EMCS
TAX > ADVISORY

EMCS Academy

Quality Assurance Manual

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1. The Academy

The EMCS Academy was established in 2016 as part of the service offerings of EMCS Ltd. EMCS Ltd has more than 35 years' experience in the provision of valued service to organisations with a focus on assisting them achieve their potential through the delivery of practical and innovative advice. This is done by delivering real insight through a combination of technical rigour, commercial experience and intuitive judgement.

Our courses are designed to promote the flow of new ideas and bring together practitioners and academics to share knowledge and influence the development of mostly the Business, Finance, Health and EU Policy areas. Our philosophy is providing exceptional services to all our students and making sure that all learning outcomes are reached, and all professionals have advanced their knowledge on the specific course they have chosen.

1.1 Values, Aims and Objectives

- **Values**

The **core values** of EMCS Academy are:

- Providing the highest quality teaching and learning experience.
- Providing students and administrative staff with a reliable and secure environment.
- Strengthening the capacity of academic creativity and originality.
- Maintaining a high level and ease of use of communication support with the aid of technology.
- Providing transparency, accountability, and value for money.
- Ensuring equal opportunities to all students and staff whilst treating colleagues with respect by taking responsibility for one's actions.

- **Aims and Objectives**

The following **aims and objectives** are the 'future focused themes' which we strive to achieve:

Aim 1: To provide programmes that are popular and highly regarded for their quality to professionals who want to continue furthering their professional education in the targeted education fields.

Objective 1: To develop new professional courses that help enhance one's professional's skills, experiences and promote his/her employability.

Aim 2: To become a key provider of training higher education and continue improving professional development for employers and employees in the Maltese Islands.

Objective 2: To meet the education and training requirements of professionals by developing a portfolio of custom courses and Awards that are flexible in their delivery patterns.

We further aim:

- To develop the academy's courses at Award, Diploma and Higher Diploma levels.
- To develop different delivery approaches which will satisfy all the different needs of the students and their employers.
- To work closer with local businesses to help improve the educational offerings which the academy offers.
- To further develop our expertise in the relevant sectors to keep up to date with changes in the local market.

1.2 Primary areas of academic provision

The Academy is committed to being recognised as one of the leading providers of top-quality professional programmes. Our courses are designed to promote the flow of new ideas and bring together practitioners and academics to share knowledge and influence the development of mostly the Business, Finance, Health and EU Policy areas. Our philosophy is providing exceptional services to all our students and making sure that all learning outcomes are reached, and all professionals have advanced their knowledge on the specific course they have chosen.

1.3 Organisational roles

The running of the Academy is entrusted to the Head of School (the statutory person appointed to manage all activities of the school), who works in close collaboration with the Academy Manager. These are supported by EMCS departments and staff in the various functions required.

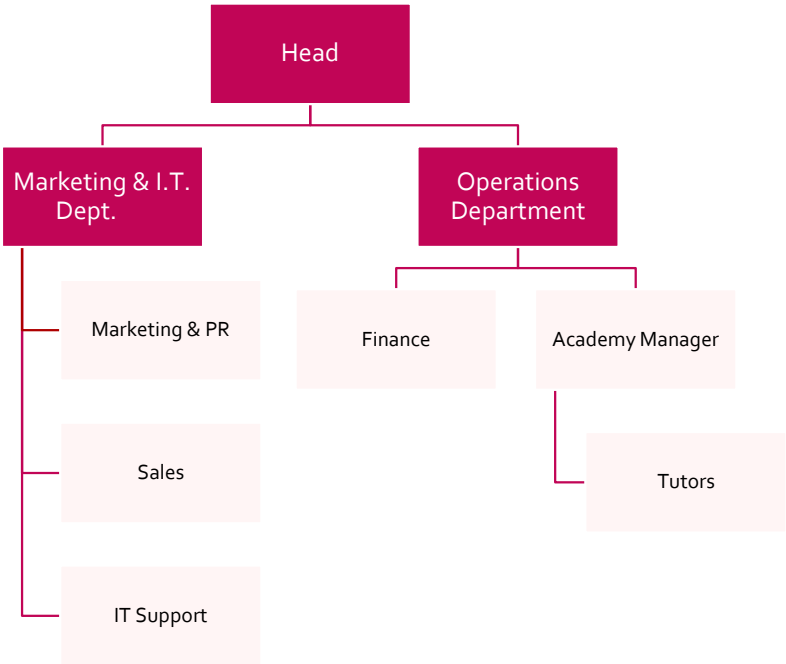


Figure 1: EMCS Academy – Organigram

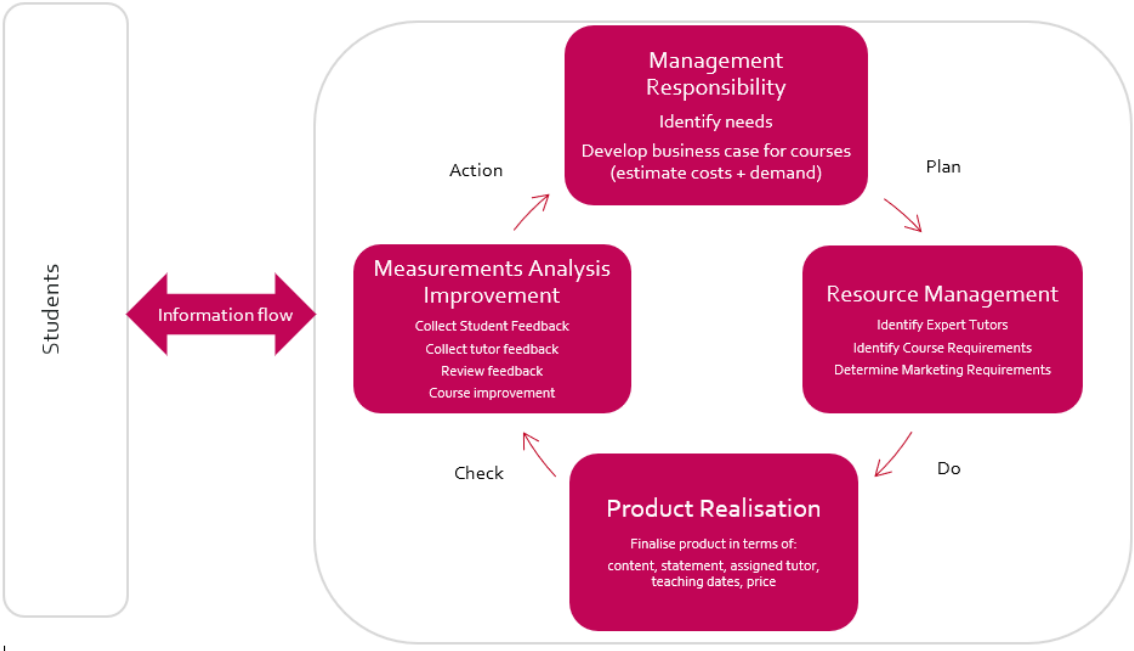
2. Internal Quality Assurance

EMCS Academy strongly believes in and strives to attain the highest standards in the quality of the services that it offers. The procedures followed, in line with the parameters set forth by NCFHE, ensure that these high standards are met.

EMCS Academy provides an experience-based education in which students work together under the guidance of subject experts to improve their knowledge in specialist fields. The various programmes empower professionals to further their education and help them achieve better results through high quality technical training offered at affordable prices.

The Academy Manager is vested with the quality assurance responsibility and hence has to ensure that all the processes are followed in the development of courses, teaching material, design and delivery of assessment and training. Figure 2 shows, in detail, the quality assurance cycle that the Academy has adopted from the identification of student needs to the implementation of improvements following the gathering of post- course feedback.

Figure 2 - Continual Improvement of Quality Management System



EMCS Academy aims for the continual improvement of its Quality Management System through:

• The identification of market needs

• The development of a business case for courses which is presented and discussed amongst the team members before proceeding to course development

• The identification of course requirements, expert tutors and determination of the marketing requirements

• The finalisation of the product with regards to content, statement, assigned tutor/s,

teaching dates, price

• The collection and review of feedback from students and tutors

The courses developed are discussed and reviewed a number of times to ensure consistency and fitness for purposes, even when the course is launched. This makes sure that the course material is adequate for the subject and target audience.

3. Procedure for guarding against intolerance of any kind of discrimination against the students or staff

The Academy strives to provide a harassment free environment for its students and staff and any form of discrimination is to be reported and rectified accordingly. Harassment is any behaviour that undermines the dignity, self-esteem or security of an individual, or creates an intimidating, threatening, hostile or offensive environment. The Academy prohibits any form of discrimination based on race, place of origin, political opinions, creed, sex, sexual orientation or gender identity. Internally, the Academy does not allow any form of discrimination on the basis of marital status, pregnancy or potential pregnancy, sex, colour, disability, religious conviction, political opinion or membership in a trade union or in an employers' association.

The Academy promotes communication between students and staff and ensures that a staff member/representative is always available should there be a need for any issue to be addressed.

The procedure adopted can be found in the EMCS Discrimination and Harassment Policy document (Annex 1).

4. Institutional Probity

The senior staff members are in charge of the overall management and quality assurance of the Academy, working closely with EMCS departments and staff

All persons that shall be appointed as Head of School and Academy Manager shall be vetted, in order to ensure that they are suitable for the job.

The persons holding a managerial position are required to possess the following minimum qualifications or experience:

- MQF Level 7 qualification
- Previous experience (minimum 3 years) in a management position

Periodically, the Academy will develop a programme of courses that shall be updated on an ongoing basis subject to market demand for every particular subject. Each course shall be costed and budgeted individually and will only run, or continue running, if the returns cover the costs. Where the costs are envisaged to exceed the expected return, and there are no other benefits (non-financial) that are expected to accrue, the Academy retains the right to not run the course in question. Courses which are provided for promotional/ charitable purposes shall be excluded from such analysis, however, a business case shall be presented to demonstrate the feasibility of such activities. The Academy will carry out verification and background checks on a more detailed level in order to minimise the risk of possible fraud, corruption and/or litigation.

Financial matters are handled by the EMCS Finance department and are in line with all legal requirements.

5. Programme Development and approval

In the development of new courses, market requirements are determined through the carrying out of research and needs analysis. The identification of course requirements follows the market research carried out and consultation with experts in the field in question. EMCS Ltd staff are in regular contact with public and private entities who's specific training needs are discussed and identified. A number of one to one meetings are also held with the firm's top clients with the aim of identifying the specific needs of the client and of the different sectors concerned.

The identification and engagement of expert tutors is an ongoing process, and this is done through professional networks which EMCS Academy continues to engage with. Tutors sought are highly qualified and are identified through their academic and professional experience and expertise.

EMCS Academy offers a large selection of home grown, non-accredited courses and is building on its portfolio of accredited courses since it believes that course accreditation, in line with NCFHE standards, provides for better engagement and quality.

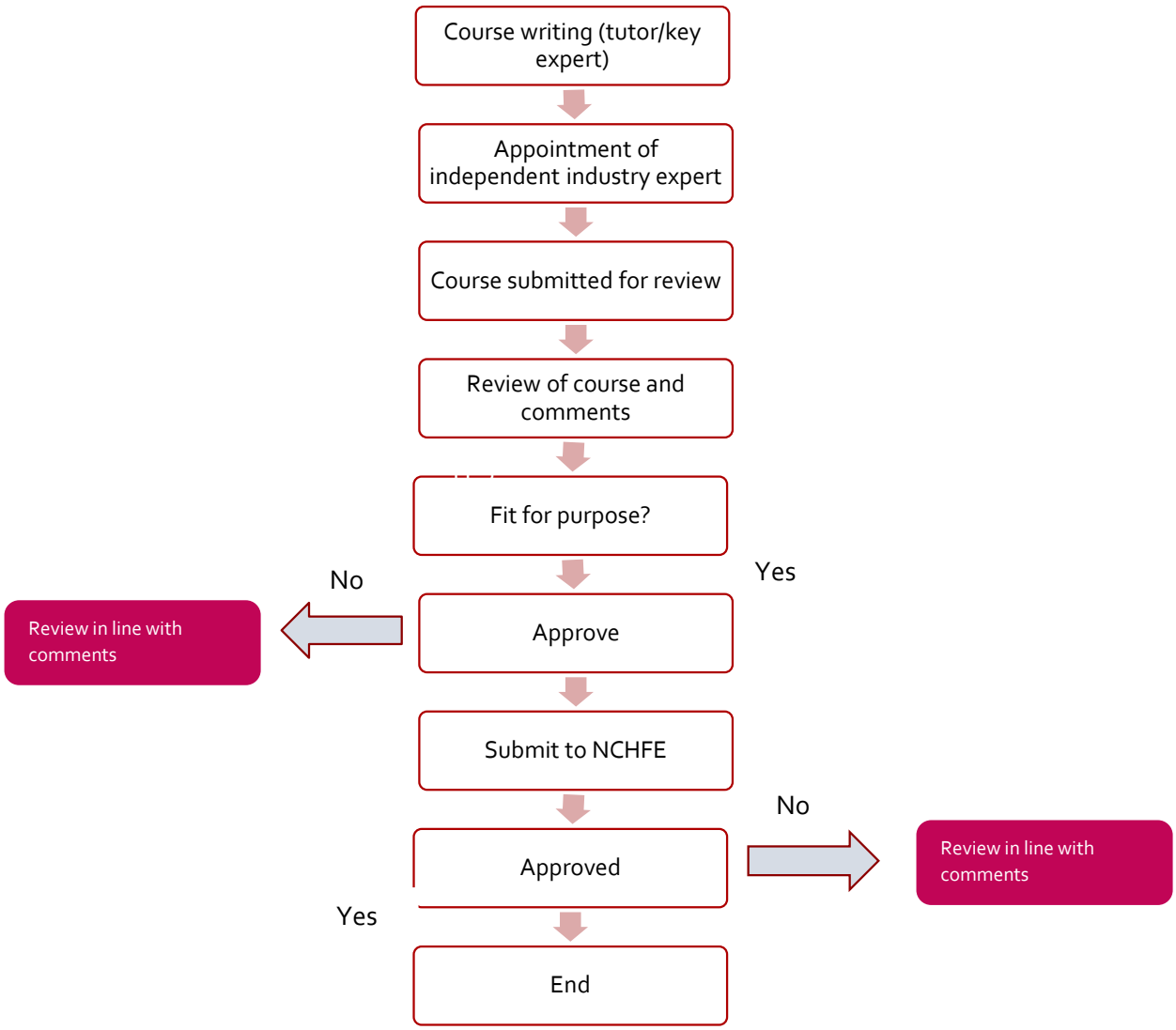
The home-grown, accredited courses are written by the tutor or key expert identified. Each programme/course is submitted to the Head of School to review and shall include as a minimum the:

- business case of the course
- rationale of the programme
- targeted students including their eligibility based on the selected criteria (minimum entry requirements if any)
- number of ECTS or ECVET learning credits per course
- learning outcomes together with split learning outcomes based on knowledge and competence
- teaching methodology
- appropriate resources (classroom material) and forms of assessment criteria
- split of hours based on face-to-face teaching, self-study and assessment hours and
- suggested minimum requirements of teaching staff.

The course is vetted by the Head of School together with an industry expert and will be in line with the MQF and the Malta Referencing Report 2016 and any subsequent updates. The program is designed to enable smooth student progression and will involve students in the design and review of the Academy.

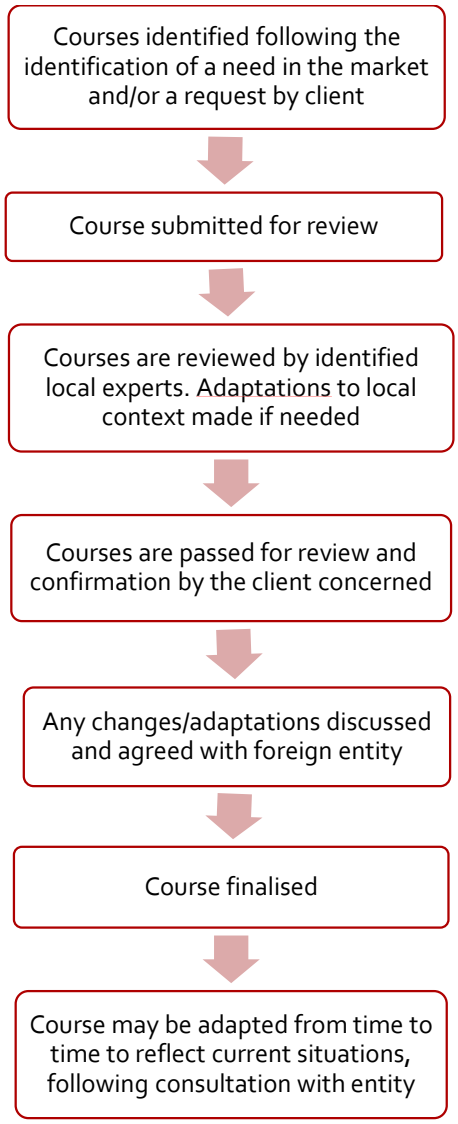
Following internal acceptance of a course, the Academy fills in the required NCFHE application form for accreditation of partial higher education qualifications and submits the same application to NCFHE. The accredited course shall only be run after full accreditation by NCFHE.

Figure 3: Process for the design and approval of homegrown programmes



In the case of **courses designed by foreign entities**, the programmes/courses are submitted to the Head of School for review. They are also vetted by an industry expert and if the need arises, they are adapted by the tutor or key expert identified, to suit the local scenario. Any adaptations made to course material are discussed and agreed with the foreign entity concerned.

Figure 4: Process in the case of courses designed by foreign entities



6. Course material and Assessment

The Academy continues to ensure that the courses are delivered in a way that encourages students to take an active role in the creation of the learning process, and the assessment of the students reflects this approach.

Course material is created by the trainer identified to deliver the course. All material is to be kept up to date by the trainer engaged and the trainer is to inform the Academy Manager should all changes be required to the learning outcomes, in which case the necessary updates to the application will be made following NCFHE guidelines and policies.

Presentations are made by power point and all presentations are shared with the students, together with any additional resources identified for the course in question. All power point presentations are to be created using the EMCS PowerPoint template (Annex 2), unless otherwise required by the client.

Assessments shall be prepared by the course trainer or partner academic institution, in-line with the assessment methodology as defined in the course guide and will focus on those areas which the trainer deems necessary to assess in order to determine the level of knowledge obtained by the student (following the guidelines in the course guide).

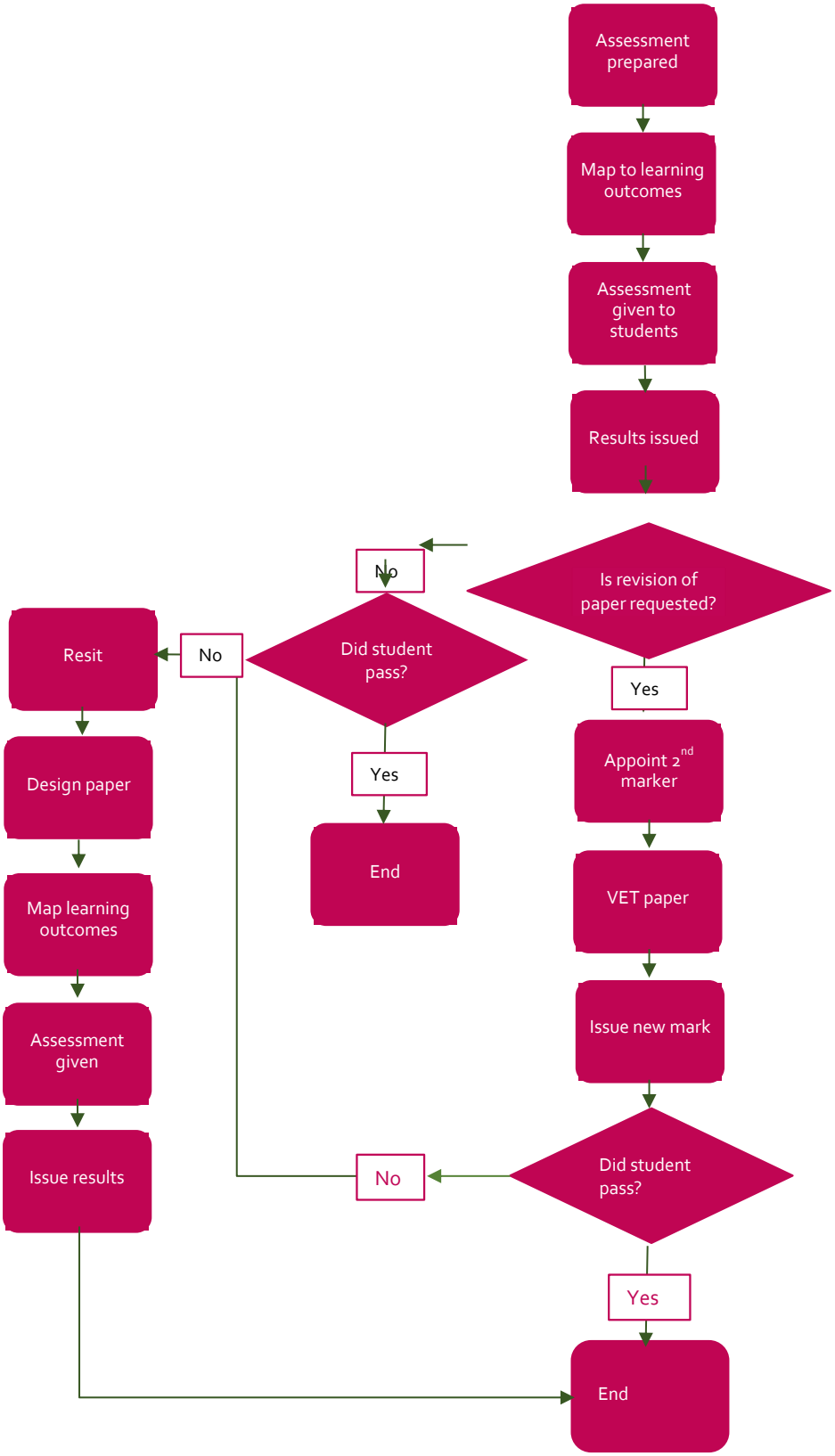
The time for the submission of assessments is set by the assessment criteria. The usual timeline recommended by EMCS Academy is of 3 or 4 weeks from course finish.

Corrected assessments are sent to EMCS Academy and these are in turn sent to the students individually, either electronically or by post. The achieved learning outcomes will be analysed in relation to the intended outcomes. Feedback is given to students in case of a failing mark.

A student who is not successful in their assessment may request a revision of paper within seven (7) days from receiving the result. The assessment will then be reviewed by a supplementary marker.

A student who is not successful in their assessment may also resit the assessment. The resit is to be submitted with fourteen (14) days from receiving the result of the first sitting or of the revision of paper, as the case may be.

Figure 5: Quality assurance processes for assessments



A summative assessment is used, where feasible, to award the customised award. This is done so the individual learning is assessed against a particular specification or standard. Summative assessment usually takes place at the end of the course when the students would have covered all the material and thus all learning outcomes. The qualifications obtained will provide evidence that the student has obtained the knowledge, skills and competencies as described in the course description and to the level awarded (EQF level).

Assessments will be carried out consistently and fairly for all students and will be carried out in accordance to the above procedures.

7. On-going monitoring and periodic review of programmes

The Academy implements the Quality Cycle by continuously monitoring and reviewing the programmes in terms of its IQA policy and standards, to be able to ensure that they achieve all objectives that are set for them and to respond to all student and society needs. Upon completion of each and every course, participants are given a feedback form which asks students for their comments regarding course content, trainer and any improvements going forward. Before the repetition of any course, such information is reviewed together with the content of the course, and if need be, the course and delivery are updated accordingly. These reviews and feedback lead to constant advancement of the courses being delivered and any action intended or taken as a result shall be communicated to all those involved. This process will continue to be adopted with feedback forms being adapted to the particular course in question.

When changes are made to course objectives and/or learning outcomes, these would require resubmission to NCFHE for re-accreditation and any changes will only be made following NCFHE approval.

8. Student admission, progression, recognition and certification

The Academy is respectful and is inclusive in terms of the diversity of students together with their needs. The academy is also committed to be accessible to people who have physical disability and as such will ensure the continued availability of flexible learning paths.

8.1 Student Admission

The **admission process** will be implemented consistently and transparently. The Academy shall issue all the information related to the course together with admission criteria when the course is advertised. These criteria shall be applied transparently to all applications submitted by potential students. All processes are in place to collect, monitor and manage information with regard to the progress of the applications of students and they shall be given all the information vis-à-vis their progress.

Upon opening of the course application process, potential students will receive the course programme which shall include a detailed description of:

- the course overview and learning outcomes
- study and assessment hours
- schedule of sessions
- MQF level
- number of ECVETS/ECTS credits and
- assessment procedures

8.2 Registration process

EMCS Academy collects student details electronically. Students wishing to enrol in a course, upon registering their interest through the email address provided on our website, are sent a registration form which they are to return electronically. All registrations are vetted to ensure that the applicant satisfies the requirements listed. When a specific qualification is required students are asked to submit a copy of said qualification. When work experience is required a confirmation/reference from an employer is sufficient. In the case of doubt regarding the identity of an applicant, the applicant may be requested to submit a copy of their ID card. *Annex 3- Registration Form template which is adapted according to the course requirements.*

When an applicant does not meet the requirement for a particular course they are contacted and their options are discussed.

Successful applicants are informed of the outcome via email. The email will also include information regarding the course schedule. Unsuccessful applicants are informed of the outcome via email. The email will also include the reasons why their application was unsuccessful.

All methods of verifying information submitted by the applicant and his/her identity must protect the privacy of the student and must comply with the EMCS Privacy Policy (Annex 4).

8.3 Involvement of Students

Student feedback is an essential element as it evaluates how the Academy's service provision is viewed by its most important group of stakeholders, namely, its students. At the end of each course, the tutors/trainers will provide trainees with a link to an online feedback questionnaire that shall ask students to comment on the quality of course and the approach. (Annex 5). The feedback report would be made available to the lecturer to highlight perceived or encountered problems by students and provide suggestions for improvement.

On successful course completion, students will receive a certificate with the name of the course completed, content and status of the qualification gained, number of ECTS units and MQF level rating. Certificates will be sent in soft copy (pdf) via email and a hard copy will be sent to the postal address provided on registration (Annex 6- Certificate template).

IT support is provided by a dedicated person within EMCS Ltd. All data is backed up and all Technical and Organisational Security Measures can be found in the attached document (Annex 7).

9. Teaching staff

The employment process of tutors shall be clear, fair and transparent. Tutors shall be recruited based on their knowledge and experience in the field of study. Tutors shall as a minimum, be in possession of a qualification which is one grade higher than that of the course being taught or where this is not the case, the tutor shall prove to have significant work experience in the main subject area of the course making him/her an industry expert. The profile of the tutor shall also be available as part of the information provided to potential students applying for the course.

The Academy will encourage scholarly activity to strengthen the link between education and research. This will be done by involving students in the participation of research (where applicable), conferences and reports in order to allow them to gain experience and learn to apply their current knowledge to practice. Students will also be expected to conduct their own research at home, by reading books and articles in order to advance their knowledge in their studies.

As regard to part-time tutors who will be providing limited and specific services, the Academy shall ensure that they are constantly well informed with the developments in their field together with the methodological requirements of the course.

10. Professional Misconduct

EMCS Academy believes that a student's submission should be a reflection of that person's own work and research and all cases of suspected academic fraud will be investigated.

The procedures below, for ensuring against academic fraud, are laid out in the Professional Misconduct Policy document.

10.1 Procedures for ensuring against academic fraud

Academic 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.

When academic fraud is suspected:

- A suspected case of academic fraud detected by a student or tutor is to be reported to the Academy Manager/Head of Academy, in writing. The notification should also include all evidence supporting the allegation.

- On receipt of such report/notification the Academy Manager in collaboration with the Head of School 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 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 analysed. Should the case arise that the subject matter is outside the area of expertise of the Academy Manager/Head of School 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 he/she will have the opportunity to clarify and discuss the allegations made against them within 7 working days from receipt of notification.

- The student will receive the final decision taken by the Academy Administration within 3 working days from receipt of any communication from said student.

- If the student is found to be guilty of academic fraud that student will either receive a 'Fail' in that module making him/her eligible for resubmission or in extreme cases be expelled from the programme altogether.

11. Learning resources and student support

11.1 Learning resources

The Academy shall have the appropriate funding for learning and teaching activities. Students will be provided with a range of resources and materials during the session by the tutor as per their respective course/s. Students will also have access to a virtual learning environment, allowing student and tutor interaction as well as downloads and support material. All the resources will be fit for purpose and accessible, each student will have his/her own account. The system will allow each student to access their account at any time. The system will feature information such as course details, assessment marks etc.

11.2 Student support

All students will be provided with the email of their tutors, where they will be able to email specific questions and difficulties which they may have with regards to the course and assessments. For administrative matters, an email of an administration support officer will also be provided to students following the course.

12. Complaints Policy

EMCS Academy takes all feedback received from students seriously and will act upon any complaints received promptly.

Complaints are to be received in writing.

Students who have a grievance are invited to contact the Academy Manger directly in writing and a reply will be sent to the student concerned within 2 working days of receipt of said complaint. This reply will be sent in writing and may include an invitation to a meeting (depending on the nature of the complaint). Should the situation so warrant a meeting will be set up with the student, the Academy Manager and another member of staff.

Outcomes and decisions taken will be communicated in writing.

Annex 8 – Complaint Form

13. Information management

The EMCS Academy strives to be in conformity with the procedures of the General Data Protection Regulation (EU) 2016/679 (GDPR) and the Data Protection Act (Cap 586). The Academy ensures that all personal data is processed fairly and lawfully; processed in accordance with good practice; only collected for specific and legitimate purposes; correct and up-to-date and not kept for a period longer than is necessary.

The Academy shall continue to collect, analyse and use relevant information for the effective management of the courses and other activities. The information which is to be collected by the Academy will include profile of the student population; student demographics; student attendance, retention and success rates; employment rates; career paths and students' satisfaction with their course; together with improvement suggestions. Students and tutors will also be involved in providing and analysing information and plan follow-up activities if any information has changed.

14. Public Information

Information regarding the EMCS Academy is made available mainly through the EMCS Ltd website. The website includes all the information about activities, including courses, which is clear, accurate, objective, up-to date and readily accessible.

All information is accessible to the public and shall be satisfactory for potential students to make an informed choice in terms of the knowledge, skills and capabilities they are likely to acquire following the successful completion of the course. Information regarding duration and any updates of the course shall also be published and be accessible to all students and staff members.

The Marketing and PR Consultant engaged by EMCS Ltd ensures all information found on the website and social media channels is kept up to date and is aligned to the EMCS Ltd brand.

Any changes made to course information is made in accordance with NCFHE procedures and approval.

15. Annexes

Annex 1: EMCS Discrimination and Harassment Policy

Annex 2: EMCS PowerPoint template

Annex 3: Registration Form template

Annex 4: EMCS Privacy Policy

Annex 5: Course Post-Evaluation Questionnaire

Annex 6: Certificate Template

Annex 7: EMCS Technical and Organisational Security Measures

Annex 8: Student Complaint Form

Annex 1

Discrimination and Harassment Policy

1. Introduction

EMCS declares its adherence to and support for the *Equality for Men and Women Act*, Cap. 456 and the *Employment and Industrial Relations Act*, Cap. 452 of the Laws of Malta. This means that discrimination and any form of harassment are considered as very serious offences and which demand awareness and specific actions to be taken by the individuals concerned.

The victim of discrimination and/or harassment may experience emotional stress, physical stress, and/or a negative change in performance. On the other hand, the Firm may be negatively affected through low morale amongst members of staff that may lead to increased absenteeism, employee turnover and low performance.

2. Discrimination

EMCS is an equal opportunity employer and equality at the place of work is considered a sign of good management. Thus, EMCS affirms that its policies and procedures are free from any type of discrimination.

EMCS aims to provide an inclusive environment which promotes equality, values, diversity and maintains a working environment in which the rights and dignity of its entire staff are respected. In this respect EMCS declares that no employee will be discriminated against, either directly or indirectly, on the grounds of gender, sexual orientation, age, nationality, race/ ethnic origin, marital status, pregnancy or potential pregnancy, disability, sexual orientation, religious or other beliefs.

EMCS shall not contemplate any discriminatory practices in:

- Vacancies and vacancy advertisements;
- Job descriptions;
- Interviews and selection of candidates for employment;
- Conditions of employment offered to such candidates;
- Performance management processes;
- Career progression opportunities
- Procedures regarding termination of employment.

3. Harassment

Harassment may take many forms including insensitive or deliberately abusive comments/behaviour and/or other content published on the internet and social media. Employees may not always realise that their behaviour constitutes harassment. Harassment is unwanted behaviour by one employee towards another with the purpose or effect of creating an intimidating, hostile or offensive working environment because of membership in or association with a protected category. This type of conduct also has the purpose or effect of unreasonably interfering with an individual's work performance or career advancement opportunities. Some examples of harassing conduct towards an individual or group may include but are not limited to:

a. repetitive insensitive jokes and pranks,
b. lewd or abusive comments about appearance or actions,
c. deliberate exclusion from conversations,
d. displaying abusive or offensive writing or material,
e. unwelcome touching, and
f. abusive, threatening or insulting words or behaviour.

3.1 Sexual harassment

EMCS does not accept any instances, whether overt or subtle, of sexual harassment involving sexual advances, requests for sexual favours and other verbal or physical conduct of a sexual nature, such as:

1. Subjecting another employee to unwelcome acts, requests or behaviours, including spoken words, gestures or the production, display or circulation of written words or materials which could reasonably be regarded as offensive, humiliating or intimidating
2. Subjecting another employee to acts of physical intimacy, sexual favours or any act or conduct with sexual connotations

This applies whether the alleged harasser is a Partner, an employee or a non-employee (such as a client or a supplier or anyone else who may happen to be at the place of work). The policy also applies if such incidents occur outside office hours or outside the Firm's premises but during a work-related function.

Any employee of EMCS who believes that he/she may be experiencing any form of discrimination or harassment should tell the offender to desist from such behaviour immediately. This is known as taking informal action to address the offence.

If the complainant would prefer not to confront the offender he/she may lodge a formal, written and signed report to the HR partner and/or HR Manager in writing and including the following details:

1. Name of complainant,
2. Name of the harasser,
3. Nature of harassment,
4. Dates and times when harassment took place,
5. Names of potential witnesses to the alleged incidents,
6. Action taken by complainant to stop the harassment.

In this way EMCS would be in a position to tackle such cases fairly, consistently, constructively, promptly and with utmost confidentiality. All accusations will be taken seriously but the Firm does not presume guilt and will give every opportunity for both complainant and alleged harasser to express and/or defend their respective positions and to be represented in front of a disciplinary committee set up for this purpose. Such disciplinary committee may also include people who do not form part of the firm. This may be done to ensure impartiality and fairness.

Investigations in such cases of harassment or discrimination shall be held in private but those who need to be informed about an allegation for the purpose of the investigation shall be told. No "off the record" discussions may be allowed when investigating cases involving sexual harassment or discrimination.

If the investigation results in a clear violation of this policy, disciplinary action shall be taken and this may include but is not limited to: verbal warning, written warning, suspension with or without pay, redeployment within the firm, postponed salary review, suspension of progression or promotion, apology to the victim and even dismissal from the Firm. If the case is deemed to warrant it, a police report might also be lodged.

If the investigation shows that all allegations made against the alleged offender were false then the complainant would be liable to any of the disciplinary sanctions listed above, as the case may be and in fulfilment of the principles of truth and justice.

4. Protection against retaliation

Every employee is entitled to work in an office free of discrimination or harassment. In this respect employees should not be afraid or feel guilty about confronting the offender and/or reporting the case in a formal way. EMCS strongly forbids any form of retaliation against an employee who opposed harassment or discrimination, or against witnesses who participate during such an investigation. Therefore, retaliation would be considered as a breach of this policy and the individual who retaliates would be subjected to the same disciplinary procedure and consequences, including dismissal

Annex 2: PresentationTemplate

Presentation Title Here

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Annex 3

EMCS Academy Registration Form

Course Registration Form

Thank you for your interest in our courses.

Kindly complete this registration form. You will be contacted by a member of our staff within 2 working days from submission of this form.

There are 9 questions in this survey

Please fill in the fields below.

[]Full Name *

Please write your answer here:

[]Surname *

Please write your answer here:

[]Passport/ID card number *

Please write your answer here:

[]Date of Birth *

Please enter a date:

[]E-mail address *

Please write your answer here:

[]Postal Address *

Please write your answer(s) here:

Address Line 1

Address Line 2

Town/City

Postcode

[]Course Title *

Please write your answer here:

Kindly insert the Course Title which you are interested in.

[]EMCS Academy News *

Please choose **only one** of the following:

- ○ Yes
- ○ No

I would like to receive updates from EMCS Academy to the email address listed above.

[]I give my consent for EMCS Academy to process the data provided. Please see our Privacy Policy at https://www.emcs.com.mt/privacy-policy-emcs/ *

Please choose **only one** of the following:

- ○ Yes
- ○ No

We look forward to welcoming you soon.

The Management

Submit your survey.
Thank you for completing this survey.

Annex 4

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PRIVACY POLICY

1. INTRODUCTION

We appreciate the trust you place in us when sharing your personal data. The security of that data is very important to us. In this document, we will explain how we collect, use and protect your personal data.

We will also explain what rights you have with regards to your personal data and how you can exercise those rights.

2. WHO WE ARE

EMCS Ltd. is a member firm of a number of related organisations, such EMCS Partners, EMCSI Directors Ltd. and AddOne IT Services Ltd.. The full list can be found in section 3 below along with their associated websites.

EMCS Ltd.is the data controller for all the organisations within the group of companies. This means that EMCS Ltd. determines what data is collected by each organisation within the group, how this data is going to be used and how this data is protected.

Our registered office address is:

EMCS Ltd
Level 2 Regional Business Centre
University Heights
Msida MSD1751
Malta

If you have questions about how we process personal data, or would like to exercise your data subject rights, please email us at data-protection(at)emcs.com.mt.

3. COMPANIES AND WEBSITES WITHIN SCOPE

The following companies and websites are within scope for this privacy policy:

EMCS Ltd	www.emcs.com.mt www.emcsinternational.com
AddOne IT Services Ltd.	www.addoneit.com
EMCS Partners	
EMCSI Directors Ltd.	

Unless specifically stated, we consider these websites to be EU based websites.

This policy also covers any additional personal data collected through our websites, by telephone, and through any related social media applications.

4. COLLECTION OF PERSONAL DATA

We collect personal data from you for one or more of the following purposes:

1. To provide you with information that you have requested or which we think may be relevant to a subject in which you have demonstrated an interest;
2. To initiate and complete commercial transactions with you, or the entity that you represent, for the purchase of products and/or services;
3. To fulfil a contract that we have entered into with you or with the entity that you represent;
4. To ensure the security and safe operation of our websites and underlying business infrastructure, and
5. To manage any communication between you and us.

The table in Section 5 below provides more detail about the data that we collect for each of these purposes, the lawful basis for doing so, and the period for which we will retain each type of data.

4.1 Technical information

In addition, and in order to ensure that each visitor to any of our websites can use and navigate the site effectively, we collect the following:

- Technical information, including the Internet Protocol (IP) address used to connect your device to the Internet;
- Your login information, browser type and version, time zone setting, browser plug-in types and versions;
- Operating system and platform;
- Information about your visit, including the Uniform Resource Locators (URL) clickstream to, through, and from our site.

This information is collected amongst other using small technical files stored on your browser also referred to as cookies.

5. THE LEGAL BASIS FOR THE PROCESSING OF PERSONAL DATA

The table below describes the various forms of personal data we collect and the lawful basis for processing this data. Our business architecture, accounting and systems infrastructure and compliance organisation means that all personal data is processed on common, Group-wide platforms. We have processes in place to make sure that only those people in our organisation who need to access your data can do so. A number of data elements are collected for multiple purposes, as the table below shows. Some data may be shared with third parties and, where this happens, this is also identified below.

Purpose of collection	Information category	Data collected	Purpose for collection	Lawful basis for processing	Data shared with?	Retention period
1. To provide you with information	Subject matter information	Name, company name, geographic location, email address, business sector.	To provide appropriate online or email information about services that you have requested	Contractual fulfilment	Internally only	Maximum 9 years from the data the information is collected.
			To provide further, related, online or email information and ongoing news updates in relation to the identified area of interest.	Legitimate interest	Internally only	
		Telephone number	Follow-up to ensure requested information meets needs and identify further requirements	Legitimate interest	Internally only	
		Personal contact information as provided	General mailing list subscription	Consent	Internally only	

		through website forms or at trade shows or any other means.				
2. Security	Security information	Technical information, as described above, plus any other information that may be required for this purpose	To protect our websites and infrastructure from cyber attach or other threats and to report and deal with any illegal acts.	Legitimate interest	Internally, forensic and other organisations with whom we might contract for this purpose.	Relevant statutes of limitation
3. Communications	Contact information	Names, contact details, identification details	To communicate with you about any issue that you raise with us or which follows from an interaction between us.	Legitimate interest	Internally and, as necessary, with professional advisers.	Relevant statutes of limitation.

6. STORAGE OF PERSONAL DATA

EMCS Ltd is a Malta-domiciled organisation whose offices are in Malta. Our websites and web applications are hosted in the EU and are accessed only by our EU-based staff.

Our customer relationship management, marketing, market research, timekeeping and accounting systems for all our businesses are either EU-based or hosted by companies that participate in the EU -U.S. Privacy Shield Framework.

We use a wide range of Cloud Service Providers (CSPs) to process and host our data. Unless we specifically state otherwise, we are, in respect of all these CSPs, the data controller and the CSPs that we use utilise EU-located processing facilities.

Our banking arrangements are based in the EU.

We regularly send documents to clients around the world; we therefore use logistics companies that are based outside the EU and operate in other countries. We have appropriate legal and security relationships with those partners.

We operate a data retention policy in respect of all data, whether paper-based or digital and those aspects of it which relate to personal data are contained in the table at 5, above.

7. SECURITY MEASURES

We have what we believe are appropriate security controls in place to protect personal data. Risk assessment, including assessing risks to the rights and freedoms of data subjects. We do not, however, have any control over what happens between your device and the boundary of our information infrastructure. You should be aware of the many information security risks that exist and take appropriate steps to safeguard your own information. We accept no liability in respect of breaches that occur beyond our sphere of control.

8. YOUR RIGHTS AS A DATA SUBJECT

As a data subject whose personal information we hold, you have certain rights. If you wish to exercise any of these rights, please email data-protection(at)emcs.com.mt or use the information supplied in the Contact us section below. Your rights are as follows:

8.1 The right to be informed

As a data controller, we are obliged to provide clear and transparent information about our data processing activities. This is provided by this privacy policy and any related communications we may send you.

8.2 The right of access

You may request a copy of the personal data we hold about you free of charge. Once we have verified your identity and, if relevant, the authority of any third-party requestor, we will provide access to the personal data we hold about you as well as the following information:

a) The purposes of the processing
b) The categories of personal data concerned
c) The recipients to whom the personal data has been disclosed
d) The retention period or envisioned retention period for that personal data
e) When personal data has been collected from a third party, the source of the personal data

If there are exceptional circumstances that mean we can refuse to provide the information, we will explain them. We reserve the right to refuse requests that are frivolous or vexatious. If answering requests is likely to require additional time or occasions unreasonable expense (which you may have to meet), we will inform you.

8.3 The right to rectification

When you believe we hold inaccurate or incomplete personal information about you, you may exercise your right to correct or complete this data. This may be used with the right to restrict processing to make sure that incorrect/incomplete information is not processed until it is corrected.

8.4 The right to erasure

Where no overriding legal basis or legitimate reason continues to exist for processing personal data, you may request that we delete the personal data. This includes personal data that may have been unlawfully processed. We will take all reasonable steps to ensure erasure.

8.5 The right to restrict processing

You may ask us to stop processing your personal data. We will still hold the data, but will not process it any further. This right is an alternative to the right to erasure. If one of the following conditions applies you may exercise the right to restrict processing:

a) The accuracy of the personal data is contested
b) Processing of the personal data is unlawful
c) We no longer need the personal data for processing but the personal data is required for part of a legal process
d) The right to object has been exercised and processing is restricted pending a decision on the status of the processing

8.6 The right to data portability

You may request your set of personal data be transferred to another controller or processor, provided in a commonly used and machine-readable format. This right is only available if the original processing was on the basis of consent, the processing is by automated means and if the processing is based on the fulfilment of a contractual obligation.

8.7 The right to object

You have the right to object to our processing of your data where

- Processing is based on legitimate interest;
- Processing is for the purpose of direct marketing;
- Processing is for the purposes of scientific or historic research;
- Processing involves automated decision-making and profiling.

9. CONTACT US

Any comments, questions or suggestions about this privacy policy or our handling of your personal data should be emailed to data-protection(at)emcs.com.mt

Alternatively, you can contact us using the following postal address or telephone numbers:

EMCS Ltd.
Level 2
Regional Business Centre
University Heights
Msida MSD 1751
Malta

Telephone: +356 27772777
Fax: +356 21318677

Our phone operators are available 9:00 am – 5:30 pm CET, Monday to Friday and will take a message and ensure the appropriate person responds as soon as possible.

10. COMPLAINTS

Should you wish to discuss a complaint, please feel free to contact us using the details provided above. All complaints will be treated in a confidential manner.

Should you feel unsatisfied with our handling of your data, or about any complaint that you have made to us about our handling of your data, you are entitled to escalate your complaint to a supervisory authority within the European Union. For Malta, this is the Office of the Information and Data Protection Commissioner, who is also our lead supervisory authority. Its contact information can be found at https://idpc.org.mt/en/Pages/contact/Contact-Information.aspx.

Annex 5

EMCS Academy Course Post Evaluation

In order to help us provide the best service possible, please complete this survey which will only take a few minutes of your time.

There are 15 questions in this survey

Personal Information

[]Name & Surname

Please write your answer here:

[]ID card number

Please write your answer here:

[]Mobile Number

Only numbers may be entered in this field.

Please write your answer here:

[]Email address *

Please write your answer here:

Course

[]Which course did you attend? *

Please write your answer here:

Trainer/Facilitator

[]The trainer was knowledgable about the subject *

Please choose **only one** of the following:

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5

1: strongly disagree

2: disagree

3: neither agree/nor disagree

4: agree

5: strongly agree

[]Practical examples used during the session were relevant and useful *

Please choose **only one** of the following:

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5

1: strongly disagree 2: disagree 3: neither agree/nor disagree 4: agree 5: strongly agree

[]The trainer assisted participants with queries/difficulties *

Please choose **only one** of the following:

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5

1: strongly disagree 2: disagree 3: neither agree/nor disagree 4: agree 5: strongly agree

[]Participation was encouraged *

Please choose **only one** of the following:

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5

1: strongly disagree 2: disagree 3: neither agree/nor disagree 4: agree 5: strongly agree

[]Comments

Please write your answer here:

Topic/s

[]I had previous experience/knowledge in the topics covered *

Please choose **only one** of the following:

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5

1: strongly disagree 2: disagree 3: neither agree/nor disagree 4: agree 5: strongly agree

[]The topics discussed met the stated objectives *

Please choose **only one** of the following:

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5

1: strongly disagree 2: disagree 3: neither agree/nor disagree 4: agree 5: strongly agree

[]I learned from the topics discussed *

Please choose **only one** of the following:

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5

1: strongly disagree 2: disagree 3: neither agree/nor disagree 4: agree 5: strongly agree

[]The topics were easy to understand *

Please choose **only one** of the following:

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5

1: strongly disagree 2: disagree 3: neither agree/nor disagree 4: agree 5: strongly agree

[]Comments

Please write your answer here:

Your feedback is very important to us.

We hope to see you again soon.

Thank you.

The Management

Submit your survey.
Thank you for completing this survey.

Malta
Further & Higher
Education Authority

EMCS
TRAINING ACADEMY

This is to certify that

_____

has successfully completed the

Award in Social Media Strategy and Management, MQF Level 5-4 ECTS

held _____

Grade obtained: _____

_____

Stefano Mallia | Head of Academy | EMCS Academy

EMCS Academy is an accredited training institution by the National Commission for Higher Education.
License Number: 2016-019.

Annex 7

Technical and Organisational Security Measures

Date: 03/05/2018

1. Entry Control

1.1 Building security

An Access Control System is utilized to securely and adequately control access through the provision or revocation of rights alongside proper authorization to physical or logical assets within the Organization. Access to the organization's building is revoked after office hours, given that the offices are locked respectively through individual department office keys.

Processing zones and visitor zones are separated. Access logs are required to access the processing zones.

1.2 Admission to the buildings

So as to effectively meet regulatory compliance objectives, admission to the organization and its discrete assets is securely monitored through access logs on Postgres SQL Backend which effectively enables individual user audit trail logging in and out of office time.

1.3 Setting up the computer centre as a security sector

The physical servers in one site are located within a dedicated secured and locked room which is coupled with a motion sensor alarm which requires a digital key to be inputted as well as a special physical access key to open the door's locking system. Whereas, the servers within the second site are secured within a locked room which requires a physical key to open.

The Backup media are stored within various discrete locations, distributed between both sites and also within an offsite Data Centre which is presently hosting some of the Organizations Servers.

1.4 Specifying persons with access authorisations

Provisioning of new keys is tracked through the utilization of the Access Control System together with Administration personnel workbooks. The only permitted special access regulations are granted to specific IT personnel in order to enter the Server Room by disarming and then re-arming the motion sensor alarm.

1.5 Securing the networks

The hardware infrastructure is presently stored within a secure locked location so as to ensure that only the authorized IT personnel may gain physical access. The Network Infrastructure effectively prevents unauthorized access through the use of complex passwords, Access Control Lists, as well as current and Next Generation Firewall network edge devices.

2. Access Control

2.1 Internal authorisation procedure for users

Access rights are not granted to individual users, permissions are only granted to specific security groups which only contain authorized personnel that should have access to individual network shares or network resources.

In order to effectively enable centralization of documentation, standard procedures are thoroughly documented on a secure network resource which is only accessible to specific IT personnel. Such standard procedures include the specific steps to undertake the creation of a new account as well as the proper procedure to follow in order to properly handle the effective termination of an employee together with the archival of sensitive data pertaining to terminated employees and respective business related mailboxes.

2.2 Logging of access to applications (e.g. Content Management Systems, CMS) and systems

There are presently no audit trails being taken of specific access to individual applications, given that various applications are primarily utilized and possibly hosted on employee machines.

2.3 Encryption routines for log-in and password

Domain users password settings are pushed out globally on the domain network through the use of enforced fine-grained password group policies so as to ensure a high level of security, password history relates to the previous 24 passwords setup on the account. If a user has inadvertently lost his domain account password, it is necessary to contact the Organization's IT Support which will in turn request for proof of ownership as well as authorization from the user's department head.

2.4 Standard set up for PC

Domain machines are automatically locked out after 15 minutes of inactivity from their respective users, domain machines are reset according to standard procedures in order to ensure no sensitive data is compromised.

2.5 Firewall installation and virus protection

All Domain networks are secured thoroughly at the edge of the network through the use of a Current Generation Firewall at one site as well as a Next Generation Firewall at the other site. The Next Generation Firewall effectively provides Intrusion Detection as well as Intrusion Prevention System capabilities.

The primary antivirus protection software being utilized is McAfee Antivirus which is centrally managed and regularly updated automatically on a server located on-premise. McAfee Agents are distributed and installed on all domain workstations.

Incoming and outgoing emails are automatically filtered out through the use of the security mechanisms within Office365 as well as a 3rd party filtering / anti-spam solution.

2.6 Data storage media

McAfee Antivirus agent which is presently installed on every machine within the domain network automatically scans any data storage media which is plugged into a system for malicious software or viruses.

3. Usage Control

3.1 Security policy, authorisation concept and usage rights

Security system is primarily windows based, using Microsoft Active Directory, Group Policy and NTFS access control for file system authorisation, separation and user access control. Security processes and procedures are documented and maintained in Office365 Sharepoint, for distribution amongst relevant personnel.

3.2 Controlled destruction of data storage media

Data storage media defined as unusable are physically destroyed. Secure document shredding bins are used for confidential document disposal. Certified disposal companies are then used for bin collection and return.

3.3 Special regulations for mobile terminals

Full-disk Bit-locker encryption is used on all workstations within the organisation in combination with TPM chips on workstation system-boards. All workstations located on-premise are secured through the use of on-premise motion-detection based alarm-systems outside working hours.

4. Disclosure / Transmission Control

4.1 Data transmission

Personal data is maintained at an offsite locations for backup data. All addresses along transmission chain are documented. Documentation of PCs containing personal data is recorded and updated by IT staff. Transmitted data is checked for correctness and completeness by error detection and handling processes at network Layer 2 and Layer 3 levels.

4.2 Transmission security

Transmitted data in compressed format using 7zip compression is encrypted using AES-256 encryption. Data transmitted across office sites is encrypted at Layer 2 and uses the NV2 algorithm. Data transmitted between internal hosts (PCs and Servers) is not encrypted. Data transmitted externally between remote hosts is encrypted over VPN tunnels using AES-256 encryption and between clients and Sharepoint sites and OneDrive for business using AES-256 encryption.

5. Input Control

5.1 Systems for logging and logging evaluation

Access logs to the database server and the FTP server being used for the storage of personal data are maintained using native logging functionality of the MySQL and FTP server. Audit mechanisms for to monitor the changes to data and files on these servers is available but currently not enabled due to performance overheads. Access to the systems is however limited to one System administrators in the case of the SQL server and two individuals in the company for the other servers used for the project. The logging is enabled where there is reasonable concern of potential abuse. The logging data is maintained for a maximum of 1 months and is accessible by the system administrators and the Partner in charge of IT.

6. Job Control

6.1 Placement of an order between the contracting parties

Following the quotation process and affirmative partner decision, a Purchase Order is created and signed by a Partner within the organisation and sent to the contracting party. Discussion of the different process stages has been approved at partner level and is being documented for secure storage and retrieval by appropriate personnel.

6.2 Placement of an order with respect to all sub-processors

Sub-processors are not used.

7. Availability Control

7.1 Data security concept

Disk to Disk Backups are used and divided into primary, secondary and tertiary processes. Live data and VM images are backed up to primary storage systems. Those backups are then copied to offsite storage encrypted hard-disks. The offsite storage media is then rotated between sites for full environment distribution between sites. Backup systems include ROBOCOPY scripts, SQL CMD backups, VMX Explorer (ESX Backup), Hyper-V Live Replication, NT Backup, Windows Server Backup and Talend Batch file processing. 2-week sets of full backups are taken once weekly with daily incremental. In the case of a DR event, the backups of both VMs and data will be restored on an GDPR compliant cloud provider. Off-site backups are monitored regularly and tested periodically to ensure their data integrity and availability in a DR event.

7.2 Fire protection systems

Fire protection zones and doors are available and clearly marked. Server rooms are fully air-conditioned. Smoke and fire-alarms are installed and tested regularly. Fire extinguishing equipment is available and their locations are clearly marked. Trained Fire wardens are available on-site to provide assistance in the event of an emergency. Plans for escape, rescue and fire protection are available.

7.3 Power Supply

Yes, both Emergency Power Generators and UPS systems are installed. Server equipment is also located in a co-located datacentre facility, providing high-availability emergency power generator and UPS Systems in the event of utility power failure.

8. Separation Control

8.1 Separated processing / File management for each order

Client / Project separation is performed on the file server and is agreed upon at a procedural level between team members. IT policies ensure that Access Control Lists are in-place to perform file-level access control, preventing users from obtaining unauthorised access to any project they are not members of.

8.2 Function separation

Test environments are separated by Subnet, VLAN, Access Control Lists and NTFS file-level permissions, preventing data spill-over between environments and avoiding correlation between live data and test data.

Annex 8

EMCS Academy Complaint Form

At EMCS Academy we aim to provide a reliable and secure environment whilst ensuring equal opportunities for all students and staff.

EMCS Academy strongly believes in and strives to attain the highest standards in the quality of the services that it offers.

Your feedback matters.

Should you wish to contact us and fix a meeting with a member of staff to discuss your concern kindly do so on training@emcs.com.mt

There are 9 questions in this survey

Student Details

[]Name & Surname *

Please write your answer here:

[]Email address *

Please write your answer here:

[]Mobile number *

Only numbers may be entered in this field.

Please write your answer here:

[]ID Card number *

Please write your answer here:

Complaint

[]Nature of complaint *

Please choose **only one** of the following:

- ○ Trainer delivery and quality of teaching
- ○ Quality of the training material provided
- ○ Quality of service received from an administrative perspective
- ○ Results obtained
- ○ Other [ ]

[]Title of Course *

Please write your answer here:

[ ]

[]Name of tutor *

Please write your answer here:

[ ]

[]Kindly provide more details regarding your complaint. *

Please write your answer here:

[ ]

[]Date *

Please enter a date:

[ ]

You will be contacted by a member of our staff within 2 working days from submission of this form.

Thank you.

The Management

Submit your survey.
Thank you for completing this survey.