Policy for Quality Assurance

Effective from 13th December 2022

Contents

1.1 Citation and Interpretation

These regulations shall be cited as the Policy for Quality Assurance.

In these regulations, unless otherwise indicated, (a) words importing the masculine gender include all other genders; (b) words importing the feminine gender include all other genders.

These regulations are to be read in conjunction with all other Statutes, Regulations and By-laws of Triagon.

In case of conflict, these regulations shall be subservient to the Constitution.

1.2 Principles

Triagon adopts a Quality Management System in the areas of teaching and service to ensure permanent quality monitoring, assurance, and improvement. This is implemented due to the institution's self-understanding and stated intention of delivering superior teaching and service.

The Quality Management system employed by Triagon aims to accomplish two objectives:

- Firstly, it is designed to make the quality management system transparent to all members of the institution.
- Secondly, it is intended to serve as a resource and reference text for colleagues involved with quality management, thereby assisting them in performing their duties.

Students and staff are involved in the quality management process on multiple levels from institutional level to the program level, as well as on the strategic level. In fact, the stakeholders, which will be referred to further in this document, do not just provide feedback, but they also contribute to a continuous improvement by forwarding ideas and proposals. Moreover, stakeholders are invited to participate in policy decision making through various forms of representation.

The following objectives are at the core of Triagon's quality management system:

- Transparency regarding the quality of teaching and the wide range of support services provided.

- Recognition of current and future problem areas.

- Development of solutions and assurance strategies.

- Obtaining feedback regarding all pertinent facets of instruction and service.

- Development, enhancement, and consolidation of communicative structures.

- Standardization of Triagon´s internal data collection.

- Development of a framework for the conception and implementation of Triagon's development plans.

- Development of a data foundation for comparing quality across the institution.

The aforementioned goals can be attained mainly through the following measures:

- Providing support to teaching and administrative staff.

- Due consideration of feedback when developing study programs.

- Appropriate scheduling of modules/courses throughout the academic year.

- Providing support to students and consideration of student feedback and complaints.

- Due consideration of feedback from the industry and industry involvement.

- Appropriate technology and contingency planning in case of temporary technical failure of the system.

- Continuous monitoring of the Virtual Learning Environment and the teaching methods employed.

- Continuous professional development of employees.

- Academic and administrative monitoring and appraisal.

- Ongoing monitoring of assessments relative to the achievement of learning objectives.

Quality measurement and control must be firmly understood as essential instruments for a continuous improvement and not merely as the maintenance of defined quality standards. Measures of quality assurance support and motivate the members of Triagon to carry out their responsibilities and offer opportunities to identify potential for improvement. They also serve to provide recognition and appreciation of their performance in the event that the result of the evaluation is positive.

The Senate delegates the implementation to faculty and staff because quality assurance at Triagon is understood to be a shared obligation. It is crucial that those who perform in the areas of teaching and service are responsible for the quality and are aware of this responsibility.

1.3 Legal Aspects

The action framework for the establishment of our quality management system, particularly in teaching and service, also considers the following regulations:

- the Maltese legislations governing further and higher education

- Licensing Conditions as set by the Malta Further and Higher Education Authority (MFHEA)

- Country-specific standards

- The intensified European cooperation in developing and implementing quality standards and in assuring quality within the framework of the Bologna process (e.g., European Association for Quality Assurance in Higher Education).

1.4 Framework and Roles

The responsibility of implementing the quality assurance systems is the responsibility of the Senate through the President in collaboration with the Executive Dean and the Director of Administration, while the Quality Assurance Officer is responsible for monitoring overall quality.

The Senate delegates the implementation to the heads of the organizational units. They make sure that these principles of evaluation and quality management of Triagon are adhered to. The Senate therefore:

- evaluates all quality management processes and initiates their optimization

- adopts and approves the principles for evaluation and quality management

- sets the internal standards in teaching and service

- defines the criteria for analyzing and evaluating curricula, of lectures and of teaching materials

- approves study programs

The Executive Dean and the Director of Administration have key roles regarding the quality of teaching and services. They fulfill their duties as delineated in the Constitution. They will be supported by a Quality Assurance Officer.

The Quality Assurance Officer shall be appointed by the President and shall be responsible for the overall monitoring and evaluation of quality assurance. The Quality Assurance Officer shall analyze the results of all evaluations in the field of teaching and services and draw up evaluation reports.

Further, the Quality Assurance Officer must work closely with the institution's management, faculty, and staff to identify areas for improvement and implement changes to enhance the quality of education and services provided by Triagon. The officer shall also collaborate with such external stakeholders, such as regulatory bodies and accreditation agencies, as to ensure that Triagon meets all applicable standards and requirements.

Specific responsibilities of the Quality Assurance Officer include (but are not limited to):

- conducting internal and external evaluations and reviews, analyzing data and feedback to identify areas for improvement

- developing and implementing quality improvement plans

- overseeing curriculum development and instructional design

- ensuring the quality of student support services, and

- providing guidance and training to staff and faculty on quality assurance policies and practices.

The Quality Assurance Officer should have a strong background in quality assurance, with experience developing and implementing quality assurance policies and practices in an educational or related setting. They should have excellent analytical and problem-solving skills, as well as strong communication and interpersonal skills to effectively collaborate with stakeholders at all levels of the organization.

1.5 Objectives of the Quality Management System

The overall purpose of the quality management system is the measurement, assurance, and improvement of the quality of teaching and service. The knowledge gained provides a valuable contribution for a long-term strategic development and planning of programs, thereby contributing to the development of Triagon's profile. Additional goals and objectives have been mentioned above.

Fundamentally, quality management at Triagon, which is managed, monitored, and evaluated by the Quality Assurance Officer is differentiated into internal and external processes.

Internal processes of quality management include teaching and service evaluations as made by students, as well as teaching evaluation made by Program Managers.

External evaluation is conducted within the framework of regular alumni survey studies, industry and academic experts from the Academy Scientific Advisory Board, members of the Board of Trustees, and external accreditations by independent accreditation agencies.

Key internal and external processes of quality management are explained in detail in the following chapters.

1.6 Initiatives for Establishing a Quality Culture

A culture of communication facilitates constructive discussion which aims at identifying the right objectives and the strategies employed to achieve these objectives. Triagon involves faculty, lecturers, students, and staff in the process of developing a quality management system.

To achieve both broad support and transparency, all Triagon members participate in the discussion of quality-related issues and are kept abreast of the discussion's progress through various channels of communication, but primarily through the module "Quality Management and Accreditation System" on the Virtual Learning Environment, where all documents related to Triagon's quality management are accessible.

The institution's internal discussion of new projects is also accessible to all interested parties, allowing them to obtain information about strategies and concrete actions and provide feedback and suggestions. Thus, potential deficiencies can be identified early, and projects can be enhanced prior to their launch.

This helps to establish a quality culture at Triagon with a shared understanding of teaching and service quality that guides the implementation of quality assurance measures and the improvement of teaching and service quality by all members of the institution. Therefore, it requires the active participation of all teaching personnel, such that a discussion and consideration of standards involves all departments. Faculty, students, service staff, as well as external participants (employers for alumni, etc.) contribute to the definition and management of quality in this regard. From this, the development of a quality culture at Triagon is an ongoing process of communication and constructive interaction.

This demonstrates that "quality" is a dynamic concept. Consequently, quality management always takes into account changes to framework conditions, requirements, etc. The ongoing changes necessitate the maintenance of a flexible quality management system and the development of strategies to ensure that the changing requirements are handled effectively.