



ΜΕΣΟΓΕΙΑΚΟ ΙΝΣΤΙΤΟΥΤΟ ΔΙΕΥΘΥΝΣΗΣ  
MEDITERRANEAN INSTITUTE OF MANAGEMENT

# **QUALITY ASSURANCE POLICY**

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## 1. Introduction

The Quality Assurance Policy (hereinafter the ‘Policy’) of the Mediterranean Institute of Management (MIM) is part of the Institute’s Strategy and is based on the standards and guidelines laid down by the European Association for Quality Assurance in Higher Education (ENQA) and the Cyprus Agency of Quality Assurance and Accreditation in Higher Education (CY.Q.A.A.).

The Policy establishes the framework within which the Internal Quality Assurance System (IQAS) is formed and monitored.

The Policy aims to the continuous improvement and enhancement of the quality of the services offered by the MIM, which relate to the following functions: (a) **teaching work**, (b) **research work**, (c) **Study Programmes and academic qualifications**, and (d) **other services** (administrative services, student welfare, etc.).

All relevant stakeholders (internal and external) participate and cooperate in the development and implementation of the Policy. The Policy is periodically revised along with the Strategic Plan, or when the prevailing conditions make it necessary.

The Quality Assurance Policy of the MIM is published on the Institute’s website [http:// www.mim.ac.cy](http://www.mim.ac.cy)

## 2. Key objectives of the Quality Policy

1. The development of a quality culture which ensures the support and active participation of all relevant stakeholders and the assumption of their respective responsibilities.
2. The harmonisation of the Institute with the European and National Standards in Higher Education and the associated/relevant quality directives.
3. The establishment and effective operation of the Internal Quality Assurance System which constitutes the basis for continuous improvement.

### **3. Internal Quality Committee**

The Internal Quality Committee (IQC) is responsible for designing, implementing, monitoring and reviewing the Policy. The IQC was established on the basis of the Institute's Internal Rules of Operation and consists of 6 members: the Institute's Director as President, 3 members of the Faculty, one representative of the administrative staff and two student representatives. The operation of the IQC, the procedure for the appointment of its members and the duration of their term of office shall be decided by the Institute's Management.

#### **3.1 Responsibilities of the Internal Quality Committee**

The responsibilities of the Internal Quality Committee, in accordance with Article 14 of the Quality Assurance and Accreditation in Higher Education and the Establishment and Operation of an Agency for Related Matters Law, as amended or replaced, are as follows:

1. Implementation of the standards referred to in Article 12 of the above mentioned Law.
2. Coordination and preparation of the special self-assessment reports in relation to the external evaluations concerning the Institute.
3. Preparation of the Institute's General Assessment Reports to be submitted to the CY.Q.A.A.

### **4. Internal Quality Assurance System**

The MIM implements an Internal Quality Assurance System (IQAS), which contains the mechanisms and procedures necessary for the achievement of the mission and the individual strategic objectives and aims of the Institute.

The IQAS was formed and is being continuously developed, taking into account the specific characteristics of the Institute. The IQAS shall be amended on the basis of the results of the assessment concerning the work of the Institute and the evaluation of the degree of implementation of the Policy and the Strategic Plan.

#### **4.1 Quality Standards**

The IQAS aims, among other things, to:

1. Define and standardise the procedures relating to the individual functions of the Institute (teaching and administrative).
2. Define the criteria and develop evaluation criteria relating to the functions of the Institute.
3. Secure high level teaching staff.
4. Ensure sufficient learning resources.

5. Collect, analyse and interpret data relating to the study programmes and other educational activities of the Institute.
6. Provide information on the procedures and the results of the evaluations.
7. Publish printed and online information on the study programmes, other educational activities, the academic qualifications awarded and the operation of the Institute.

## **4.2 Committees**

The operation of the following committees, whose role and composition are laid down in the Institute's Internal Rules of Operation, is an integral part of the IQAS of the MIM:

1. Academic Committee
2. Administrative Committee
3. Disciplinary Committee
4. Master's Thesis Examination Committees
5. Internal Quality Committee
6. Research Committee

The Committees operate and exercise the responsibilities as described in the Internal Rules of Operation. The work carried out and the decisions taken by the Committees shall be laid down in the minutes which shall be kept in each Committee's file.

## **4.3 Guides, Manuals and other Documents**

Further information on the operation of the Institute and the procedures applied is referred to in the Internal Rules of Operation as well as in specific Guides and Manuals, such as the those mentioned below:

1. Study Guide
2. A Guide to Writing the Dissertation
3. Internship Guide
4. Student Manual
5. Teaching Staff Manual

In addition, the Management of the Institute sends circulars on specific matters as they arise.

## **4.4 Procedures of Operation per Function**

### **4.4.1 Teaching Work**

#### **4.4.1.1 Students**

The MIM applies with consistency clear and published regulations covering all phases of the student's 'life cycle', e.g. admission, recognition, learning process, progress, assessment and accreditation.

The criteria and the procedure for admission to the study programmes of the MIM are described in the Institute's Internal Rules of Operation as well as in the Study Guides which are issued for each academic year.

Recognition of prior studies shall take place in accordance with the relevant provisions of the Internal Rules of Operation of the Institute and shall be revised in accordance with national and European developments in the field of the recognition of formal and informal learning.

The MIM operates an E-Learning platform (Moodle) which facilitates and improves the learning process, provides students with information on their academic progress and enhances the communication between all parties of the academic community.

Useful information about the Lecturer, the curriculum, the methods of teaching and the evaluation methods can be found in the Detailed Course Outline.

Upon completion of their studies at the MIM, the graduates are awarded a Master's Degree, a Transcript, and the Europass Diploma Supplement.

All information concerning the students are laid down in the "**Student Manual**" which is regularly revised.

#### **4.4.1.2 Teaching Staff**

The MIM takes all necessary actions to ensure the quality of the competence, the level of knowledge and skills of the Teaching Staff. It implements objective and transparent procedures for the selection, training and development of the Teaching Staff and provides them with the necessary means and infrastructure needed to effectively carry out their work.

The Teaching Staff is recruited through the procedure for the selection of External Lecturers/Instructors posted on the Cyprus Productivity Centre's website [http://www.mlsi.gov.cy/mlsi/kepa/kepa\\_new.nsf/index\\_gr/index\\_gr?opendocument](http://www.mlsi.gov.cy/mlsi/kepa/kepa_new.nsf/index_gr/index_gr?opendocument).

The MIM relies on the results of the evaluations, as well as on suggestions/recommendations by the members of the Teaching Staff themselves in order to identify the Teaching Staff's training and development needs. The Teaching Staff are given the opportunity to participate in seminars, conferences and special workshops organised internally in the Institute, as well as to participate in mobility actions within the framework of the Erasmus + Programme. The MIM encourages the use of new technologies and innovative teaching methods.

The Teaching Staff are evaluated by the students at the end of each Unit on the basis of eight (8) multi-dimensional criteria set out in the **Unit Evaluation Form**. The Management of the Institute analyses and utilizes the results of the evaluations in order to make decisions and take appropriate actions such as rewarding the staff, recommending improvements or ceasing cooperation with them.

During the Academic Year the Teaching Staff can fill out the **Submission of Suggestions/Recommendations Form** which offers them among other the opportunity to submit recommendations and report problems. In addition, the members of the Teaching Staff are required, on an annual basis, to complete the **Final Evaluation Form** which includes assessment of the infrastructure, the services of the Institute and the particular Study Programme as a whole.

All information on regulations and procedures concerning the Teaching Staff as well as the evaluation forms can be found in the “**Teaching Staff Manual**”. Furthermore, the Teaching Staff attend meetings with the Institute’s Management and receive information on a regular basis on any matters concerning them and/or which require an action on their part.

#### **4.4.1.3 Learning Resources**

The MIM takes all necessary action to ensure the adequacy and quality of infrastructure, services and human resources needed for the support of the learning process and academic activity.

The MIM operates an Erasmus + Office as well as a Student Welfare Service (SWS). Information regarding the services provided and the competent MIM Officers can be found on the Institute’s website and in the Student Manual.

Students with special needs (persons with disabilities) and learning disabilities are facilitated to attend the lectures and participate to the examinations and receive any other assistance considered necessary in consultation with the SWS.

In order to ensure and maintain the learning resources, where necessary, the MIM takes all necessary action concerning its budget and the provision of services by the competent governmental departments.

The adequacy of the learning resources is assessed through the final evaluation and further improvements are introduced according to these conclusions.

#### **4.4.2 Research Work**

The research activities undertaken by the students while writing their Dissertation under the guidance/supervision of their respective Supervisor constitute the main Research Work conducted at the MIM.

The MIM considers the originality of the research as particularly important and a factor for the reward and distinction of a Dissertation.

The permanent staff of the MIM participates periodically in research projects, undertaken by the CPC (under which the MIM operates) or in cooperation with other agencies/bodies. A number of external partners, who are members of the MIM Teaching Staff, are involved in the field of research and participate in research programmes through the institutions where they are permanently employed.

More information on the MIM's Research Work can be found in the **Research Strategy**.

#### **4.4.3 Study Programmes**

The study programmes of the MIM are designed with the contribution of all interested parties. During the designing process, developments in the fields of research, science and technology which are relevant to the courses of the Study Programmes are taken into consideration. In addition, the labour market and society needs are taken into account.

The study programmes are aligned with the European and National Qualifications Framework and the anticipated workload is defined on the ECTS basis. The Study Programmes are designed so that their overall objectives are consistent with the strategic objectives and aims of the MIM.

The study programmes have clearly defined learning outcomes and their structure is such as to achieve progressive learning.

The review of the Study Programmes is consistent with the Institute's strategic objectives and the feedback from the students and the members of the Teaching Staff. For any review of the Study Programmes the approval of the Council of the Institute and The Cyprus Agency of Quality Assurance and Accreditation in Higher Education (CYQAA) is required.

#### **4.4.4 Other services**

A number of support services are in operation at the MIM which are designed according to the needs of the students, the members of the Teaching Staff and other interested parties. Specifically, the MIM operates the following services:

- Student Welfare Service — aimed at the prompt and efficient service of the students with respect to diversity and the students' personalised needs.
- Administrative Services — aiming at the early and efficient service of the students, the members of the Teaching Staff and other stakeholders such as the companies collaborating with the MIM for Internship purposes.
- Accounts Department — aiming at the efficient service of the students, the members of the Teaching Staff and the MIM Management.
- Erasmus+ Office — aiming to provide comprehensive and early information to the students and the members of the Teaching and Administrative Staff of the Institute on mobility opportunities within the framework of the Erasmus+ Programme.

Services are assessed on an annual basis, either through internal assessment or through the assessment/evaluation by the students and the members of the Teaching



Staff. Based on the evaluations results and information from other forms of feedback, changes and improvements are introduced.

## **5. External Quality Assurance System**

The establishment and operation of the MIM is governed by the Institutions of Higher Education Laws as amended or replaced. Furthermore, quality assurance and quality accreditation of the teaching, research, studies and other services provided by the MIM are carried out through the Educational Evaluation. In the case of the MIM, the evaluation takes the form of the Institutional Assessment and the form of the Programme Assessment as established in the Quality Assurance and Accreditation of Higher Education and the Establishment and Operation of an Agency on Related Matters Laws, as amended or replaced.

Based on the results of the Educational Evaluation, the MIM takes all necessary measures to ensure the continuous improvement of the quality of its Work.