



Level 5 Awards

STUDENT HANDBOOK
V 10.0

Contents

FHRD	3
Registration	4
Payment of Course fees	4
Attendance	4
Quality Assurance.....	5
Participants’ Misconduct	5
Tutors’ Conduct	6
Withdrawals and Dismissals	6
Course Material	6
Assessments	6
Dishonesty – Statement on Plagiarism and Cheating.....	7
Cancellations or postponements of sessions	8
Equal Opportunities.....	9
Evaluation forms	9
Course Certificates and diploma supplements.....	9
Code of Ethics	9
Annexes.....	11
Annex 1 – Attendance Sheet sample	11
Annex 2 – Evaluation sheet sample	12
Annex 3 – Assessment sheet sample.....	13
Annex 4 – Europass Diploma supplement.....	14
Annex 5 – Certificate sample	17

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 - (MQF 5, 5 ECTS)
- High Impact Recruitment & Selection Techniques Award - (MQF 5, 4 ECTS)
- Training the Trainer Award - (MQF 5, 6 ECTS)
- Award in the Practical Applications of Maltese Employment Law – (MQF 5, 2 ECTS)
- Award in Public Speaking – (MQF 5, 2 ECTS)
- Award in Employer Branding & Communications for HR & Marketing Professionals – (MQF 5, 4 ECTS)
- Award in Leader as a Coach – (MQF5,2 ECTS)
- Award in Conflict Resolution and Mediation at Work - (MQF 5, 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 in 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 is sent by email. Once payment is settled and the agreement is signed, the student's place is booked and confirmed via email.

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 licence 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 total tuition sessions. Failure to do so will result in disqualification from the assignment, and subsequently, it will not be possible to issue a certificate of achievement. Instead, FHRD will issue a Certificate of Attendance, detailing the sessions and

total number of hours attended. 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 for a justifiable reason, such as injury, sickness, or other situations beyond the participant's anticipation or control, the participant must inform FHRD via email before the start of the session. Failure to do so will mean that the participant will be marked as absent.

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 and Housekeeping

Participants are to arrive at the venue where the session is being held on time and are to sign the attendance sheet. (Annex 1).

Whenever an on-site programme is held, training sessions are held at the 2, FHRD Training Room, Tigne Point, Sliema. This is a fully accredited facility in line with Planning Authority regulations. The facility is fully air-conditioned 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 programme 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 offence. 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 online evaluation form, with 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 of their own 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 and 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 also need to 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 tutors will explain in detail what is expected from the participant's assignment. Whenever necessary, a meeting is set with the 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 failure 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%

Failing an Assessment

If a participant receives a failing mark, they may resit the assignment. The re-sit may be based on the same topic or retain the same title as the original submission. Only one resubmission is allowed. If the participant does not achieve a passing mark in the re-sit, the assignment will be recorded as failed.

Re-sit assessments are reviewed by two assessors instead of one. A re-sit can only be awarded a pass mark, and higher grades are not applicable. All resubmissions must be submitted within two (2) weeks, unless otherwise specified by FHRD.

Revision of Paper

A student may request a revision of their assessment, whether they have passed or failed.

Requests must be submitted in writing by email to training@fhrd.org within five (5) working days from the date the results are received. A fee of €30 plus VAT applies. FHRD will acknowledge receipt of the request and issue an invoice within three (3) working days. Once payment is received, a revision session will be scheduled.

The revision will be carried out by the original examiner in the presence of a representative from FHRD. Following the review, the student will be informed of the revised mark, which may be higher, lower, or remain unchanged.

FHRD will communicate the outcome of the revision within a maximum of four (4) weeks from receipt of payment. The mark awarded after the revision is final and cannot be reviewed again.

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, 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 acknowledgement

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 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 referring 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 in any other course.

FHRD uses Grammarly as its official plagiarism and Artificial Intelligence (AI) detection software. All assignments received will be uploaded onto the portal, and a resultant report will indicate whether plagiarism or AI was found and/or used. While Grammarly provides a % similarity report, FHRD has established a maximum plagiarism threshold of 15%. However, it remains at the discretion of FHRD, in consultation with the trainer, to determine whether a student's work is considered plagiarised, whether there is excessive use of AI, and the extent to which either may be deemed acceptable.

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 or be completed, the participant will be given a full refund of the 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.

If 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.

Equal Opportunities

Participants are to abide by the Equal Opportunities Act and in no way discriminate based on 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 provide an Evaluation Sheet at the end of the course for the participants to fill out anonymously. (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, they will receive a diploma supplement (Annex 4) and a certificate from FHRD (Annex 5).

Code of Ethics

FHRD is committed to fostering an environment of integrity, respect, and professionalism. All participants are expected to adhere to the following ethical principles:


- Honesty and Integrity:
All work submitted for assessment must be original and not previously used in any other course. Plagiarism and cheating are strictly prohibited and will result in failure of the programme. Plagiarism includes using someone else's ideas, words, or opinions without proper acknowledgement, submitting work from an outside source, or falsifying data. Any participant who allows their work to be used by another is also guilty of plagiarism.
- Respect and Equal Opportunity:
All participants are required to abide by the Equal Opportunities Act. FHRD has a zero-tolerance policy for acts of harassment, bullying, or discrimination based on gender, age, race, ethnic origin, religion, ability, or sexual orientation. Any such incidents should be reported immediately to an FHRD team member.
- Confidentiality:
The Participant is not to disclose any information about FHRD, its tutors, or team members, which is of a confidential nature, regardless 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.

- Professional Conduct:

The handbook outlines specific behaviours that constitute misconduct, which may lead to temporary withdrawal or dismissal from a course. These include, but are not limited to, consistent absence from training sessions, failure to pay fees, plagiarism, divulging confidential information, and distributing course material to third parties.

The Code of Ethics promotes a culture against intolerance, discrimination, and harassment of any kind amongst students and staff.

Annex 2 – Evaluation sheet sample




Training Course Evaluation Form

Training Programme / Intake

Trainer

(1 Strongly Disagree - 5 Strongly Agree)	1	2	3	4	5
Course Content					
The course content was logically sequenced and had a good balance between theory, practice, and discussions.					
The topics covered were relevant, and the objectives of the course were met through 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 notes provided were of excellent quality.					
I would recommend this training to others.					
Learning Resources					
The learning materials (e.g., lecture slides, readings, videos) were of high quality.					
The learning resources helped me understand the course content effectively.					
The learning resources were provided in a timely manner throughout the course.					
Student Support					
The FHRD team provided timely and helpful support when needed.					
I had sufficient opportunities to ask questions and receive guidance during the course.					
Feedback on my work was clear, constructive, and helpful.					
Overall, I felt well supported in my learning throughout this course.					
Trainer					
The trainer was knowledgeable about the topic and well prepared for all sessions.					
The trainer encouraged questions and discussions and provided clear, complete answers.					
The trainer's style and delivery were very effective.					
The trainer provided time for follow-ups.					

Evaluation Form



Training Course Evaluation Form

FHRD Website					
The website provided clear and accurate information about the course.					
The information on the website (e.g., course details, schedule, location, number of sessions) was easy to find.					
The website was well organised and easy to navigate.					
Overall, the FHRD website was useful in supporting my participation in this course.					
Any Other Comments					

Evaluation Form

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: 95%;" 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: 95%;" 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: 95%;" 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: 95%;" 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: 95%;" type="text" value="XXX"/>	

4. CONTENTS AND RESULTS GAINED

4.1 Mode of study

4.2 Programme requirements / Qualification profile of the graduate

4.3 Programme details

<p>4.4 Grading scheme</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Range</th> <th style="text-align: left;">Description</th> </tr> </thead> <tbody> <tr> <td>Distinction</td> <td>85% - 100%</td> </tr> <tr> <td>Merit</td> <td>70% - 84%</td> </tr> <tr> <td>Pass</td> <td>50% - 69%</td> </tr> <tr> <td>Fail</td> <td>0% - 49%</td> </tr> </tbody> </table>	Range	Description	Distinction	85% - 100%	Merit	70% - 84%	Pass	50% - 69%	Fail	0% - 49%	<p>4.5 Overall classification (in original language)</p> <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> 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

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	8
7	Master's Degree Postgraduate Diploma Postgraduate Certificate	7	7
6	Bachelor's Degree	6	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

European Qualifications Framework (EQF)

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 the MQF can be accessed [here](#) or by visiting <https://mfhea.mt/>