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**Aim:**

This document defines the policies and procedures of Malta University Enterprises Ltd., operating under the brand name Malta University Consulting (MUC), a subsidiary company of Malta University Holding Company (MUHC). The aim of these policies and procedures is to ensure a consistent and high-quality product, namely, the provision of Training Courses, both MFHEA Accredited and other, to the members of the general public as well as to various companies and organisations on a national and international basis.

**Scope:**

The Quality Policy applies to all activities within MUC

**The Mission Statement:**

*To build around the life-long learning process and encourage and support continuing education, professional development and training.*

MUC seeks to achieve this by providing a variety of short training & educational programmes, utilizing trainers of the University of Malta (UM), among others.

**Reason for Revision:**

- The Author and Approver Signatures have been removed and replaced due to a change in staff, to reflect current organisational set up. These have been replaced by the following signatures: Ms Victoria Vella (Head of Training) and Ing. Mark Farrugia (Manager Consultancy & Training Services) (23/08/23)
- The SOP was reviewed by the Head of Training, Manager, and Training & Consultancy Executive to ensure that its content aligns with current practices and guidelines (27/05/26)



**Responsibilities:**

The Quality Assurance Responsibilities are shared as follows:

**The CEO:**

The CEO is responsible for setting strategy, employee performance objectives and quality standards, as well as leading periodic review of MUC operations including Training Programmes to ensure they remain relevant and of appropriate academic standard with respect to the needs of industry and society.

The CEO may also be asked to intervene on arising training issues on a case-by-case basis.

**The Manager:**

The manager is responsible for the operational aspects of MUC. The manager is also responsible for ensuring that course quality standards are being reached and supporting the Head of Training, Training & Consultancy Executive & Training Coordinator in the below responsibilities.

**The Head of Training and Training & Consultancy Executive:**

The Head of Training and Training & Consultancy Executive are responsible for, but not limited to:

- selection of courses, programme trainers and course coordinators;
- marketing of the course via different means;
- developing & maintaining Quality systems & documentation as required by the Malta Further and Higher Education Authority (MFHEA);
- working towards MFHEA Accreditation of various courses;
- supporting the Training Coordinator in the below responsibilities;
- identifying new Training opportunities with other members of staff of MUC.

It is important to note that since MUC works within a very lean structure, there is a certain amount of overlap between tasks and responsibilities to ensure continuity.

The above roles may be reviewed if MUC opts to recruit additional staff.

**The Training Coordinator:**

The Training Coordinator is responsible for, but not limited to:

- coordination of the course programme with the trainers and respective academic advisor;
- receiving registrations and registration fees;
- logistics at the training facilities;
- payment of the trainers;
- preparing & distributing certificates;
- operational support to trainers, course coordinators and students;
- providing course material for each student.

**The Consultancy & Training Executive:**

The Consultancy & Training Executive is responsible for performing regular internal audits to ensure that the procedures (see below) are followed. Documentation of these audits follow procedure number: CP-017.

**The Procedures:**

The various actions required to develop and ensure quality in the provision of the training courses are detailed in separate documents as listed in Appendix 1 of this quality policy. Due to the need to constantly improve and refine procedures, all documents have a code and version number. Each document may be individually updated at any time. However, the individual documents must all be reviewed and if need be revised at least once every 3 years.

Training is provided to all members of MUC as soon as new documents or versions are approved and issued.

**Appendix 1****List of documents:**

<b>Title</b>	<b>Code</b>
1. Quality Policy	CP-001
2. Official format of documents	CP-002
3. Code of Ethics including Equality and Anti-Discrimination Policy	CP-003
4. Documenting Continuous Professional Education and Training of MUC staff	CP-004
5. Design of New Courses & Their Approval	CP-005
6. Ongoing Course Evaluation and Improvements	CP-006
7. Selection of Trainers & Monitoring of Training Quality	CP-007
8. Trainer Handbook	CP-008
9. Privacy Policy & GDPR requirements	CP-009
10. Supporting & Documenting the Course Provision	CP-010
11. Requirements for Student Admission & Assessment Processes	CP-011
12. Student Handbook	CP-012
13. Student Feedback & Communications	CP-013
14. Creation of Certificates, template & number logging	CP-014
15. Course Information sheet contents and template	CP-015
16. Off-Site Provision of Training	CP-016
17. Internal Audit Procedures	CP-017
18. List of MFHEA Accredited Courses	CP-018