



FHRD Quality Management Policy

Purpose:

The Malta Foundation for Human Resources Development (FHRD) is committed to delivering excellence in human resources education and professional development through its Level 5 Accredited Programmes. This Quality Management Policy outlines our commitment to maintaining high standards, continuous improvement, and compliance with regulatory and accrediting requirements.

Scope:

This policy applies to all FHRD Level 5 Accredited Programmes, including programme design, delivery, assessment, learner support, and stakeholder engagement.

Policy Statement:

FHRD is dedicated to:

1. **Excellence in Programme Delivery:** Ensuring all Level 5 awards are delivered to the highest professional and academic standards, providing learners with knowledge, skills, and competencies aligned with industry expectations.
2. **Compliance and Accreditation:** Meeting and exceeding all requirements set by accrediting bodies and relevant regulatory frameworks to maintain programme integrity and recognition.
3. **Continuous Improvement:** Regularly reviewing programme content, delivery methods, and learner feedback to enhance learning outcomes and ensure programmes remain current, relevant, and effective.

4. **Learner-Centric Approach:** Supporting all learners through transparent communication, fair assessment, and access to resources that facilitate effective learning and professional growth.
5. **Stakeholder Engagement:** Collaborating closely with corporate members, HR practitioners, industry leaders, and service providers to ensure our programmes respond to evolving workforce needs and best practices in HR.
6. **Quality Assurance:** Implementing robust internal monitoring and evaluation processes to measure performance, identify opportunities for improvement, and ensure accountability at all levels of programme delivery.
7. **Professional Integrity:** Upholding ethical standards, fairness, and respect in all interactions with learners, staff, and stakeholders.

Responsibility:

The CEO and President at FHRD hold the ultimate responsibility for the implementation and review of this policy. Programme coordinators, facilitators, and support staff are responsible for adhering to its principles in all operational activities.

Review:

This policy will be reviewed annually, or as required by changes in accreditation standards, legislation, or organisational objectives, to ensure ongoing relevance and effectiveness.

Approval:

This Quality Management Policy is approved by FHRD and reflects our commitment to high-quality HR education and professional development.

Date of Approval: 14th April 2025

Next Review: April 2026

A handwritten signature in blue ink, consisting of a large, stylized 'N' and 'D' intertwined.

Noel Debono
President

A handwritten signature in blue ink, appearing to read 'Karen Muscat Baldacchino' in a cursive style.

Karen Muscat Baldacchino
CEO