



Level 5 Awards

STUDENT HANDBOOK

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FHRD

The Foundation for Human Resources and Development (FHRD) was set up in 1990 to spearhead the evolution of people management and development practices as well as the human resources profession in Malta. The Foundation is an autonomous, private, independent body. FHRD works in partnership with its corporate members, the professional conglomerate of HR practitioners and service providers, leaders of the industry, and other key local players in the field of human resources management and development.

Level 5 – Accredited Awards currently being offered are:

- Award in Human Resources Management & Training - 5ECTS
- High Impact Recruitment & Selection Techniques Award - 4 ECTS
- Award in Industrial Relations and Employment Law Award - 10 ECTS
- Training the Trainer Award - 6 ECTS
- Employee Engagement & Performance Management Award - 5ECTS
- Award in Coaching at Work – 7 ECTS
- Award in the Practical Applications of Maltese Employment Law – 2 ECTS
- Pragmatic Leadership for Line Managers Award – 18 ECTS
- Award in Public Speaking – 2 ECTS

FHRD is a licensed Higher Education Institution - Licence Number 2011-TC-007



Annex 5 of the handbook provides more information about the Malta Further & Higher Education Authority, and how the qualifications and awards system works.

Registration

Participants are required to send an email to training@fhrd.org to register for any of the training programmes.

FHRD will vet the registrations received and will communicate acceptance or otherwise to the participant on the programme. Once accepted, FHRD will require the following personal details of each participant

- Name and Surname
- Contact Number – Mobile
- Contact Number – Work/Home
- Personal address
- E mail address
- Job designation (if applicable)
- ID number
- Date of birth
- Nationality
- Qualifications
- Company (if applicable)

Once FHRD receives these details an Invoice covering the programme's fee and the Student Agreement are sent by e-mail. Once payment is settled and the agreement is signed, the student's place is booked and confirmed via e-mail.

One week before the commencement of the course each student receives a copy of the Student Handbook and the Quality Manual which details all the regulations they are required to read and understand before commencement of the programme.

Please note that FHRD needs to process and keep students' personal data as per MFHEA license requirements.

Commencement of Programme

A programme will commence on the date indicated in the email sent by a member of the FHRD team. In rare and justified cases, FHRD may opt to postpone the commencement of a programme. All participants will be informed accordingly.

No substitution of participants will be permitted during the course.

Payment of Course fees

An invoice for the course is issued to this effect. FHRD will not be in a position to issue a course certificate before the payment is settled.

Course fees cover lectures, breaks, one (1) copy of the course material (where applicable), and any related assessments.

Attendance

Participants are required to attend 80% of the entire tuition sessions. Failure to do so will result in disqualification of the assignment and subsequently, it will not be possible to issue a certificate. It is important to note that non-adherence to the minimum attendance rate due to sickness is not necessarily a valid reason.

If a participant is unable to attend any session, one is to inform FHRD in writing about the absenteeism and provide a valid reason for this.

In the case of serious illnesses where the participant cannot attend the minimum required (80%), FHRD is to be informed immediately in writing and a medical certificate is to be provided. Participants may be allowed to attend the next intake of the same programme at no extra charge. Such a decision is the sole prerogative of FHRD. Related/additional documentation is to be provided on request.

Participants are asked not to leave the session before its termination. Should a participant need to leave early due to an urgent matter they are to inform FHRD in writing accordingly.

Venue/Online and Housekeeping

Participants are to arrive at the venue/login online where the session is being held on time and are to sign the attendance sheet (if on-site). (Annex 1). Screenshots throughout the online sessions will be taken by FHRD staff if programme is delivered online.

Whenever an onsite programme is held, training sessions are held at the FHRD Training Centre, Tigne Point, Sliema. This is a fully accredited facility in line with Planning Authority regulations. The facility is fully airconditioned and equipped.

Refreshments are made available during training sessions. Attendees are to keep the training facilities clean.

Quality Assurance

FHRD ensures that trainers selected to deliver the Level 5 Award Accredited programs are in possession of an applicable Level 7 academic qualification and that they have the appropriate and related professional experience.

FHRD ensures that the trainers continuously refresh and update training material in line with current trends and local scenarios.

Participants' Misconduct

FHRD shall have the power to investigate any misconduct, including information disclosure, and be responsible for the disciplinary procedures of participants. The consequence of a participant's misconduct may be temporary withdrawal or dismissal from the course depending on the gravity of the offense.

FHRD can recommend that a participant be withdrawn temporarily or permanently from the programme of studies either due to lack of progress or in cases of misconduct.

Misconduct by participants may be, but is not restricted to, any of these behaviours:

- Consistent absence from the training sessions
- Fees not duly paid
- Plagiarism
- Divulgence of confidential information
- Photocopying and distribution to third parties of the course material
- Copying in assignments and/or during assessments from other participants

Tutors' Conduct

The trainers engaged have both the necessary academic qualifications and a successful track record of workplace experience. FHRD places great importance on this matter and takes on board only trainers who can clearly demonstrate practical experience in the subject area.

All participants are encouraged to anonymously fill in an evaluation form, having particular questions directly related to the tutors. After the evaluation forms are scrutinised feedback is shared with the trainers. (Annex 2)

Tutors are obliged to refer to FHRD, any complaints, comments, and suggestions made by the participants during the training programme at the earliest.

Tutors and FHRD team members are not to accept any gifts or hospitality from participants.

Withdrawals and Dismissals

A participant may permanently withdraw from the educational programme, either out of free will or as recommended by the tutor due to lack of progress or misconduct.

If a participant is unable to continue the course one is required to write to FHRD and provide an explanation.

The participant requesting withdrawal from the programme is not entitled to a refund on course fees paid.

Course Material

Each participant will receive one copy of this student handbook, the course material (if applicable). All documents provided are protected by copyright and therefore cannot be distributed to third parties without authorisation.

Assessments

The assessments vary from one programme to another some of them are assessed by a reflective journal, assignment, case studies, or presentations. Participants normally need to also identify the link between their intended research and the theoretical material covered in the course material. Participants are then assessed on their ability to use the material covered in the modules.

One of FHRD's team members and/or tutor will explain in detail what is expected from the participant's assignment. Whenever necessary, a meeting is set with participants. Any assessment guidance, together with a copy of the assessment sheet is given to each student. (Annex 3).

Assignments are corrected in some cases by the Trainers running the programme or unit, FHRD employees, or else by a third-party assessor. A deadline is given for each form of assessment. If a participant fails to submit by the given deadline s/he will obtain a fail mark. Assignment extensions are rarely given, and when given, only in the case of serious illnesses and a medical certificate is to be provided before the assignment deadline.

All assessments must be written in the English language.

Pass Marks for the assessments

All assessments are marked as follows:

Distinction	85% - 100%
Merit	70% - 84%
Pass	50% - 69%
Fail	0% - 49%

If a participant obtains a fail mark, a re-sit for the assignment is possible. The second assignment may be about the same topic or have the same title as the first assignment. Only one resubmission is allowed. If the participant does not make the grade, she/he will be considered failed in the particular assignment.

A participant who fails the exam is assigned two reviewers instead of one for the correction of the re-sit assignment.

A participant can only obtain a pass mark from a re-sit. Any resubmissions are to be handed in within 2 weeks unless stated otherwise by FHRD.

Dishonesty – Statement on Plagiarism and Cheating

Plagiarism is defined as taking and using another's thoughts, ideas, opinions, and writings as one's own. Dictionary definitions include:

- To appropriate the ideas, structure and organisation, sentences, or words of others
- Wrongful attempts to pass off another literary work as one's own
- The act of copying without permission or acknowledgment

Other forms of plagiarism include:

- Submission of a piece of work obtained from an outside source such as the internet
- Falsification of data

Also, any participant who consciously allows his/her work to be used by another participant is guilty of plagiarism.

Work, ideas, and opinions of others must be appropriately acknowledged and not presented as one's own. The original source of information must always be acknowledged. Such material may have come from any number of sources: course material; books; reports; magazine or newspaper articles; television and radio programmes; and/or the internet.

It is important to note that making reference to the work of other authors and using acknowledged quotations or 'word for word' extracts from their work is a necessary part of academic/professional writing. However, the only thing that separates 'appropriate use' from 'plagiarism' is accurate referencing.

All course assignments must be original and have not previously been submitted for assessment on any other course.

FHRD uses Grammarly as its official plagiarism detection software. All assignments received will be uploaded onto the portal and a resultant report will indicate whether plagiarism was found. While Grammarly provides a % similarity report it is the discretion of FHRD in consultation with the trainer to decide if or if not, the student's work is plagiarised and how much plagiarism is committed.

It is good practice for students to make use of free online plagiarism tools to ensure that there is no plagiarism in their work before submitting the assignments to FHRD.

Plagiarism and cheating are totally unacceptable and will result in programme failure.

Cancellations or postponements of sessions

Should the course not run and or is not completed, the participant will be given a full refund of course fees paid.

FHRD reserves the right to reschedule a training session in the case of urgent matters. FHRD will reschedule the session in line with the tutor's availability and the participants will be informed immediately of the new dates.

In the event that the Tutor is unable to deliver the session/s, FHRD reserves the right to run the session/s with a substitute tutor. Otherwise, the training session will be rescheduled in line with the tutors' availability and all participants informed accordingly.

Confidentiality

The Participant is not to disclose any information about FHRD, its tutors, or team members, which is of a confidential nature, immaterial of how he/she has acquired such knowledge.

FHRD will also bind itself not to disclose any confidential information pertaining to the participants unless these are covered by its training licensing requirements.

Equal Opportunities

Participants are to abide by the Equal Opportunities Act and in no way discriminate on basis of gender, age, race, ethnic origin, religion, ability, sexual orientation, etc. No acts of harassment, bullying, or discrimination will be tolerated.

Any such cases are to be reported immediately to a member of the FHRD team.

Evaluation forms

FHRD will distribute Evaluation Sheets at the end of the course for the participants to fill out anonymously and these will be collected by a member of the FHRD team. (Annex 2)

Once all the lectures are concluded and results are issued, FHRD will issue a report including but not limited to the punctuality of lectures, attendance, students' engagement, and trainers' performance. More details can be found in the student handbook.

Course Certificates and diploma supplements

Once a participant successfully completes a programme he/she will receive a diploma supplement (Annex 4) and a certificate from FHRD (Annex 5).

Annex 2 – Evaluation sheet sample

Training Program	
Trainer's Name & Surname	
Module Title	
Year Intake	

(1 Strongly Disagree – 5 Strongly Agree)	1	2	3	4	5
Administration					
The invitation/marketing of the training program stated the content clearly and was accurate					
The FHRD website provides comprehensive information related to the course					
FHRD staff were helpful before/throughout the training program					
FHRD staff provided necessary course material on time					
Course Content					
The topics covered were relevant and there was a good balance between theory, practice and discussions					
The course content was logically sequenced					
The objectives of the course were met though the content provided					
The training was too technical and difficult to understand					
The training experience will be useful in my work and I can easily apply it to my work					
The presentation methods used were helpful					
The notes provided were of excellent quality					
Trainer					
The trainer was knowledgeable about the topic					
The trainer was well prepared for all the sessions					
The trainer answered the questions in a complete and clear manner					
The trainer's style and delivery was very effective					
The trainer provided time for follow-ups					
The trainer actively invited questions/discussions and provided room for interactivity					
Training Facilities					
The training room was comfortable and adequate					
The training room is accessible and well equipped					
The coffee breaks were of good quality					
Any Other Comments					

Annex 3 – Assessment sheet sample



Training the Trainer – Level 5 - 2017
Assessment Sheet

Student's Name _____

Assessment Criteria

Content	1	2	3	4	5	6	7	8	9	10
Content										
Student										
1.1										
1.2										
1.3										
Analysis										
Student										
2.1										
2.2										
2.3										
Evaluation										
Student										
3.1										
3.2										
3.3										
Creativity										
Student										
4.1										

Maximum Marks : 100

Total Marks Obtained : _____

Assessor's Name _____

Assessor's Signature _____

Date _____

Note

Marks between 1 and 3 indicate that the level of the work presented needs improvement
 Marks between 4 and 8 indicate that the level of the work presented is average
 Marks 9 and 10 indicate that the level of the work presented is outstanding

Comments: _____

Annex 4 – Europass Diploma supplement



FOUNDATION FOR HUMAN RESOURCES DEVELOPMENT
EUROPASS DIPLOMA SUPPLEMENT



This Diploma Supplement model was developed by the European Commission, Council of Europe and Unesco/CEPES. The purpose of the supplement is to provide sufficient independent data to improve the international 'transparency' and fair academic and professional recognition of qualifications (diplomas, degrees, certificates etc.). It is designed to provide a description of the nature, level, context, content and status of the studies that were pursued and successfully completed by the individual named on the original qualification to which this supplement is appended. It should be free from any value judgements, equivalence statements or suggestions about recognition. Information in all eight sections should be provided. Where information is not provided, an explanation should give the reason why.

1. HOLDER OF THE QUALIFICATION	
1.1 Family name <input style="width: 90%;" type="text" value="XXX"/>	1.2 First name <input style="width: 90%;" type="text" value="XXX"/>
1.3 Date (DD/MM/YYYY), country of birth <input style="width: 90%;" type="text" value="XX/XX/XXXX XXX"/>	1.4 Student ID number or code <input style="width: 90%;" type="text" value="XXX"/>
2. QUALIFICATION	
2.1 Name of qualification (full, abbreviated; in original language) <input style="width: 90%;" type="text" value="XXX"/>	Title conferred (full, abbreviated; in original language) <input style="width: 90%;" type="text" value="XXX"/>
2.2 Main field(s) of study <input style="width: 90%;" type="text" value="XXX"/>	
2.3 Institution awarding the qualification (in original language) <input style="width: 90%;" type="text" value="Foundation for Human Resources Development (FHRD)"/>	Status (Type / Control) <input style="width: 90%;" type="text" value="Non – profit and autonomous corporate body with a distinct legal personality and subject to the provisions of its Statute."/>
2.4 Institution administering studies (in original language) <input style="width: 90%;" type="text" value="Foundation for Human Resources Development"/>	Status (Type / Control) <input style="width: 90%;" type="text" value="Non – profit and autonomous corporate body with a distinct legal personality and subject to the provisions of its Statute."/>
2.5 Language(s) of instruction/examination <input style="width: 90%;" type="text" value="English"/>	
3. LEVEL OF THE QUALIFICATION	
3.1 Level of qualification <input style="width: 90%;" type="text" value="XXX"/>	3.2 Official length of programme <input style="width: 90%;" type="text" value="XX ECTS"/>
3.3 Access requirement(s) <input style="width: 90%;" type="text" value="XXX"/>	

4. CONTENTS AND RESULTS GAINED											
4.1 Mode of study	<input style="width: 95%;" type="text" value="XXX"/>										
4.2 Programme requirements / Qualification profile of the graduate	<input style="width: 95%;" type="text" value="XXX"/>										
4.3 Programme details	<input style="width: 95%;" type="text" value="XXX"/>										
4.4 Grading scheme	4.5 Overall classification (in original language)										
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 2px;">Range</th> <th style="text-align: left; padding: 2px;">Description</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">Distinction</td> <td style="padding: 2px;">85% - 100%</td> </tr> <tr> <td style="padding: 2px;">Merit</td> <td style="padding: 2px;">70% - 84%</td> </tr> <tr> <td style="padding: 2px;">Pass</td> <td style="padding: 2px;">50% - 69%</td> </tr> <tr> <td style="padding: 2px;">Fail</td> <td style="padding: 2px;">0% - 49%</td> </tr> </tbody> </table>	Range	Description	Distinction	85% - 100%	Merit	70% - 84%	Pass	50% - 69%	Fail	0% - 49%	<div style="border: 1px solid black; padding: 5px; min-height: 60px;"> MQF Level 5 Award – XX% </div>
Range	Description										
Distinction	85% - 100%										
Merit	70% - 84%										
Pass	50% - 69%										
Fail	0% - 49%										
5. FUNCTION OF THE QUALIFICATION											
5.1 Access to further study	5.2 Professional status										
<input style="width: 95%;" type="text" value="XXX"/>	<input style="width: 95%;" type="text" value="XXX"/>										
6. ADDITIONAL INFORMATION											
6.1 Additional information	6.2 Further information sources										
<input style="width: 95%;" type="text" value="Not applicable."/>	<input http:="" style="width: 95%;" type="text" value="FHRD Website: www.fhrd.org"/>										
7. CERTIFICATION											
This Diploma Supplement refers to the following original documents:											
7.1 Degree award certificate issued on [Date]	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 33%; padding: 2px;">XX</td> <td style="width: 33%; padding: 2px;">XX</td> <td style="width: 33%; padding: 2px;">XX</td> </tr> <tr> <td style="font-size: 8px;">DD</td> <td style="font-size: 8px;">MM</td> <td style="font-size: 8px;">YYYY</td> </tr> </table>	XX	XX	XX	DD	MM	YYYY				
XX	XX	XX									
DD	MM	YYYY									
7.2 Diploma / Degree / Certificate awarded on [Date]	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 33%; padding: 2px;">XX</td> <td style="width: 33%; padding: 2px;">XX</td> <td style="width: 33%; padding: 2px;">XX</td> </tr> <tr> <td style="font-size: 8px;">DD</td> <td style="font-size: 8px;">MM</td> <td style="font-size: 8px;">YYYY</td> </tr> </table>	XX	XX	XX	DD	MM	YYYY				
XX	XX	XX									
DD	MM	YYYY									
7.3 Transcript of records issued on [Date]	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 33%; padding: 2px;">XX</td> <td style="width: 33%; padding: 2px;">XX</td> <td style="width: 33%; padding: 2px;">XX</td> </tr> <tr> <td style="font-size: 8px;">DD</td> <td style="font-size: 8px;">MM</td> <td style="font-size: 8px;">YYYY</td> </tr> </table>	XX	XX	XX	DD	MM	YYYY				
XX	XX	XX									
DD	MM	YYYY									
7.4 Certification date	7.5 Chairman of examination committee										
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 33%; padding: 2px;">XX</td> <td style="width: 33%; padding: 2px;">XX</td> <td style="width: 33%; padding: 2px;">XX</td> </tr> <tr> <td style="font-size: 8px;">DD</td> <td style="font-size: 8px;">MM</td> <td style="font-size: 8px;">YYYY</td> </tr> </table>	XX	XX	XX	DD	MM	YYYY	<div style="border: 1px solid black; padding: 5px; min-height: 80px; text-align: center;"> XXX </div>				
XX	XX	XX									
DD	MM	YYYY									
7.6 Official stamp/seal											
<div style="border: 1px solid black; padding: 10px; text-align: center;"> </div>											

8. NATIONAL HIGHER EDUCATION SYSTEM

The information on the national higher education system on the following pages provides a context for the qualification and the type of higher education that awarded it.

Malta Qualifications Framework (MQF)

8	Doctoral Degree	8	European Qualifications Framework (EQF)	
7	Master's Degree Postgraduate Diploma Postgraduate Certificate	7		
6	Bachelor's Degree	6		
5	Undergraduate Diploma Undergraduate Certificate Higher Education Certificate	VET Higher Diploma vi		5
4	Matriculation Certificate Advanced Level Intermediate Level	VET Diploma v		4
3	General Education Level 3 SEC Grade 1-5	VET Level 3 iv		3
2	General Education Level 2 SEC Grade 6-7 Secondary School Certificate and Profile (B)	VET Level 2 iii		2
1	General Education Level 1 Secondary School Certificate and Profile (A)	*VET Level 1 ii i		1

Annex 5 – Certificate sample



Annex 5 – Malta’s Qualifications Framework (MQF)

The Malta Further and Higher Education (MFHEA) is the entity responsible for the regulation of the Further and Higher education sector in Malta, making sure that the Malta Qualifications Framework (MQF) is respected throughout.

MFHEA acts as the National Coordination Point for the European Qualifications Framework. More information on about the MQF can be accessed [here](#) or by visiting <https://mfhea.mt/>