



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 an integral part of the Institute’s Strategic Plan and is based on the standards and guidelines set 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 defines the framework through which standards are set, monitored and communicated collaboratively to ensure quality.

The framework encompasses all areas of activity including (a) **teaching**, (b) **research**, (c) **study programmes and academic qualifications**, and (d) **other services** (administrative services, student welfare, etc.).

All stakeholders (internal and external) collaborate for the development and implementation of the Policy. The Policy is reviewed periodically along with the Strategic Plan, or when appropriate due to the prevailing circumstances.

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 Assurance Policy**

1. The development of a culture of continuous improvement which entails the support and active participation of all stakeholders involved.
2. The harmonisation of the Institute primarily with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) and the national legislative framework.
3. The establishment and operational effectiveness of the Internal Quality Assurance System.

## **3. Internal Quality Committee**

The Internal Quality Committee (IQC) is responsible for designing, implementing, monitoring and reviewing the Policy. The IQC has been established in accordance with the provisions of article 13 of the Quality Assurance and Accreditation in Higher Education and the Establishment and Operation of an Agency on Related Matters Laws. The members of the IQC are the Institute’s Director (chairperson), three members of the faculty, one representative of the administrative staff and two student representatives. The operation of the IQC, the appointment process of its members as well as the duration of their term of office are 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 School.
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 Internal Quality Assurance System (IQAS), incorporates the mechanisms, procedures and tools necessary for the achievement of the strategic goals of the Institute.

The IQAS has been formed and is constantly being monitored and updated, taking into account the special attributes of the Institute. It is based on the principles of continuous improvement, transparency and accountability.

### **4.1 Quality Standards**

The IQAS aims, among other things, to:

1. Define and standardise the procedures relating to each area of activity (i.e. teaching, administrative services).
2. Define and develop evaluation criteria relating to each area of activity.
3. Collect, analyse and interpret data relating to the study programmes and other areas of activity.
4. Ensure the quality of academic staff.
5. Ensure adequacy and suitability of learning resources.
6. Provide information on the procedures and the results of the evaluations.
7. Disseminate information about the study programmes, other 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 set out in the Institute's Internal Rule 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
7. Program Coordination Committee

The responsibilities of each committee are outlined in the Internal Rule of Operation. Each committee is in charge of making decisions about certain topics pertaining to its role or may advise other committees and the MIM Management.

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

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

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

## **4.4 Operating Procedures per Area of Activity**

### **4.4.1 Teaching**

#### **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 admission criteria and the admission process are described in the Institute's Internal Rule of Operation as well as in the Prospectus of each programme of study.

The recognition of prior learning is carried out in accordance with the Internal Rule of Operation of the Institute and could 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 within the academic community.

Useful information about the lecturer, the curriculum, teaching and the assessment methods can be found in the Detailed Course Outline.

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

.Students can find useful information regarding the operational framework of the Institute, as well as the rights and obligations pertaining to their studies in “**Student Manual**” which is regularly revised.

#### **4.4.1.2 Teaching Staff**

The MIM takes all necessary actions to ensure the adequacy, level of knowledge and skills of the Teaching Staff (TS). It applies objective and transparent procedures for the selection, training and further development of the Teaching Staff and provides them with the means and infrastructure they need to carry out their work effectively.

As described in the MIM Professional Development Guide, the Institute 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 TS of the MIM is required to participate in a number of professional development activities annually, either through the educational activities organized by the School or through other verifiable activities (e.g. educational programs organized locally or internationally, participation in conferences, working groups, workshops, etc.).

The TS is also urged to participate in mobility actions through the Erasmus + Programme.

The Teaching Staff are evaluated by the students at the end of each Unit on the basis of a number of criteria set out in the **Unit Evaluation Questionnaire**. The Programme Coordination Committee and the Internal Quality Committee analyses the results of the evaluations in order to make informed decisions regarding the TS.

During the Academic Year the TS can fill out the **Submission of Suggestions/Recommendations Questionnaire** which gives them the opportunity to submit recommendations and report problems of any nature. In addition, the members of the Teaching Staff are required, on an annual basis, to complete the **Final Evaluation Questionnaire** which includes assessment of the infrastructure, the administration services of the Institute. In the last section of the Final Evaluation Questionnaire, they can provide comments for each Study Programme they teach during the Academic Year.

All information on regulations and procedures concerning the Teaching Staff as well as the evaluation forms can be found in the “**Teaching Staff Manual**” which is uploaded on the LMS (Moodle) of the MIM. 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. The TS is considered an integral part of the Institute's operational efficiency, has an active role in the decision-making process by participating in several committees.

#### **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 provided with the support they need in order to attend the lectures and participate in the examinations. Additionally, they may receive any other assistance considered necessary in consultation with the SWS.

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

The adequacy of the learning resources is assessed through the final evaluation and further improvements are introduced accordingly.

#### **4.4.2 Research**

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

The MIM considers the originality of the research particularly important and thus a criterion for a Dissertation being granted a distinction of.

The permanent staff of the MIM participates periodically in research projects, undertaken by the Cyprus Productivity Centre (CPC) (The MIM constitutes the international component of the CPC) or in cooperation with other agencies/bodies. It is noted that a number of visiting faculty, undertake 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 and developed with the contribution of all stakeholders (internal and external) and have clearly defined learning outcomes. During the design 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 external stakeholders, 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 review of the Study Programmes is consistent with the Institute's strategic goals and the feedback from the students and the members of the Teaching Staff. For any review of the Study Programmes the recommendations of the Coordination and the Internal Evaluation Committees and, the Council of the Institute are taken into consideration. Further the Cyprus Agency of Quality Assurance and Accreditation in Higher Education approval is required.

#### **4.4.4 Other services**

The support services play a crucial role in the overall operational effectiveness of the the MIM. Their role is to serve the the needs of the students, the Teaching Staff, the Management and other stakeholders (internal and external). 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 according to the students' personalised needs.
- Administrative Services - aiming at the prompt 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 up to date 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 evaluated 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 Tertiary Education Laws of 1996 to 2013 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.