



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. All programmes are subject to a structured review following each intake to ensure timely evaluation and enhancement. Where significant legislative or regulatory changes occur, relevant programme content will be updated immediately to ensure ongoing compliance and accuracy, without delay until the end of an intake.

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 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 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. Programme content is reviewed after each intake, with the flexibility to implement immediate updates in response to significant legislative or regulatory changes.

Approval

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

Date of Approval: 30th April 2026

Next Review: April 2027



Noel Debono
President



Karen Muscat Baldacchino
CEO