



Migrant Women Association Malta Revised Internal Quality Assurance Policy

Standard 1: Policy for Quality Assurance:-

Migrant Women Association Malta (MWAM) is an educational institution that commits to having a quality assurance policy, addressing all the 11 Standards of the National Quality Assurance Framework (NQAF), including the requested following procedures for ensuring against intolerance of any kind of discrimination against students and/or staff. committing that policies and procedures will be publicly available.

Migrant Women Association Malta (MWAM) seeks to empower the students to achieve their full potential and encourage them to participate and play a positive role in society. The Migrant Women Association Malta creates a sense of community for students to realize that they are not alone in the challenges they face. In practice, MWAM is committed to academic integrity by acting with the fundamental values of honesty, trust, fairness, respect, and responsibility in teaching the students. We believe that these values, plus the courage in the diverse community are truly necessary to achieve the education goals.

The Migrant Women Association Malta aims to conduct training on IT Literacy Skills for Job compliance for asylum seekers, refugees, and migrant women in the country. This would allow the students to gain knowledge of how to better navigate the job market in Malta and to acquire IT skills. These basic technical skills are a useful tool for both the job search and as personal skills themselves in the Maltese workplace. The course is not intended for one specific profession or job, rather it is intended to prepare the students for any job that requires basic IT skills, to improve their accessibility to guidelines and information needed to access legal work in Malta. The training will be conducted by IT and legal tutors who have the utmost qualifications.

In order to avoid any eventual phenomenon of discrimination against a staff member or a student, MWAM has adopted preventive procedures:

- Both students and staff members are invited to individual meetings with the President of the organization, in order to discuss well-being and eventual issues.
- Every discrimination act can be reported at the President of the organization at any time, with all the evidence supporting the allegation. Then, the Board Members and designated staff will take care of the allegation with the strictest confidence, carrying out a preliminary analysis.
- If the preliminary findings determine that a possible case of discrimination against staff members or students does exist, any documentation presented in support of the claim will be examined and the submitted assessment will be analyzed. Should the case arise that the subject matter is outside the area of expertise of the president an expert in the field will be consulted.

- The accused individual will have the chance to clarify and to explain his/her position, discussing the allegation with the Board Members and the designated staff.
- The accused individual will receive a final decision taken by the board members within specific days from receipt of any communication, and in case of guilt, the organization will take the appropriate actions.

It should also be noted that different staff members, interns and volunteers of Migrant Women Association Malta work within the organization with the involvement of third parties (universities, employment entities and so on) that conduct by their side investigations and reports on the well-being of the employee according to Malta law.

The commitment for the participation of different stakeholders and their role in the quality assurance of the institution depends on the agreement clause. We used to have carried in the previous years out sub-contracted training with governmental, no governmental and international entities, e.g. Jesuit Refugee Service Malta, International Organization For Migration Malta, Women Right foundation, the Commissioner on Gender-Based Violence, and European migrant women network, the nature of contacting is to provide workshops and informing training session by MWAM's expertise to allow our students to have access to education, and information session on the related subject in this case Sextaul Gender Based Voilence topic.

MWAM commits to work with register and enrolled local and international entites that operate through extremely strict, serious and high quilty of transparent procedures following Malta law. MWAM is aslo committed to transparency and clarity of all its procedures and policies, easily findable and publicly availibe on our websites and all the other official reports or documents.

Migrant Women Association Malta's structure consists of the Association's Board which shall mainly be responsible to maintain a good Quality Assurance mechanism in the organization, as a part of their powers as the legal representative to Conduct and manage all the business and affairs of the organization. The headship is structured as follows :

- The President leads the organization's strategic plan in consultation with the volunteers, interns, and board members; she sets short- and long-term goals to ensure the organization is accomplishing its missions.
- The Secretary attends board meetings, participates in decision making, reviews and approves the organization's official documents that were organized and recorded by the president, and an intern who fills the position of president assistance.
- The Treasurer is charged with overseeing the association's finances, which are managed daily by the president including banking, reconciling bank statements, and managing cash flow. The Treasurer has access to MWAM's bank accounts and is knowledgeable about the association's funds and financial situation. She attends board meetings, participates in decision making, reviews and approves the organization's official documents that were organized and recorded by the president and an intern who fills the position of president assistance.

The office of the commission volunteer organization:

- Monitors the activities of the volunteers to ensure observance of the provisions of the

relevant Act and any regulations made thereunder;

- Monitors the promotion of the organization and the behavior of administrators of such organization to ensure the observance of high standards of accountability and transparency and compliance with the law;

Regarding the procedures against academic fraud, MWAM's statute also includes the Code of Ethics where the board members are bound by the following Code of Ethics where Members shall conduct themselves as persons of integrity and in a way to upkeep and enhance the reputation of the Association and the members shall, at all times, act honestly and in a way to avoid misleading others; members shall not in their normal activity disseminate false or misleading information within or outside the Association; Members shall, at all times, conform to any directive which the Association's, Board may, from time to time, issue for the better enhancement of the ethical conduct of Members;

MWAM is an enrolled organization that is ruled by Malta law including the act that has zero-tolerance towards any acts of discrimination or harassment by or against volunteers, staff, students, and other stakeholders including the public, any agreement with the staff and students ruled by the Maltese law.

Standard 2-Institutional Probity:

The Migrant Women Association Malta has board members who are corporate or legal representatives, and persons occupying a headship position.

The Migrant Women Association Malta has specific requirements for the eligibility of the headship position, must have at least bachelor degree education degree, as well minimum three years of experiences in management and leadership roles. the hiring procedure is carried out by providing a CV including general information, qualifications, and experiences, resident in Malta, providing a police conduct certificate, all the procedures should meet the association statute.

The Office of the Commissioner for Voluntary Organizations has specific procedures that must be followed by Migrant Women Association Malta to be compliant with its financial statements obligations followed by all-volunteer organizations by Voluntary Organizations Subsidiary Legislation 492.02 (Annual Returns and Annual Accounts) Regulations, 2020. because this is a matter of transparency and accountability. The legal representatives running the organization must have an effective residence in Malta. Moreover, Under the provisions of the Voluntary Organisations Act (Act XXII of 2007), no part of the income, capital, or property of the organization is available, directly or indirectly to any member, officer (i.e. Administrator), patron, donor, or any other private interest.

MWAM financially ensures that the courses may start and be completed by funds providing by donors and the relevant schemes that available in Malta or abroad. At the moment Award in IT Literacy Skills for Job Compliance funded by Melita Foundation, covering the cost of the tutors. MWAM intend to apply for government, non governmental aid international relevant fund and schemes to grantee continuation providing the course, Moreover MWAM has a plan

charging the students in the future reasonable fees to guarantee the course sustainability.

Standard 3 -Design and Approval of Programmes:-

Migrant Women Association Malta ensures a Student-centered learning approach by personalized, engaging, competency-based, and not restricted to the classroom. Students take greater responsibility for their learning and support each other's progress, so every student gets the skills they need to succeed and contribute to society.

Migrant Women Association Malta's formal process used for approval of the new course depends on the proposal and the strategic plan for the education program by considering timing and logistics, recognizing who our students are, Identifying the situational constraints, articulating our learning objectives, Identifying potential assessments, identifying appropriate instructional strategies, planning our course content and schedule.

IT Literacy Skills for Job Compliance Training is the first education program expected to be accredited for the Migrant Women Association Malta; the renewal of our course will be done following the vetting process of the Malta Further and Higher Education Authority (MFHEA).

Migrant Women Association Malta's formal process to ensure the involvement of external stakeholders is identified. Who our stakeholders are, creating a plan with clear objectives to communicate, checking if that our goals are for engaging with them, analyzing to understand each stakeholder for more effective engagement with them, building a plan, and confidence and taking action to affect our common goals.

MWAM develops the education program by following an iterative process involving collecting information about our students' needs, consulting the tutor and the expertise of working with the students, designing the programs.

MWAM design the education program to offer opportunities for the students and the community to create educational experiences in IT for Job compliance in Malta, by connecting learning to the real situation, engaging with our students' interests, filling dead time, encouraging students to present and share their feedback and comments regularly, giving our students a say, clarifying our expectations, as students are unlikely to succeed if they do not know what is expected of them, allow for mistakes, give specific, positive feedback and fewer empty compliments, keep it real.

The Migrant Women Association would like to note that the training in IT Literacy Skills for Job Compliance stems from the fact that several migrants lack basic knowledge in IT. This training will enable the student to improve these skills and will act as a tool for them to search for jobs in Malta, a topic they will also be informed of. In addition, several migrants do not have the financial means to access such courses and training. Through the Migrant Women Association, they will have access to free or reasonably priced fees. The training will be targeted towards migrant women, refugees, and asylum seekers in Malta. It will occur on-site for a period of a total of 25 hours and will aim at addressing 10 participants in each cohort. MWAM takes into consideration topics that would be of direct benefit to the students and that would empower them in the future. There will be engagement between the students and tutors and an assessment will be conducted at the end of the training to certify them. MWAM commit to following procedures for ensuring against academic fraud, applies to cases of academic fraud at

the MWAM, The procedures are laid out for the investigation of any allegations of academic fraud, for these procedures fraud includes but is not limited to plagiarism, cheating in assessments, collusion and any other activity that is intended to give a student a biased or fraudulent advantage.

A student's submission should be a reflection of that person's work and all cases of suspected academic fraud will be investigated.

The procedures when academic fraud is suspected are as follows:

- Reported to the president of the organization, in writing, the suspected case of academic fraud detected by a student or tutor . the report should include all evidence supporting the allegation, the report and all related documentation are to be sent to the board and will be dealt with in the strictest confidence.
- The president in collaboration with the board will carry out a preliminary analysis to determine whether a possible case of academic fraud exists or not. Should it be determined that a possible case of academic fraud does exist, the matter will be investigated further. If a determination is made that there is no case of academic fraud the matter will be closed.
- If the preliminary findings determine that a possible case of academic fraud does exist, any documentation presented in support of the claim will be examined and the submitted assessment will be analyzed. Should the case arise that the subject matter is outside the area of expertise of the president an expert in the field will be consulted.
- Should it be determined that academic fraud has been committed the student will be notified in writing and she/he will have the opportunity to clarify and discuss the allegations made against them within specific days from receipt of notification.
- The student will receive the final decision taken by the board within specific days from receipt of any communication from the said student.
- If the student is found to be guilty of academic fraud that student will either receive a 'Fail' in that module making her eligible for resubmission or in extreme cases be expelled from the program altogether.

Standard 4-Student-centered learning, teaching, and assessment:

MWAM has different pedagogies approach that involves a range of techniques, including whole-class and structured group work, guided learning, and individual, focusing on developing order thinking and metacognition, and making good use of dialogue and questioning to do so, taking into consideration influenced by the social, cultural, economic factors of the students, by being responsive to the students, planning, and implementing learning through informative, interactive, and practice, creating physical and social learning environments that have a positive impact on students learning.

MWAM's main pedagogical principles are to provide for great teaching through motivation, explanation, modeling, deliberate practice, questioning, feedback and consistency, and transparency.

MWAM is committed to the inclusive education policy in Malta that means all our students are valued and supported to fully participate, learn, develop and succeed within an inclusive class culture, including special needs.

MWAM's measures to encourage students to take an active role in the learning process by having clear Lessons goals, direct instructions, showing and telling the student the learning topic, the questioning to check for understanding, summarize the Learning topic, practice and provide students with feedback, and get students working together.

The procedures we are following are to evaluate the pedagogy of the course in evaluating the knowledge and skills gained by students at the end of the course, assess the resources, determine the evaluation questions determine appropriate methods of measurements, collect data, process data and analyze results, will also involve and collecting evidence, from various stakeholders, to improve the effectiveness of the teaching-learning process to generates outcomes that are valid, reliable and indicate directions and action for development.

MWAM offers Student Complaints and Appeals Procedures that enable them to bring matters of concern to the attention of association, following the below procedures :

- Submitting notice with the issue with evidence to the clients service officer or who is represent.
- Submit the notice for investigating by the board members, to evaluate the complaint.
- Conducting listening session with the complainer in present of the person/s whom involve in the complain.
- Giving every body involve in the complain opportunity to share their perspective
- Making an evaluation and taking decision
- Giving the complainer opportunity to appeal if he/she does not accept the decision .
- Involving a third party from the stockholder to give the final role that should be implemented either with or against the association, ensuring meeting the legislation and regulation of Malta law for the similar cases.

Tutors are trained professionals who have experience working and training minority groups.

MWAM requires Tutors have at least a diploma in their respective area to ensure the utmost professionalism and the best teaching outcome as an entry requirement for this course (the tutor must have a higher education diploma in the relevant topics IT and law in this case with experiences in working with minority groups, and the future teaching acquainted besides interacting well with students. Educators must be able to positively interact with all students, creating a learning environment, good at lesson plan design, able to use varied teaching strategies, able to assess, able to identify student needs, good at Communication, able to collaborate and proven capability to improve his/her ability to learn new skills.

The assessment is an important part of the teaching process to enhance the students' knowledge on the topic and ensure that the topics taught have been understood by the students. The assessment will be written and practical and will be communicated to the students beforehand. There will be grades associated with it:

MWAM has a model of assessment that is used to determine students' knowledge, skills, attitudes, and dispositions before registration to the course called pre-assessment is a kind of informative assessment. by gathering key information about what students know and can do before the course.

A performance assessment, after the course, measures a student's ability in the subject they have studied. and the performance. ensuring no student is disadvantaged, including those who speak English as a second language.

We have the main principles of assessment; fairness, flexibility, validity, and reliability, to ensure that the work being assessed is the student's work. make fair, safe, valid, and reliable assessment decisions based on the agreed standards explained below.

The list of the steps we are following to ensure fairness in assessment :

- Plan our assessments carefully.
- Aim for questions that are crystal clear.
- Guard against unintended bias. ...
- Involve external advice as a third party to review assessment tools.
- Use more than one assessor
- Measure a student's ability in the subject they have studied.
- Effectively differentiate student performance.
- Ensure no student is disadvantaged, including those who speak English as a second language.

The design related to the assessment content, ensuring that testing conditions are similar for each student, writing test instructions so that they are easily understood, to ensure consistency in assessment by involving the achievement of comparable outcomes by following a policy of our organization in ensuring that every student has the same experience, and every student has been treated fairly.

To have access to the final assessment the exam , attendance is required. We expect our students to attend all the sessions related to the course, with a minimum of attending 60% of the total course hours is mandatory to have the certificate.

MWAM has the policy to support students in their studies when sick and mitigating circumstances arise, policy is to continue to support students in their studies when sick/or mitigating circumstances arise or a serious or significant event which is unforeseen (or unpreventable) and could have significantly impaired the academic/practical performance of a student in the assessment activities. possibly over a period of time.

MWAM's policy and Procedures on students mitigating circumstances are as follow:-

- The student must inform the tutor about any circumstances affecting their assessed activities in a timely manner along with required supporting documentation,
- The tutor forwards the request to the student cases board that will be formed by board members.
- The Student Cases Board will meet in a timely manner to decide about the mitigating circumstance and inform the student of the process all along until a decision is reached and communicated.
- The Student Cases Board is made up of two MWAM's Board representatives, tutor , and client service officer.
- If a mitigation circumstance is justified and an assessment for the student needs to be carried out, the student will be provided with the opportunity at the first available time to sit for the exam, Where it is not possible to sit for the exam flexibility should be taken into consideration by giving the opportunity to do specific practical home works that allow him/her to achieve marks ensuring same learning outcomes are achieved.
- Students with long-term medical conditions or other specific learning difficulties will need to submit a request to the Student Cases Board for an agreement of a personalized

work schedule after the Board has met and consulted with any required professionals example psychologists, psychiatrists, etc depending on the case.

- Records will be kept by the Student Cases Board and a copy sent to the Internal Quality Assurance to meet the Standards of National Quality Assurance Framework for Further and Higher Education.

The academic advice and the guidelines for the students are as follows :

- Helping the students to explore their academic interests.
- identify resources for additional information and support.
- Develop plans of study appropriate for their educational goals.
- Providing career guidance to find a job suitable for them.
- Supporting in writing their CV
- Informing the students about the work regulations and policies in Malta.
- Monitor the student performance.

MWAM ensures that the assessors are familiar with different assessment methods

By ensuring that the work being assessed is the same work. make fair, safe, valid, and reliable assessment decisions based on the agreed standards, making a record of the outcomes of assessments by using an agreed recording system

The assessment methods also can be adapted to meet the students' needs including the students with special needs with regular consulting the stockholder in the same field.

Any student has the right to complaints and appeals by acknowledging the formal complaint in writing; responding within a stated period; dealing reasonably and sensitively with the complaint; take action where appropriate.

90-100: A

85-89: B+

80-84: B

75-79: C+

70-74: C

65-69: D+

59 and below: F

Standard 5 -Student admission, progression, recognition, and certification:

MWAM has set admission requirements for the course considering the principles of transparency and fairness admissions that enable MWAM to select students who can complete the course as judged by their achievements and potential, use assessment methods that are reliable and valid, seek to minimize barriers for the students, and professional in every respect and underpinned by appropriate structures and processes by applying to the course by contacting the organization. an application form is filled and a training agreement is signed by the student and organization representative.

MWAM provides an induction program that engages with the new students as soon as

they come into MWAM; before regular sessions start. at the start of the course, MWAM provides information about the policies, processes, practices, culture, and values of the institution and the details of the program.

Student admission criteria are as follows: A good level of English (at least a B1) is required to apply for the training. MWAM ensures that an interview assessment is carried out before students enter the course, by asking a specific question to measure their understanding of communication.

As the course is intended for refugees, female asylum seekers, and migrant women in Malta, it is required that students hold one of the legal statuses reflecting their residence in Malta. Students must have an interest in gaining these skills and a willingness to work or do business legally in Malta. MWAM will collect, monitor, and manage information on student progression by focusing on the assessment to monitor student progress throughout each session of the course, this will be done by the trainer also the institution can stay informed about who's learning and who may need additional help before the end of the course —and before the test.

The certificate is given to the students upon completion of attendance of all classes and passing of the assessment, which explains the content and status of qualification completed by the student, MWAM is committed to providing documentation to the students explaining the context, the MQF level, the amount of learning credit, content and status of the qualification gained, and learning outcomes by the student teaching staff:

MWAM has a hiring policy that lays out guidelines that follow when recruiting and interviewing job applicants as well as making hiring decisions. This policy contains a list of criteria we look for in candidates according to the job requirements shared publicly. MWAM has an informal observation of teaching while it's taking place in a classroom by one of the board members, followed by an evaluation meeting to provide the trainer with constructive critical feedback aimed at improving the classroom management and instructional techniques. MWAM is committed to working in the professional development of its staff by looking always in the provision of learning and development opportunities and activities to extend and broaden the scope of professional capabilities of our employees. The support is provided at the moment for the professional development of staff and research and scholarly activity by allowing them to participate in training and study opportunities that could be available for the organization either at a local level or abroad.

MWAM promote the link between education and research since starting by taking the research as a core tool to provide answers to practical issues facing our clients especially the educational challenges, using scientific methods to improve our teaching and learning methods by empowering us with data that help us to provide services and teach more strategically and effectively, Educational research help us to apply our knowledge to practical situations. MWAM has full-time staff at the moment working with interns and volunteers that allow gaining skills and knowledge about our work, to provide feedback in real-time about their improvement and achievements for encouragement besides mentoring and coaching.

Standard 6: Teaching Staff: entities shall assure the competence and effectiveness of their staff:

Migrant Women Association Malta has hiring procedures and recruitment process includes the following steps :

- Identifying the job needs
- Creating job description
- Create job posts in our social media and newspaper if needed
- CV reviews
- Identify the interview panel
- Interview relevant candidates
- Reference check
- Conduct evaluation by the interview panel to agree on the right candidate
- Recruit the right candidate we agreed on.
- Taking the requirement process by jobplus malta and Identity Malta to complement the process of hiring.

MWAM commits to ensuring in hiring staff following law and regulations for employment in Malta.

Standard 7-Learning resources and student support:

MWAM follows policies in selecting an adequate resource, useful, efficient, and relevant to achieve providing what students need, providing guidelines and information for the student to choose extra learning resources through the relevant links, the available Libraries, moreover preparing study facilities, IT infrastructure, and support services to ensure the adequacy of the resources. MWAM decides on resource allocation between department and support services in a manner that supports an organization's strategic goals, MWAM ensures equal access for the students to the resources by being accessible and fair, providing flexibility in use, participation, and presentation, being straightforward and consistent, and providing a supportive learning environment. MWAM Allocates the resources and provides support for students by recognizing a variety of student needs including those of ethnicity, language, socioeconomic class, disabilities, and gender, identifying our resources, and designing a distribution resource planning process that allows us to allocate the resources more efficient by determining which goods to meet anticipated students needs. MWAM's has some arrangements take in place to support student ensuited difficulties by Knowing the students' individual needs, providing trained teachers, planning according to the developmental levels of students, modeling instruction and following up with students, assessing students throughout the lesson, providing consistent one-on-one or small group interventions., and making collaboration with the expertise institutions to improve the service and help the students reach their academic goals and achieve better success. Our students are informed about the available resources by the teacher in an introductory session, to present the resources and keep them updated in case we use a new tool or website, model it in the classroom before our scheduled time for the course. Building a plan and preparation by the teachers to distribute the available resources within the students.

All students will be required to attend the training which in turn must include the following as a minimum requirement for discussion during the training:

- Training aims.
- Training structure and schedule.
- Learning outcomes of the training.
- Training modules.
- The provision of information and resources that are accessible and inclusive for the students.

To help students make progress with their studies and reduce drop-out rates from the study programs, students will be followed up both in-person and via e-mail/telephone. Students who fall 50 credits behind are invited to an interview and meeting to help improve their scales, thus to obtain a second final chance to test and get a score according to their achievements, and getting over 50 credits will succeed.

Standard 8 -Information and Management:

MWAM will collect and analyze the student retention and success rate to measure by looking solely at the percentage of students who complete a program of study within its time frame. The first investigations will be done with the first batch will attend the course and subsequent ones. MWAM is collecting information and data about the students by filling forms including general information, their employment status and their past and present career, however, we are working on developing the data collection system. MWAM will work in building appropriate arrangements for the systematic collection, analysis, and evaluation of key information about the students starting with the first batch of the course and subsequent ones. The organization is responsible for establishing and implementing policies, systems, and procedures to obtain, document, and secure the disposition of the students' records and information.

The training information is maintained electronically through Google drive, email, and other forms. All data collected are considered private and confidential. MWAM will build management information systems that help decision-makers understand the implications of their decisions, the system will interpret and analyze the data into reports in a format that enables decision-makers to have the right data for decision-making, improving visibility, reliability, security, and scalability.

Data collection takes the form of attendance lists and feedback forms to ensure student satisfaction with the course. Data collection will include student details, course participation, student satisfaction of course training. The information collected is through an application filled in-person/email and over the phone. MWAM will create a data collection team that will be supervised and advised by the manager for the importance of properly collecting, tracking, and managing the data to produce results for the relevant reports.

This process of data collection and reporting will continue even after the end of the course, in

order to understand how the skills managed to be applied in the work contexts by the students.

MWAM is committed to store the students' data for 40 years, fulfill the requirement in line with GDPR, especially students' names, surnames, and academic records for the purpose of issuing academic transcripts or certificates when needed.

MWAM is also committed in building a system of keeping the students' information in an anonymised manner using numerical file numbers for each student following the retention period of 4 years from the date of graduation.

Standard 9 -Public Information:

The Students consult about the usefulness of the information for the need for student consultative feedback that is recognized as an effective support mechanism to help our teachers use student rating feedback to improve their teaching.

Migrant Women Association Malta provides information to the public mainly through the use of its website and social media platforms. The website includes the strategic objectives, selection criteria for courses, intended learning outcomes, qualification titles (including MQF Level and credit value), as well as the teaching, learning, assessment procedures used by the organization training services for the course, and we will be also publishing the selection criteria for our course. In addition, the professional layout of the website provides clear and informative data on the training and services that MWAM Training Services offers. The Website is updated frequently and is maintained to the highest level of quality. MWAM has a legal responsibility to evaluate its public Information before publishing to ensure accuracy, update, validity, and reliability. Moreover, all students are offered an interview and informed of the organization's other services.

Standard 10 -Ongoing monitoring and periodic review of programs:

MWAM does not yet carry out any analysis of the relationship between input and output standards. The stakeholders who invested in the program, interested in the results of the evaluation, will be included in any type of review done to the program. The external involvement in the monitoring and review process will be by documenting the results, and experiences that will be used as a basis for them to check the processes, progress against plans, evaluating the achievement that inform strategic decisions, thus improving the program in the future.

MWAM commit to follow the quality standards established by MFHEA.

MWAM will take review as useful for reflecting upon the program during and after its completion. we will review teams continuously to assess our performance, identify and learn from successes and failures. We are planning to communicate action as a result of the review to identify what is happening, what is the reality, what went well, what did not go well, to decide on what should be changed for next time, MWAM commits to have an Institutional evaluation

policy to usually organized in the form of an audit, consisting of a written report by the board to the higher education institution, followed by hearings led by a team of external experts and a final evaluation report which includes suggestions for improvement for future implementations. MWAM is committed to conducting the program evaluation process goes through phases of planning, implementation, completion, evaluation, and review, each phase has methods and procedures. aiming to the program development, to achieve the program learning goals.

Ongoing monitoring to the students will include, curriculum-based monitoring tests the standardized tests that include all the material presented throughout the course, observation and interaction, frequent evaluations and the final formative assessment, moreover, students' feedback to determine what they would like to see improved in the teaching approach and modules delivered. This will allow the association to focus on the needs of the students and the topics that peak their interests.

11- Cyclical external quality assurance:

Migrant Women Association Malta will undergo an external quality assurance every five years with the approval of the MFHEA, Moreover, conducting a periodic review of the evaluation of the organization and the training by a third-party educational institution on a regular cycle every two years.