recommend that these students see the Registrar or the College's Counsellor depending on the type and severity of the problem.

4.3 Academic Consultation

Student consultation with the Module Leader is part of the learning support provided in each subject. Once in a month, students are provided with a guaranteed opportunity for consultation with any academic, allowing students to clarify points of confusion, discuss aspects of the subject in more detail and to obtain feedback on their assignments. Currently these hours are between 5.30 and 7.30 pm on every last Thursday of the month.

4.4 Communication with Students

All students are given a college e-mail address to which all College communications are sent. Text messages are also sent to the individual's mobile. Foreign students in particular are offered a free GO sim card on registration. Key notices are also posted on the College notice boards such as class timetables, key contact details and their numbers in case of any emergency and urgent notices.

5) Health

The College has a facility of a dedicated Doctor. Currently, Dr Stephen Spiteri and St James Hospital provide all necessary medical support to students. This has proved to be particularly valuable for foreign students, who now have medical insurance arranged by the College and accepted by St James. Students are encouraged to see Dr Spiteri if they are feeling unwell. The College Students Welfare Officer provides all required support to students in arranging an appointment with Dr. Spiteri or St. James Hospital and keeping an eye on their welfare if they need to be hospitalised for some duration.

6) Examination

Students are required to read the Examination Conduct and Policy.

See [Appendix 8](#) for the Examination Conduct and Policy.

7) Coursework

7.1) Referencing style

GCM follows the Harvard referencing style. Students must ensure to following this reference style for all assessments.

7.2) Coursework submission requirements

All coursework submission must consist of the followings:

- 1 hardcopy of coursework (stapled)
- Softcopy via Turnitin (a copy of the Turnitin receipt must be printed and attached to the hardcopy assignment).

7.3) Late Submission

The penalty for late submission will be as follows:

- 5% deduction in marks if submitted one day late.
- 10% deduction if work is submitted after two days and
- No acceptance after the second day.

Appendices

Appendix 1: Mitigating Circumstances Form



Mitigating Circumstances Form

SECTION A: Student Details

| | | | |
|-----------------------|--|------------------------|--|
| Student Number | | Intake | |
| Name | | | |
| Programme Code | | Programme Title | |
| Mode of study | <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time | Year of Study | <i>Only applicable for undergraduate:</i> <input type="checkbox"/> Year 1 <input type="checkbox"/> Year 2 <input type="checkbox"/> Year 3 |
| Email address | | Contact Number | |

SECTION B: Details of the Mitigating Circumstances

Period covered by mitigating circumstances:

| From (dd/mm/yyyy) | | To (dd/mm/yyyy) | |
|--------------------------|---------------------|-------------------------|-------------|
| Module Code | Module Title | Assessment Title | Date |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

| | | | |
|--|--|--|--|
| | | | |
| | | | |
| | | | |
| | | | |

Please provide your details of mitigating circumstances

(Ensure to provide your supporting documents)

| |
|--|
| |
|--|

Student Declaration: I declare that the information contained above in this statement is accurate and complete to the best of my knowledge. I consent to my information being used by the Mitigating Circumstances Committee and understand that the information will be treated in confidence.

| | | | |
|------------------|--|-------------|--|
| Signature | | Date | |
|------------------|--|-------------|--|

Please return the completed form along with the supporting documents in an envelope labelled as 'CONFIDENTIAL'. The sealed envelope must be submitted to the Academic Administration Office.

SECTION C: Review of the Mitigating Circumstances Committee

Recommendation of the Mitigating Circumstances Committee:

(Please)

| | |
|--------------------------|--|
| <input type="checkbox"/> | <p>1) Approved The mitigating circumstances presented are sufficient on the basis of the evidence provided. <i>Our recommendation:</i></p> |
| <input type="checkbox"/> | <p>2) No supporting evidence provided Incomplete paperwork submitted</p> |
| <input type="checkbox"/> | <p>3) Rejected The mitigating circumstances presented are insufficient on the basis of the evidence provided.</p> |
| <input type="checkbox"/> | <p>4) Others <i>Please specify:</i></p> |

| |
|--|
| Signed by Chair of MC Committee |
|--|

| | | | |
|------|--|------|--|
| Name | | Date | |
|------|--|------|--|

SECTION D: For Academic Administration Office use only

| | |
|---------------------------------|--|
| Updated on the system (Date) | |
| Comments | |
| Staff Name & Signature | |



Academic Student Appeal Form

Before completing this form, you are strongly advised to consult with your mentor or other relevant member of staff in an attempt to informally resolve the issue/matter. If you are appealing against an award decision, you will not be entitled to receive an award until the matter has been concluded or if the appeal is withdrawn.

| | | | |
|--------------------------|--|-----------------------|--|
| Name | | Student Number | |
| Programme | | Year of Study | |
| GCM Email Address | | | |

Grounds of Appeal

(Please tick the box applicable)

1. GCM Regulations or procedures have not been followed.
2. There has been lack of clarity on the part of the GCM.
3. There is evidence that bias has been given in the academic decision.
4. Mitigating circumstances could not be provided at the time and affected my academic performance.

Review of Decision

(Please tick the box applicable)

1. A decision to terminate my studies due to academic failure.
2. Incorrect marks/grades provided.
3. A decision about progression or transfer.
4. Procedural irregularities in the examination, assessment or dissertation supervision.

Please provide case details

Supporting documents

Student declaration

I confirm that the information provided is correct.

I confirm that I have supplied all correct paperwork as evidence.

Student Signature:

Date:

Please forward this form to the Assistant Registrar – s.ang@gcmalta.com.



Ethics Approval Form

Forms must be completed in Word Format.

| | |
|--|--|
| Name | |
| Student Number | |
| GCM Email address | |
| Research type (please tick box) | <input type="checkbox"/> Undergraduate student <input type="checkbox"/> Postgraduate student <input type="checkbox"/> Staff member |
| Supervisor | |
| Title of Research | |
| Expected date of commencement | |
| Approximate duration | |

| |
|---|
| 1) Briefly describe the rationale of your research proposal. |
| |

| |
|---------------------------------------|
| 2) What are the research aims? |
| |

| |
|--|
| 3) Describe your research design. |
| |
| 4) Methods to be used for data collection and analysis. |

| |
|--|
| |
|--|

5) Will vulnerable groups be used as participants in your study?

Yes

No

6) Briefly describe the participant characteristics to be involved in the research.

| |
|--|
| |
|--|

7) How will participants be selected?

| |
|--|
| |
|--|

8) What potential risks to the participants do you foresee?

| |
|--|
| |
|--|

9) How do you propose to deal with any potential risks to participants?

| |
|--|
| |
|--|

10) What potential risks do you foresee for the researcher(s)?

11) How do you intend to deal with any potential risk to the researcher(s)?

12) Will informed consent be asked from participants?

Yes Please attach the consent form

No Please give reasons below:

13) Will participants be given the right to withdraw throughout the research process?

Yes

No

If *No*, please give reasons below:

14) How do you ensure the anonymity and confidentiality of participants?

Supervisor's support

Signed :

Date :

Applicant's support

Signed :

Date :



External Examiner Report Form

| | |
|---------------------------|--|
| Academic Year | |
| Programme / Module | |
| External Examiner | |

Part One: Evaluation on Standards and Assessment

1) *The College is maintaining academic standards.*

Is the above statement correct? (Yes/No)

If you have stated 'No', please provide some indication:

2) *In your opinion, the standards and the student achievement is comparable to the UK HEIs.*

Is the above statement correct? (Yes/No)

If you have stated 'No', please provide your rationale:

3) *In your view, the learning outcomes are met through student achievement.*

Is the above statement correct? (Yes/No)

If you have stated 'No', please provide some indication:

| |
|--|
| |
|--|

Part Two: Quality of Provision

| A. Academic Quality | |
|--|---------------|
| PLEASE PROVIDE AN OVERALL RATING FOR ACADEMIC QUALITY Key: 5=Excellent 4=Highly satisfactory 3=Acceptable 2=Unsatisfactory 1=Very unsatisfactory | Rating |
| Please list the core strengths and significant weaknesses in the academic quality. | |
| <u>Core Strengths</u> | |
| 1) | |
| 2) | |
| 3) | |
| <u>Significant Weaknesses</u> | |
| 1) | |
| 2) | |
| 3) | |
| B. Assessment Processes | |
| PLEASE PROVIDE AN OVERALL RATING FOR ASSESSMENT PROCESSES Key: 5=Excellent 4=Highly satisfactory 3=Acceptable 2=Unsatisfactory 1=Very unsatisfactory | Rating |
| Please list the core strengths and significant weaknesses in the assessment processes. | |
| <u>Core Strengths</u> | |
| 1) | |
| 2) | |
| 3) | |
| <u>Significant Weaknesses</u> | |
| 1) | |
| 2) | |
| 3) | |
| C. Quality of Student Learning Experience | |
| PLEASE PROVIDE AN OVERALL RATING OF THE QUALITY FOR STUDENT LEARNING EXPERIENCE Key: 5=Excellent 4=Highly satisfactory 3=Acceptable 2=Unsatisfactory 1=Very unsatisfactory | Rating |
| Please list the core strengths and significant weaknesses in the quality of student learning experience. | |
| <u>Core Strengths</u> | |
| 1) | |
| 2) | |
| 3) | |
| <u>Significant Weaknesses</u> | |

- 1)
- 2)
- 3)

D. Student Achievement

PLEASE PROVIDE AN OVERALL RATING OF THE QUALITY FOR STUDENT ACHIEVEMENT

Rating

Key: 5=Excellent 4=Highly satisfactory 3=Acceptable 2=Unsatisfactory 1=Very unsatisfactory

Please list the core strengths and significant weaknesses in the student achievement.

Core Strengths

- 1)
- 2)
- 3)

Significant Weaknesses

- 1)
- 2)
- 3)

E. Do you have any comments to make about overall quality including good practice?

Part Three: Evidence Checklist

| Programme Materials | | Y | N | N/A |
|--------------------------------------|--|----------|----------|------------|
| Did you receive: | | | | |
| 1 | Course Handbooks? | | | |
| 2 | Regulations? | | | |
| 3 | Module Descriptors? | | | |
| 4 | Assessment briefs and marking criteria? | | | |
| Draft Examination Papers | | | | |
| 1 | Did you receive examination papers? | | | |
| 2 | Was the nature of the questions at an appropriate level? | | | |
| Marking Examination Scripts | | | | |
| 1 | Have you received a sufficient number of scripts? | | | |
| 2 | Is the standard and consistency of marking appropriate? | | | |
| 3 | Were reason provided on the scripts for changes in moderation? | | | |
| Dissertations/Project Reports | | | | |
| 1 | Were the choice of dissertations appropriate? | | | |
| Coursework | | | | |
| 1 | Was sufficient coursework made available to you? | | | |
| 2 | Was the standard of marking consistent? | | | |
| Progression Board Meeting | | | | |
| 1 | Were you able to attend the Board meeting? | | | |
| 2 | Was the meeting conducted consistently and fairly? | | | |
| 3 | Were you satisfied by the student recommendations of the Board of Examiners? | | | |

| | | | |
|--|--|-------------|--|
| External Examiner Signature | | Date | |
|--|--|-------------|--|

Please return the completed report via email to Sharon Ang (Assistant Registrar) at:

s.ang@gcmlta.com



Faculty-level Review and Enhancement Report

| | | | |
|----------------|--|--------------------|--|
| Faculty | | Coordinator | |
| Year | | Date | |

| Statement by the Head of Faculty | | | |
|---|--|-------------|--|
| <p><i>This should be a self-reflective summary which reflects internal monitoring, review and enhancement plans in the faculty.</i></p> | | | |
| Signature of Head of Faculty | | Date | |

Part A – Review of Quality

| Area | Commentary and Issues | Intended Actions | Progress towards Actions |
|----------------------------------|------------------------------|-------------------------|---------------------------------|
| Entry level requirements | | | |
| Assessment | | | |
| Retention/Progression | | | |
| Graduate Employment status | | | |
| Feedback from students | | | |
| Feedback from staff | | | |
| Feedback from External Examiners | | | |

Part B - Enhancement

| Activity | Commentary and Issues | Intended Actions | Progress towards Actions |
|------------------------------------|------------------------------|-------------------------|---------------------------------|
| Developing our staff | | | |
| Reshaping our Learning Environment | | | |
| Enhancing student learning | | | |

| Examples of good practice |
|---------------------------|
| |



Temporary Leave of Absence Form

SECTION A: Student Details

| | | | |
|-----------------------|--|------------------------|--|
| Student Number | | Intake | |
| Name | | | |
| Programme Code | | Programme Title | |
| Mode of study | <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time | Year of Study | <i>Only applicable for undergraduate:</i> <input type="checkbox"/> Year 1 <input type="checkbox"/> Year 2 <input type="checkbox"/> Year 3 |
| Email address | | Contact Number | |

SECTION B: Information for temporary leave of absence

| |
|---|
| Reason for temporary leave of absence (Please ensure to attach your supporting documents) |
| |

Student Declaration: I agree that the above information provided are accurate.

| | | | |
|------------------|--|-------------|--|
| Signature | | Date | |
|------------------|--|-------------|--|

Please return the completed form to the Academic Administration Office.

SECTION C: Review by Registrar

| |
|---|
| Comments |
| |
| Decision |
| <input type="checkbox"/> Approved <input type="checkbox"/> Not approved <input type="checkbox"/> Approved – subject to conditions |

| | | | |
|------------------|--|-------------|--|
| Signature | | Date | |
|------------------|--|-------------|--|

SECTION D: For Academic Administration Office use only

| | |
|---|--|
| Updated on the system (Date) | |
| Comments | |
| Staff Name & Signature | |



Temporary Suspension of Studies Form

SECTION A: Student Details

| | | | |
|-----------------------|--|------------------------|--|
| Student Number | | Intake | |
| Name | | | |
| Programme Code | | Programme Title | |
| Mode of study | <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time | Year of Study | <i>Only applicable for undergraduate:</i> <input type="checkbox"/> Year 1 <input type="checkbox"/> Year 2 <input type="checkbox"/> Year 3 |
| Email address | | Contact Number | |

SECTION B: Information for temporary suspension of studies

| | | | |
|--|---|------------------------|--|
| Duration of suspension | <input type="checkbox"/> 3 months <input type="checkbox"/> 6 months <input type="checkbox"/> 1 year | | |
| From (dd/mm/yyyy) | | To (dd/mm/yyyy) | |
| Reason for temporary suspension of Studies (Please ensure to attach your supporting documents) | | | |
| | | | |

Student Declaration: I agree with this application to amend my registration and if it is approved, will abide by its conditions.

| | | | |
|------------------|--|-------------|--|
| Signature | | Date | |
|------------------|--|-------------|--|

Please return the completed form to the Academic Administration Office.

SECTION C: Review by Registrar

| |
|--|
| Comments |
| |
| Decision |
| <input type="checkbox"/> Approved <input type="checkbox"/> Not approved <input type="checkbox"/> Approved – subject to conditions |

| | | | |
|------------------|--|-------------|--|
| Signature | | Date | |
|------------------|--|-------------|--|

SECTION D: For Academic Administration Office use only

| | |
|---|--|
| Updated on the system (Date) | |
| Comments | |
| Staff Name & Signature | |



Examination Conduct and Policy

Students are to ensure that they adhere to the examination regulations to avoid any consequences to their examination.

Before the day of Examination

- 1) Students must check the date and time of their examination.
- 2) Students are to ensure that they bring the necessary stationery for their exams (e.g. pens, pencils, rulers, calculators) as no stationeries will be supplied by the invigilator.
- 3) Programmable calculators are not allowed into the examination room.
- 4) Mobile phones are not allowed to be used as calculators in the examination room.
- 5) Students must bring their identification document (e.g. identity card) for verification during the examination.

On the day of Examination

- 1) Please ensure to arrive at the College at least 15 minutes before the start of the exam.
- 2) A Student Seating Plan list will be posted outside the examination room and students are required to sit at their allocated seat numbers.
- 3) All personal belongings must be placed at the front of the examination room.
- 4) All mobile devices (e.g. mobile phones, music player, tablets) must be stored in your bags and placed at the front of the examination room before the start of the exam.
- 5) No books or notes are allowed to be brought in to the exam rooms. All of these must be stored in your bags and placed at the front of the examination room before the start of the exam.
- 6) No food is to be allowed into the examination room. If taking drinks, all plastic coverings must be removed before entering the examination room.

During the Examination

- 1) Students will not be allowed into the examination room 15 minutes after the start of the examination. No extra time will be given to students who are late for the exam.
- 2) Students are not allowed to leave the examination in the first 30 minutes or the last 10 minutes of the examination duration.
- 3) Students are not allowed to speak to other students.
- 4) If you have any query, kindly raise your hand to get the invigilator's attention.
- 5) Students must not remove any question papers or examination answer booklets from the examination room.
- 6) Unused examination answer booklets must be left on the desk and this will be collected by the Invigilator.
- 7) If students are caught cheating, the Invigilator will report the matter to the Registrar and this will be forward to the Disciplinary Committee for action.