



STUDENT HANDBOOK

I. Introductory note by the Head of the 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 that regulate your learning journey within our institution. These are broadly 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 the 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

II. 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.

III. 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 for 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.

IV. Student Rights

1. Right to Accredited and Licensed Provision

1.1 The Student has the right to enrol in programmes delivered by Learning Works.

1.2 Learning Works shall ensure that all programmes are referenced to the Malta Qualifications Framework (MQF) and, where applicable, allocated European Credit Transfer and Accumulation System (ECTS) credits.

1.3 The Student shall be informed in writing of:

- MQF level;
- ECTS value;
- Mode of delivery;
- Learning outcomes;
- Exit awards (where applicable).

2. Right to Transparent and Accurate Information (Pre-Contractual and Ongoing)

2.1 The Student has the right to receive clear, accurate, and accessible information prior to enrolment, including:

- Entry requirements;
- Total tuition fees and any additional costs;
- Refund policy;
- Assessment methods;

- Attendance requirements;
- Progression and award requirements.

2.2 Learning Works shall ensure that all promotional and marketing materials are accurate and not misleading, in line with MFHEA requirements.

2.3 Any material changes to programme structure, delivery mode, or assessment strategy shall be communicated formally and in advance.

3. Right to Active Learning

3.1 The Student has the right to be taught using student-centred learning approaches consistent with the National Quality Assurance Framework.

3.2 Learning Works shall:

- Promote active learning methodologies;
- Ensure assessments are aligned with learning outcomes;
- Provide timely and constructive feedback.

3.3 Students shall be informed of grading rubrics and marking criteria in advance.

4. Right to Fair, Consistent and Documented Assessment

4.1 The Student has the right to:

- Fair and impartial assessment;
- Assessment conducted in accordance with formally approved regulations;
- Protection against academic bias.

4.2 Learning Works shall maintain:

- Internal verification/moderation procedures;
- Clear marking schemes;
- Records of assessment decisions.

4.3 The Student has the right to request a review of results through a documented Academic Appeals Procedure.

5. Right to Participation in Quality Assurance

5.1 The Student has the right to participate in internal quality assurance processes.

5.2 Learning Works shall provide mechanisms for:

- Anonymous student feedback;
- Participation in programme evaluations;
- Representation, where applicable, in academic or quality committees.

5.3 Student feedback shall be formally reviewed and considered as part of institutional improvement processes.

6. Right to Academic Support and Resources

6.1 The Student has the right to access:

- Qualified academic staff;
- Academic advising;
- Learning resources on Perlego;
- Guidance on research and academic integrity.

6.2 Learning Works shall ensure that academic staff meet qualification and competence standards expected by MFHEA.

7. Right to Academic Integrity and Fair Treatment

7.1 The Student has the right to clear policies regarding:

- Plagiarism;
- Academic misconduct;
- Examination regulations.

7.2 Any allegation of academic misconduct shall:

- Be communicated in writing;
- Be investigated fairly;

- Allow the Student the opportunity to respond;
 - Be subject to appeal.
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8. Right to Data Protection and Confidentiality

8.1 Learning Works shall process personal data in accordance with applicable data protection legislation.

8.2 Academic records shall be securely maintained.

8.3 The Student has the right to access and request correction of personal data.

9. Right to a Safe and Professional Learning Environment

9.1 The Student has the right to a safe, respectful, and inclusive learning environment.

9.2 Learning Works shall maintain formal policies addressing:

- Harassment;
- Bullying;
- Discrimination;
- Health and safety.

9.3 Complaints shall be handled through documented and transparent procedures.

10. Right to Formal Complaints and Appeals

10.1 The Student has the right to access:

- A documented Complaints Procedure;
- A documented Academic Appeals Procedure;
- A Disciplinary Appeals Procedure.

10.2 All procedures shall:

- Include clear timelines;

- Be impartial;
- Be properly documented;
- Allow escalation where internal remedies are exhausted.

10.3 Following exhaustion of internal remedies, the student may seek guidance from the Malta Further and Higher Education Authority in accordance with its regulatory remit.

11. Right to Certification and Record Keeping

11.1 Upon successful completion and settlement of financial obligations, the student has the right to receive:

- The awarded qualification;
- An official transcript indicating MQF level and ECTS credits.

11.2 Learning Works shall maintain academic records in accordance with MFHEA record-keeping requirements.

12. Continuous Improvement and Review

12.1 The student has the right to be part of an institution committed to continuous improvement.

12.2 Learning Works shall periodically review programmes, policies, and procedures in line with MFHEA quality assurance standards.

V. Student Communications and Personal Details

Learning Works keeps your personal details such as your full name, address telephone number, personal email address and 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*.

VI. 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.

VII. Administrative Procedures

VII.1 Course Offerings

The diversity of course offerings allow 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 in the course prospectus and in the section devoted to courses on the Institution's website.

VII.2 Class Schedule

Learning Works' catalogue of courses over the current academic year is published online at 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 a lack of sufficient enrolment. Learning Works, however, commits itself to ensuring that any course that commences will be concluded.

VII.3 Equal Opportunities

Learning Works aims to be an inclusive organization 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 providing a learning and working environment that is appropriate to the needs of a diverse society.

Valuing diversity means that we recognize 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, and political and religious beliefs.

We need to embrace and celebrate our differences in a positive environment, and we are committed to engaging 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.

VII.4 Payment of Fees in installments

Students who enter into a payment agreement with Learning Works are expected to honour the terms of the agreement and pay their installments 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.

VIII. 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 at support@learningworks.edu.mt. Only this email address should be used. Students are advised not to send emails to our individual addresses.

IX. Ground rules

Learning Works offers a number of courses, online or blended. A number of ground rules for the online and face-to-face classroom which all students are expected to respect and adhere to have been set as indicated below.

- 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 and expected to contribute by participating in 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 in online sessions is not acceptable.
- Do not drive vehicles, go to work or shop while following online sessions.
- Dress decently even when following sessions online.
- Make good use of the message board. This should only be used for questions or comments related to the session.
- Your virtual and face-to-face 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.
- 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 and aggressive candidate be dismissed from a module 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. The decision of the Board of Appeal will be binding.
- 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.
- 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.

X. Use of Artificial Intelligence (AI)

XI.1 Assistance

AI tools should only be considered as aids in the writing process – offering suggestions, editing advice or ways to structure ideas. It can be used for brainstorming, checking grammar or refining writing rather than as a shortcut to produce an entire assignment. Critical thinking, analysis and writing should ultimately be done by the student, showing the student's perspective in this way ensuring originality in the content.

XI.2 Full Content Generation

Relying on AI to write assignments will lead to unoriginal work which will be flagged as plagiarism. Students should not submit AI generated text as their own without significant modifications. The generated content needs to be edited, re-arranged, re-worded and expanded to reflect the students' own understanding of the topic. Copying and pasting content generated by AI into assignments should never be carried out.

XI.3 AI and Academic Integrity

The use of AI must be carefully managed to maintain academic integrity. By recognizing that AI is a tool to assist, not replace, your own ideas and your own writing you can ensure that your work remains original and ethically sound. Learning Works' Policy 31 gives more details about the use of artificial intelligence.

XII. Academic Integrity

XII.1 Plagiarism and Collusion

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 that is available on Learning Works' website.

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:

- makes use of someone else's work without appropriate and correctly presented acknowledgment;
- paraphrases another's work by simply changing a few words or altering the order of presentation, without acknowledgment;
- quotes phrases from another's work without acknowledgment;
- presents someone else's concept as if it is his/her own;
- presents own work after it has 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.

Learning Works does not tolerate plagiarism and collusion and considers them very serious offences. Action will be taken against students who commit any of these offences. 'Collusion' is where work is prepared or produced with others but then submitted for assessment as if it were the product of individual effort.

Students need to be aware that as indicated in section 9, indiscriminate use of AI

in assignments will lead to plagiarism.

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.

XII.2. Referencing

Principles of academic integrity apply to your assignments and reflect 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 reference. Failure to do this properly is to risk committing plagiarism. The Harvard style of reference is to be used in assignments. Similarly, when AI is used, this needs to be acknowledged.

XII.3. Mitigating Circumstances

Learning Works considers a mitigating circumstance to be an evident serious or significant event that 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 judgment 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

XIII. Assessment

XIII.1. Assessment tasks

Students will be set assessment tasks which can be formative or summative or both. Summative assessment can be in the form of tests or examinations, assignments, presentations or as specified in the course descriptions.

XIII.2. 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.

XIII.3. Marking system

The majority of courses include both formative and summative methods of assessment. In the case of formative assessment, it is important that students take an active part in the sessions. In the case of summative assessments students will be required to submit work which could be set in a variety of ways as indicated in the course descriptions.

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

Failure -	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.

Submission of work needs to be within the deadlines indicated. From the 2nd of January 2023, assignments/assessment components submitted beyond the submission date but within three working days (i.e., excluding weekends and public holidays) will be accepted as an authorized late submission. In such cases, the maximum mark that will be awarded will be the pass mark (50%). Work submitted three working days or more after the submission date will be deemed as non-submission and graded with a zero. In such cases, the course participant will fail the module and be allowed to resubmit the component. The mark of the module will be capped at 50%.

Students attending courses at MQF levels 1-4 will have the possibility of resubmitting work on two successive occasions for each module. This does not include requests for appeals which will be considered separately. Students following Language Courses have the possibility of resubmitting work or doing re-sits, depending on the mode of assessment, on two occasions only for the entire course.

In the case of students attending Courses at MQF levels 5-7, course participants will remain with the possibility of resubmitting work only once for each module, apart from having the right to appeal.

Resubmission of work needs to be carried out within ten working days in the case of courses at MQF levels 1-4 and fifteen working days for courses at MQF levels 5-7. Failure to abide by these timeframes may result in failure in the module and in the course.

The assessment criteria are those listed in the approved application form.

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

XIV. 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 provides the best possible product or service to customers. QA focuses on improving the processes to deliver quality products or services 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 that 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 that 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, and 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 strongly encourage our students to fill in the feedback forms sent to them following the conclusion of each module.

XV. 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 given 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 against the committee's decision by filling in LWP 14b and sending it to the administration office. Learning Works will rule on 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 concerning other academic policies

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 in a formal appeal.

XVI. 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-organized, 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.

XVII. Resources

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 devices. 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 MCS and Learning Works' complex.

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.

XVIII. Health and Safety Regulations

It is the policy of this institution to take all possible steps to ensure the health, safety and welfare of all employees, candidates and other people engaged in work for the organization and any third parties who come into contact with the business. It is the duty of each person to comply with the institution'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 it is unsafe until further guidance has been given by the safety officer. The institution is fully

committed to maintaining safe systems of work and fully recognizes its overall responsibility for safety in the workplace. Any member of staff who does not comply with this safety policy or any other safety requirement will be liable to disciplinary action.

XIX. List of Policies and Procedures available on the website of Learning Works

LWP01 – Internal Quality Assurance

LWP02 – Registration, Admissions and Termination of Programmes

LWP03 – Public Information

LWP04 – Performance and Attendance

LWP05 – Withdrawal and Refund

LWP06 – Data Protection

LWP07 – Records Management and Archiving

LWP08 – Academic Integrity

LWP09 – Mitigation

LWP10 - Recognition of Prior Learning (RPL)

LWP11 – Student Work Placement

LWP12 – Student Complaints

LWP13 – Student Grievances

LWP14 – Student Appeals

LWP14B – Student Appeals Form

LWP15 – Equality, Diversity, and Student Support

LWP16 – Anti-Slavery and Human Trafficking

LWP17 – Anti-Bribery and Corruption

LWP18 – Learning Resources and Student Support

LWP19 – Online Learning

LWP20 – Recruitment, Rights and Responsibilities, Performance and Evaluation and Professional Development of Teaching Staff

LWP21 – Assessment

LWP22 – Continuous Professional Development

LWP23 – Design and Approval of Programmes

LWP 24 – Health and Safety Policy

LWP 25 – VNFIL Policy

LWP 26 – Code of Ethics

LWP 27 – Research Ethics Policy and Procedure

LWP 28 – Code of Conduct for Work Placements

LWP 29 - Teaching and Learning

LWP 30 - Recruitment, Rights and Responsibilities, Performance and Evaluation and Professional Development of Administrative Staff

LWP 31 – Artificial Intelligence (AI) Policy

XX. Standards of Procedure (SOPs) will be made available on request:

SOP 1: Structures for data collection, reporting and analysis of feedback.

SOP 2: The Peer Review process.

SOP 3: Academic staff onboarding.

SOP 4: Student representatives, roles and responsibilities.

SOP 5: Student placements.

SOP 6: Examinations

XXI. Whom to Contact:

Administrative Issues

Elaine Bonnici – **Operations and Administration Manager** -

ebonnici@learningworks.edu.mt Telephone: 22107219

Marina Mifsud – **Administration Officer** – mmifsud@learningworks.edu.mt

Telephone 22107233

Helen Childs – **Student and Lecturer Support** –

hchilds@learningworks.edu.mt Telephone 22107550

Mikele Vella – **Student Recruitment** –

mvella@learningworks.edu.mt Telephone 22107235

Academic Issues

Ray Camilleri – **Internal Quality Assurance Manager** –

iqa@learningworks.edu.mt Telephone 22107237

Joe Balzan – **Curriculum Manager** –

jbalkan@learningworks.edu.mt Telephone 22107551