



STUDENT HANDBOOK

Revised: December 2021

1. Introductory note by the Head of Institution and CEO

Dear Student,

Welcome to Learning Works.

You have come to Learning Works expecting to receive a high-quality education. We intend to make good on that promise by providing an atmosphere ideal for nurturing growth and learning where you are empowered to carry out critical thinking, inquiry and collaboration. On our part we expect our learners to do their part and adhere to our Institution's rules and regulations.

What follows are the salient points included in our Quality Assurance Policy which includes all the regulations and policies of our Institution. Copies of the IQA Policy can be viewed at Learning Works' Administration Office or on the Learning Works website. May I remind you that the ultimate responsibility for knowledge and observation of all academic rules rests with your good self.

On behalf of Learning Works, I wish you a fruitful educational journey with us.

Charlo Bonnici
Head of Institution / CEO
Learning Works

2. Mission Statement of Learning Works

Our mission as an Institution is to provide high quality education and vocational training with the aim of helping learners identify educational and career goals, develop skills necessary to achieve intellectual and personal growth, excel in their studies or area of specialization enabling them to ultimately secure quality employment, career advancement and to reach their maximum potential.

3. General Information

Learning Works is a company within the Vassallo Group focusing on training and education. The company's training arm is set on the firm pillars that CareMalta

established in 2010. The CareMalta Academy created its reputation of quality and success in the healthcare industry, by providing insightful courses for the sector. As indicated above, Learning Works forms part of the Vassallo Group, a 'people-focused' group of companies that strives for excellence in every project they engage in. A gap in vocational training on the island, led our future-focused team to launch newly developed training courses aimed at equipping the island with professionals, particularly in the fields of health-care and construction.

Learning Works is accredited by the National Commission for Further and Higher Education as a Further and Higher Education Institution with Licence number 2009-TC-004.

4. Outline of Curriculum Provision and Services

We currently offer courses in Health and Social Care, Catering and Hospitality, Management, Construction, Languages, Sport and Leisure as well as other areas. Courses are tailored to a variety of students, both local and foreign with flexibility being a key factor.

Programmes are either delivered face-to-face at our Training Hub or online or in a blended mode with some lectures being held in the classroom and some online.

5. Internal Quality Assurance

Learning Works operates an internal quality assurance system aimed at maintaining the consistency and accuracy of assessments.

What is Quality Assurance? **Quality Assurance or QA** is defined as an activity to ensure that an organization is providing the best possible product or service to customers. QA focuses on improving the processes to deliver quality products or service to the customer. An organization has to ensure, that processes are efficient and effective and in line with the expected quality standards.

We are committed to implementing effective processes of Quality Assurance in the delivery of all our courses. This is achieved through the implementation of policies and procedures which control the recruitment and registration of students, lecturer professional development, teaching quality, assessment methods and awards. These policies and procedures form an integral part of the

IQA Policy referred to at an earlier stage. Additionally, Learning Works seeks to ensure that your voice is heard both in the design of courses and in their delivery.

By implementing effective quality assurance procedures, Learning Works not only aims to deliver a quality service to our students but by retaining a high standard in teaching, assessment and administration throughout the whole process, Learning Works will safeguard its name and reputation as well as those of any other institution the qualifications of which Learning Works may be offering. Learning Works will also be safeguarding the lecturers themselves through this process. The participation of administrative staff, academic staff and students in upholding and supporting the IQA system is actively encouraged through participation and open feedback as well as procedures for regular verification, appeals and complaints. You will also be asked to submit feedback in the form of a tracer study questionnaire after the course you are following has come to an end.

To ensure implementation and full compliance with all Quality Assurance policies and procedures, Learning Works has established a mechanism which starts once a new course of study is launched. This mechanism includes gathering of regular feedback from students and lecturers, random sampling of assignments to ensure that policies, particularly those related to academic fraud, are rigorously followed, monitoring of attendance sheets, lectures and examinations. An important role in this process is that of the Internal Quality Assurance team (IQA) which leads the process.

We encourage our students to fill in the feedback forms sent to them following the conclusion of each module.

6. Administrative Procedures

Course Offerings

The diversity of course offerings allows Learning Works to employ a wide range of instructional strategies with learners. Various courses use classroom and field experience with opportunities to explore techniques such as role playing and presentations. By using the descriptions of course offerings in our prospectus and suggestions from lecturers you will be able to experience a variety of instructional techniques that help you meet your educational or professional goals.

In order to be accepted for the course applied for, applicants need to satisfy the eligibility criteria attached to the particular course applied for. The eligibility criteria are listed down in the course prospectus and in the section devoted to courses on the Institution's website.

Class Schedule

Learning Works' catalogue of courses over the current academic year is published online on www.learningworks.edu.mt. While Learning Works will attempt to follow this schedule, changes in curriculum or in course enrolments may necessitate adjustments.

The final version of Learning Works' Class Schedule is the official announcement of course offerings for that semester. Learning Works reserves the right to make changes regarding the announced lecturers as well as to cancel courses due to lack of sufficient enrolment. Learning Works', however, commits itself to ensure that any course that commences will come to a conclusion.

Equal Opportunities

Learning Works aims to be an inclusive organisation where everyone is treated with respect and dignity, and where there is equal opportunity for all. Learning Works respects and values the diversity of its staff and users.

Learning Works' students, staff and users need to understand and respect the diverse population and user community at Learning Works and that everyone has the right to be treated with dignity and equality. Learning Works commits to provide a learning and working environment that is appropriate to the needs of a diverse society.

Valuing diversity means that we recognise that we all have complex identities made up of many different strands. These can include sex and family responsibilities, race/ethnic origin, age, religion/belief, sexual orientation and gender identity, gender expression and sex characteristics, physical and mental capabilities, nationality, socio-economic state, political and religious beliefs.

We need to embrace and celebrate our differences in a positive environment, and we are committed to engage with the needs of our diverse population and users to enable us, both individually and corporately, to achieve our aims.

Learning Works will tackle barriers to participation and create a culture in which equal opportunities and equal treatment are a priority for all staff and users. In the recruitment, training, pay and management of staff, and in all our day-to-day interactions with students, lecturers, colleagues and users, we seek to create an environment where attitudes and biases that hinder the progress of individuals and groups are removed, and we work together in mutual respect and tolerance.

Payment of Fees in instalments

Students who enter into a payment agreement with Learning Works are expected to honour the terms of the agreement and pay their instalments on time. Should the student fail to act accordingly, the Institution would have no option but to take appropriate action which could include stopping the student from continuing his/her course.

7. Student Support Services

We are there for you at all times. From discussion of academic progress to friendly advice on personal matters, we are there to provide support, advice and guidance on an individual level. Common topics for discussion may include course changes, study progress, module choices where required, the use of our Learning Management System, Moodle, results, career opportunities or more personal problems such as accommodation issues or financial difficulties. Should you require our assistance please send us an email on support@learningworks.edu.mt. Only this email address should be used. Students are advised not to send emails to our individual addresses.

8. Student Conduct Regulations

Attendance in Course

We believe that sound scholarship includes attendance for all lectures. The student must attend at least 80% of all the lectures apart from achieving the necessary pass marks in order to receive the final certificate.

Submission of Work Submission of assignments or other work set by lecturers needs to be timely.

Grading of work may be affected when submitted after the set deadline. Late submissions may put in jeopardy course progression and course certification. This applies even more so in the case of lack of submission of work assigned particularly after the attention of students has been duly drawn.

Only when valid reasons have been approved as mitigating factors in accordance with Mitigation Policy LWP09 will the above clause be waived.

Classroom Behaviour

Learning Works recognizes the right of the lecturer to control the academic

environment of the physical or virtual classroom; disruptive behavior will not be tolerated. A lecturer may insist that a candidate leave the classroom if the candidate is disruptive and does not heed a first warning. Should a lecturer determine that a disruptive candidate should be dismissed from a class for the remainder of the term with a failing grade, a written statement to the candidate shall be sent, citing the candidate's right of appeal, with copies being sent to the Head of Institution/CEO as well as to the administration manager.

Online/Blended Learning

Learning Works offers a number of courses through online or blended learning. A number of ground rules for the online classroom which all students are expected to respect and adhere to have been set:

- Always leave your camera on and microphone off. Whenever you wish to intervene, raise your hand and wait until the lecturer informs you that you can speak.
- You are encouraged to contribute by participating during lectures. A shared learning environment is only effective if everyone involved actually shares.
- During the lecture sit down comfortably in a place that offers the least distractions. Lying down on a bed during a lecture is not acceptable.
- Dress decently.
- Make good use of the message board. This should only be used for questions or comments related to the session.
- Your virtual classroom should be a safe space for people of all races, genders, sexes, ages, sexual orientations, religions, disabilities, and socioeconomic statuses. Derogatory and sarcastic comments and jokes

that marginalize anyone are fundamentally unacceptable, especially in the classroom.

- Criticism must be constructive, well-meaning, and well-articulated. Rants directed at any contributor are highly unacceptable. Profanity and foul language are totally unacceptable.
- As a student you are invited to sign a recording consent form allowing Learning Works to record the lecture should this be approved by the lecturer concerned as well.

You may wish to refer to our Online Learning Policy and Procedure ref: LWP19 for further information.

Academic Integrity

Academic dishonesty is a serious offence against Learning Works and its entire community of learners. Academic dishonesty includes any act that is intended to deceive, cheat, or defraud with the aim of enhancing or promoting one's own or another's academic standing, or to diminish another's academic standing. Academic dishonesty also includes plagiarism. Reference is made to our Academic Integrity Policy ref. LW08 available on Learning Works' website.

Learning Works places the responsibility of avoiding plagiarism on the students. Work produced by learners needs to be authentic with 21% similarity and is checked by the respective lecturer. In addition, this is also checked by the internal quality assurance team.

When plagiarism is detected Learning Works will inform the candidate of the charge, its basis in fact, and the appeals policy. Learning Works may also impose sanctions for failures in the assignments, and in the course, with dismissal from the course. Other sanctions may be imposed by the CEO and Principal following appropriate notice from the lecturer. Candidates have the right to appeal such measures.

Referencing

Principles of academic integrity apply to the work of both students and lecturers and reflects our commitment to maintaining the highest ethical and academic

standards. In the process of producing your own work you should always state where and when you have drawn on the work of others. This means that the ideas, data, information, quotations and illustrations you use in assignments, presentations, reports, research projects etc. must be credited to their original author(s). This process of crediting the work of others is achieved through referencing. Failure to do this properly is to risk committing plagiarism.

Plagiarism and Collusion

The word '*Plagiarism*' implies describing taking and using another's thoughts and writings and presenting them as if they are our own. An act of plagiarism takes place whenever one:

- Copies someone else's work without appropriate and correctly presented acknowledgement;
- paraphrases another's work by simply changing a few words or altering the order of presentation, without acknowledgement;
- quotes phrases from another's work without acknowledgement;
- presents someone else's concept as if its his/her own;
- presents own work after it had been submitted and marked and is submitted as original. This is called self-plagiarism.

In order to assist in this process, Learning Works has introduced anti plagiarism software Turnitin to ensure that a high-quality standard for student work is achieved.

'Collusion' is where work is prepared or produced with others but then submitted for assessment as if it were the product of individual effort.

Learning Works does not tolerate plagiarism and collusion and considers them as very serious offences. Action will be taken against students who commit any of these offences.

Health and Safety Regulations

It is the policy of this company to take all the possible steps to ensure the health, safety and welfare of all employees, candidates and other persons engaged in work for the organisation and any third parties who come into contact with the business. It is the duty of each person to comply with the company's health and safety policy and to cooperate with the management of the company to ensure that the workplace remains as safe as possible. If any person is in any doubt

whether anything is safe or unsafe, then they must assume that if it is unsafe until further guidance has been given by the safety officer. The company is fully committed to maintaining safe systems of work and fully recognizes their overall responsibility for safety at the workplace. Any member or staff who does not comply with this safety policy or any other safety requirement will be liable to disciplinary action.

9. Student Grievances and Appeals

At the end of each module, Learning Works makes decisions on academic standing.

The letter notifying candidates of these decisions includes a time frame for appeals. All candidates will be accorded the opportunity for due process. The candidate's written appeal must contain clear statements of the basis for the appeal. The IQA team will meet to review the appeal, render a decision, and notify the candidate. Candidates may appeal the committee's decision by filling in LWP 14b and sending it to the administration office. Learning Works will rule on the appeal as laid out in LWP 14.

Please refer to our Student Complaints and Student Appeals Policy and Procedure Ref LWP12 and 14: for more details.

Appeals of Other Academic Policies

1. Candidates may appeal actions and decisions involving academic policies where they allege unfair and/ or wrongful treatment or procedural errors. LWP 14 is intended both to preserve academic freedom and to recognize candidates' rights. Both an informal and a formal appeal process is available. In the informal appeal process, candidates discuss their concerns with the lecturer and/ or the Head of Institution, who is available as a neutral facilitator to aid in clarifying issues and resolving differences. Experience has shown the informal process to be a successful approach to resolving many concerns. Candidates are encouraged to use the informal process before filling a formal appeal.

Student Communications and Personal Details

Learning Works keeps your personal details such as your full name, address telephone numbers, personal email address and your emergency contact

details. It is important to keep your details up to date as this will help you to receive information about your studies and also ensure that official documents are provided to you with the correct name details.

Records management is regulated through policy ref LWP07: *Records Management and Archiving Policy* and in accordance with LWP06: *Data Protection Policy*.

Library

Learning Works provides you with access to an online library to assist you in your studies. Students enrolled in courses from level MQF 5 upwards can access a library service called Perlego on their own device. On enrolment we provide students with the credentials to access this service. Using it effectively contributes directly to your success.

Students at all levels can also make use of our library situated in the Common Room within our Hub.

The library provides you with:

- access to a range of specialist digital and print information resources for your subject;
- wireless networking for your own device;
- individual and group study space.

Mitigating Circumstances

Learning Works considers a mitigating circumstance to be an evident serious or significant event which affects a learner's physical or mental health or personal life which is beyond the learner's control. The events are sufficiently serious in nature to result in the student being unable to attend, complete, or submit an assessment on time.

If you submit or attend an assessment on time, you cannot then request mitigating circumstances on the basis that your standard of performance in the assessment may have been affected unless you submit evidence that your judgement was affected in reaching the decision on whether to attend or submit.

When claiming a mitigating circumstance, you would need to supply supporting documentation such as a medical certificate as soon as possible but not later than seven consecutive days from making a claim.

For more details, please refer to *Mitigation Policy* ref: LWP09

Our Virtual Learning Environment – Moodle

At Learning Works, we use a Virtual Learning Environment (VLE) called Moodle. It is a modern and comprehensive platform for managing the learning process and for managing courses. It provides tools for creating the complete learning cycle from content creation to the final assessment and certification. It is a system that provides our learners with a very positive learning experience by making sure that their training is well-organised, that our communication with them is well structured and efficient and that the learning materials and information they need is accessible at the touch of a button.

Students are expected to access Moodle to upload assignments, download notes and presentations and view marks and comments by the lecturers. Moodle should also be used to access Zoom to join a lecture.

Marking system

Students are required to achieve a 50% pass mark in all modules. The following marking criteria are followed:

Fail -	0% - 49% (Fail)
Pass-	50% - 64% (Pass)
Pass with Merit -	65% - 84% (Pass)
Pass with Distinction-	85% - 100% (Pass)

Students are offered the possibility of re-submitting work if a Fail is obtained. If a student does not pass on the first submission, the student is allowed another chance to resubmit work however, in such cases only a maximum of 50 marks can be achieved. In such cases, the students concerned will be contacted by the administration and offered the necessary guidance and support.

Assessment criteria are those listed in the approved application form.

Please note that grading may be affected when assignments are submitted after the deadline.

Portfolio of Evidence / Practice Portfolio

Some of our courses require students to present a Portfolio of Evidence/Practice Portfolio which is a formative type of assessment.

The Portfolio of Evidence confirms the knowledge, understanding and skills learnt in each unit. It may be in electronic or paper format.

Learning Works' lecturers will provide guidance on how to compile the portfolio of evidence and how to show practical achievement and understanding of the knowledge to successfully complete the unit.

Evidence in the portfolio may take the following forms:

- Written questions
- Oral questions
- Assignments
- Case studies
- Observed work
- Evidence of prior learning or attainment

The Practice Portfolio may also include a written assessment as evidence of knowledge, understanding and skills learnt.

All evidence should be documented in the portfolio. This is an ongoing process and should not be left to the end of the course.

Where applicable, lecturers will integrate learning outcomes into practical observations through for example, in class discussion and/or oral questioning. When a criterion has been orally questioned and achieved, the lecturer will record this evidence in written form or by other appropriate means. In such cases, there is no need for participants to produce additional evidence as this criterion has already been achieved.
