

THE HAIR TUITION

C E N T R E

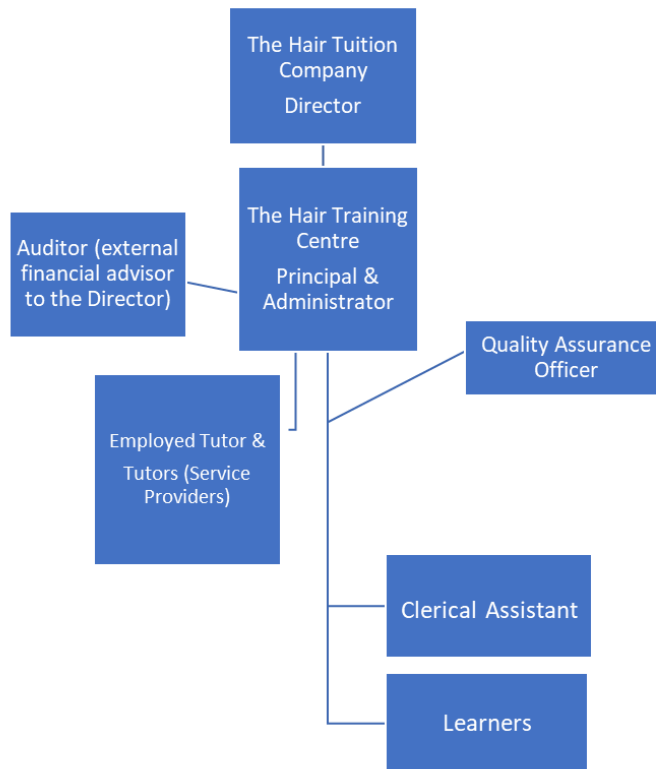
Internal Quality Assurance

Policies and Processes

As of January 2023

1. QUALITY ASSURANCE POLICY

The Hair Tuition Centre [THTC] organization set up:



THTC belongs to The Hair Tuition Company Ltd led by the Director, with MFSA registration number C 82340, which was set up to host THTC and provide it with legal representation. The Company's Director and THTC's Principal at present is the same person. THTC's Principal, in charge of the leadership and management, also functions as the Administrator and oversees the planning of courses, amongst other administrative roles. THTC administration has a clerical assistant. A quality assurance officer was appointed in 2022. This post carries with it duties related to the general quality assurance to be delivered by THTC through its operations.

The Hair Tuition Centre's Principal and Centre Director is also the founder of THTC, is a Level 5 qualified hairdresser backed with 40 years of salon management and hairdressing experience, holding also 4 years' experience as assistant lecturer at the Institute of Community Services, MCAST.

The role of the Director is supported by an Auditor, who shall be considered as advisor for financial matters. The Principal, who at present is also a tutor, manages the academic staff. Since October 2018

a part-time clerk has been engaged to help the Principal in the general running of the administration of THTC.

The role of Tutor is responsible for course delivery, learners' follow-up and practical and / or written assessments examinations. Learners can attend courses after submitting applications in reply to public call of interest and meeting set criteria for courses eligibility. All staff is engaged on part-time basis, while learners are offered a variety of part-time courses. The tutor(s) of THTC shall directly respond to the principal. The principal holds both the roles of managerial and operational nature.

All courses provided will be either homegrown qualifications accredited by National Commission for Further and Higher Education (NCHFE), which as of 2021 has become the Malta Further and Higher Education Authority (MFHEA), or the International Therapy Examinations Council (ITEC). However, MFHEA is the only external stakeholder in this venture, since it has a regulatory role on a national level. THTC is committed to adhering to MFHEA's guidelines and criteria set for further and higher education institutions. THTC will make itself available to the external quality assurance procedures also set by the MFHEA. However, THTC is intended to be an independent entity as much as possible. Hence external stakeholders shall be involved only as far as required by the Maltese Law. Therefore, THTC shall abide by rules, regulations and guidelines of MFHEA as matter of procedures and processes in maintaining an optimum relationship with the same. The Quality Assurance officer of THTC shall oversee that QA processes and procedures of both internal and external stakeholders are safeguarded.

THTC was registered and approved as an international Centre with ITEC in 2019, enabling it to present candidates before this Examination Council leading to international qualifications. Quality assurance for theoretical and practical ITEC examinations is available on the following documents available online:

[Regulations and Procedures for Operating Practical Examinations-003.pdf](#)

[https://www.google.com/search?q=Regulations and Procedures for Operating Theory Examination s.pdf&oq=Regulations and Procedures for Operating Theory Examinations.pdf&aqs=chrome.69i59.1740j0j7&sourceid=chrome&ie=UTF-8](https://www.google.com/search?q=Regulations+and+Procedures+for+Operating+Theory+Examination+s.pdf&oq=Regulations+and+Procedures+for+Operating+Theory+Examinations.pdf&aqs=chrome.69i59.1740j0j7&sourceid=chrome&ie=UTF-8)

THTC is a hub for newcomers to the industry and experienced hairdressers to upgrade their knowledge, skills and competences. It offers also specialized courses for individuals seeking in-depth knowledge in subjects related to the hairdressing industry. THTC continually keeps abreast with the latest services/products innovations and emerging hairdressing techniques by following the latest trends being transmitted by participating in various annual conventions around the world. The tutors of THTC are unceasingly engaged in continual professional development (CPD) in order to deliver the courses in the most up-to-date manner possible. The CPD will consist of attendance to at least two seminars annually (taking place seasonally in the local industry) where projecting and promotion of new product

technologies, techniques and latest fashion trends are showcased. An appraisal of all staff development shall take place on an annual basis to project any further training as necessary.

For subjects related to everyday hairdressing services, tutors of THTC must be in possession of a related qualification to the course being delivered of at least Level 4 of the Malta Qualification Framework, or an approved equivalent. Such tutors must have at least two years' hairdressing experience in the related sector as being delivered in the course. Persons with a substantial number of years of experience of informal learning can also be considered as potential tutors. Such potential tutors will undergo an assessment to test whether they meet the minimum selection criteria necessary for such posts.

On the other hand, specialized science-orientated courses will be delivered by adequately qualified persons in the subject matter (i.e., skin and hair science) of at least Level 6 of the Malta Qualification Framework.

THTC is committed to ensuring academic integrity by engaging exclusively, appropriately qualified tutors (based on formal and / or informal training and qualifications), as recommended by the MFHEA according to the course. All courses are also subject to scrutiny and accreditation by the MFHEA. The said Authority will serve also as a check against any possibility of any academic fraud. THTC shall hold the right to dismiss promptly any of its staff or learners in breach of academic fraud. THTC shall continuously promote and reward original work presented by its learners, to actively prevent any form of academic fraud and / or plagiarism. However, should the need arise for tutors to clarify any doubt whether any material presented by learners could be considered as any form of plagiarism, THTC shall avail itself of appropriate and current computer / IT solutions to investigate and determine whether any claim of academic fraud is founded or not. THTC shall rely on the tutors' integrity and experience to detect any form of cheating or cases of copying in written assessments. Any proven form of plagiarism shall make learners liable to provide amendment if it is possible, or be penalized, according to the degree of the failure in question. The Principal shall be in charge of determining the adequate penalty, which can range from a request to provide amendment to a reduction in the final grade obtained for the set task.

THTC welcomes any learners who meet the required entry course criteria. THTC holds the policy to promote equal rights among all its staff and learners, with total disapproval of any intolerance and/or discrimination against learners and/or staff based on gender, religion or race, etc. Should any case of intolerance and/or discrimination arise, the injured party must report the incident in writing to the Principal within three days of the occurrence. Once such information is received the Principal shall dutifully investigate any arising case by checking on the injured party and the claimed injuring party. Following the process of registering the claims from both sides, and once the nature of the case is identified, the Principal will decide on how to proceed. If the matter is of a petty nature, that has no legal

concern, it shall be decided internally. In case of serious claims that contravene the Maltese Law, the appropriate legal remedies shall be sought as per national legislation. Moreover, THTC reserves the right to dismiss ad hoc learners or staff exhibiting manifest intolerant and/or discriminatory behavior, or after any claim of such unacceptable behavior is founded on clear evidence.

THTC also reserves the right to refuse an applicant without giving any justification for doing so. Refusal shall be applied in case of insufficient qualifications of potential applicant, limited number of course intake, and / or other particular matters, after taking into consideration the complete scenario of the applicant and course in question. Particular cases of refusal can be decided following professional advice from third parties, that can provide legal advice, if necessary, in case it is a matter of safeguarding THTC's interests.

2. INSTITUTIONAL PROBITY

THTC, through the role of the Principal, commits itself to ensure financial honesty.

Since the expected turnover is less than Euro 50,000 per annum, THTC binds itself to present yearly financial statements and regular budget plans. The yearly financial statements and budget plans are submitted in separate documents.

THTC's Principal and Director, being the same person carries the full responsibility of THTC's direction, legal representation and the supervision of the delivery of all courses. THTC shall adopt the policy of employing a new Principal should the current person in this role resign from such post. In the eventuality of such a case the roles of Director and Principal would be separated, since the directorship is intended to be linked with the business ownership, reserving the right to decide on how to proceed in such case. The eligible person for the role of principal must be in possession of a Malta Qualification Framework (MQF) Level 5 qualification in hairdressing.

THTC's Principal and Director shall follow its financial advisor's guidance to ensure financial stability on a long-term basis. The same model of procedures and policies, which led to the successful running of a hairdressing salon (from which THTC branched out), for over forty years to the present with best practices, including regular monitoring of accounts, shall be adopted by THTC's Director to ensure long term financial stability of the same. The policy is to review accounts quarterly to monitor the incoming and outgoing finances to be able to adapt to the current situations. Consequently, the procedure of regularly evaluating the financial situation shall enable THTC to plan for the coming year annually.

3. DESIGN AND APPROVAL OF COURSES

THTC incorporates the following processes for the design and approval of its courses:

- a. Home grown hairdressing courses on different topics are designed according to innovative hairdressing trends following the MFHEA requirements for accreditation, with workload meeting criteria according to the European Credit Transfer System (ECTS). Such courses shall provide appropriate knowledge, skills and competences subject to the National Occupational Standards of Hairdressing for Levels 3 and 4 of the MQF according to the topic in question. For the details of each course kindly refer to individual applications for accreditation submitted to the MFHEA. Other courses offered by THTC may vary from MQF levels 1 to 5.
- b. Applicants for any course must have basic knowledge of computer and internet usage to be able to present a written report and /or assignment and carry out research about the subject matter of the course they will be attending. Inadequacy to provide well researched reports and / or assignments will penalize learners and disqualify them from obtaining the certification of the related course. Each applicant must fill in the appropriate admission form and produce witness of the selection criteria requirements as required per course.
- c. Each course will provide clearly separated learning outcomes distinguishing between knowledge, skills and competences in the related field.
- d. THTC will provide an appropriate environment to enhance learning dynamics and promote tutor-learner interaction as appropriate for each course level and content.
- e. The courses shall be held in the in-house hairdressing salon of THTC which is equipped with all the appropriate resources. The tutor(s) shall continuously be present and follow the learners during practical sessions, thus facilitating tutor-learner interaction during course hours. Learner assessments shall be held according to the course level and content, including either each of the following or a combination: written reports, practical assessments or written exams. The assessment criteria are set for individual courses after being proposed by THTC in the application for the accreditation of the individual course and approved by the MFHEA evaluators. ITEC courses will be assessed as set by the same Examination Council for each course.
- f. Furthermore, at the end of each session feedback will be collected by tutor(s) in order to be able to give the learners counter feedback on regular basis during the whole course to enable them to keep themselves abreast of progress or any identified weakness.
- g. For subjects related to everyday hairdressing services THTC is committed to engage tutors in possession of a related qualification to the course being delivered of at least Level 4 of the Malta Qualification Framework, or an approved equivalent. Such tutors must have also at least two years hairdressing experience in the related sector as being delivered in the course. Persons with a substantial

number of years of experience of informal learning can also be engaged as tutors. Such potential tutors will undergo an assessment to test whether they meet the minimum selection criteria necessary for such posts. But specialized science-orientated courses will be delivered by qualified persons in the subject matter (i.e. skin and hair science) possessing the relative qualifications beyond MQF Level 5.

h. THTC binds itself to be in line with the MQF and the Malta Referencing Report 2012 and its subsequent updates to stay within the set regulation frameworks for further and higher education institutions.

i. THTC will provide a questionnaire at the end of each course to encourage the involvement of learners to further ameliorate current courses and/ or the design of possible future courses through the submitted feedback.

j. Each homegrown course is designed in a manner to enable THTC's learners to achieve a smooth progression as much as possible. The policy of THTC is to design its courses, which aim at improving standards in hairdressing, following the cycle of procedures below:

j.1 Courses creation and design

j.1.1 THTC administration taps the latest trends in the hairdressing industry and related markets' demands and requests, as emerging from international conventions (in Bologna, Italy, and London, UK), and the local market, through the participation of THTC's Principal to such fora to foresee which courses are viable for development. Then, after consultation with both local and international collaborators takes place, the process of course design, development and approval procedure will be launched for new homegrown courses.

j.1.2 Furthermore, learner evaluation sheets are provided at the end of each course to analyze ways of helping students to develop through other programs of study. In fact, since its commencement of operations, THTC administration has decided to create certain new programs based on such analysis. This method is envisaged to be kept as a major factor in creating new programs in order to promote new ways of student progression amongst the local vocational educational scene.

j.1.3 THTC designs courses, i.e. content and duration, as appropriate to the outcomes intended by striving to strike a balance between training time and costs of courses.

j.2. Approval

j.2.1 Once THTC administration approves a particular course to be designed, the Principal shall submit the application for homegrown courses as set by the MFHEA. The further progress of such new courses will depend on the outcome of the application. Improvements or changes may be applicable according to MFHEA feedback.

j.3. Implementation

j.3.1 Once a new homegrown course is officially approved by MFHEA, THTC administration creates all relative documentation for the implementation of the programme, including assessment criteria, marking sheets, students' resources, etc. The internal quality assurance officer shall oversee that all the necessary documentation is in place and duly filled for each programme performed.

k. THTC shall submit each homegrown course to an institutional approval process with the MFHEA and start delivering after the formal institutional process for approval of new courses has been issued by the said Authority.

l. For the ITEC courses (which are all MQRIC approved) that THTC shall provide, the same Examination Council will provide the guidelines for each course delivery and assessment method.

4. LEARNER-CENTRED LEARNING, TEACHING AND ASSESSMENT

THTC shall provide for both its homegrown courses and those in preparation for VCTC(ITEC) exams to be delivered in a way that encourages learners' participation in activating their own learning process which is consequently reflected in the assessment procedure.

The teaching methodology of THTC for each course is based on the following:

- Lecturing
- Demonstrations (step-by-step)
- Provision of tutorials for observation and discussion
- Hands-on practice step-by-step

Assessments can be either theoretical and/or practical, or of one kind only, depending on the nature of the course and level. Anyhow, assessment procedures need to demonstrate that learners have obtained the adequate level of skills, knowledge and competences as required by the course in question.

4.i Learner centrality in both learning and teaching are based on the following:

a. Once a prospective learner shows interest in joining any of THTC's programs of learning they shall be provided with a document called 'Student Agreement Form' that provides all relevant information to the course and the Centre's policies. Then they can proceed to fill in the learner enrolment form.

b. THTC holds the policy to respect and provide attention to learners with different needs, providing for different learning abilities by providing individual attention, but not learner support assistants (i.e.

Learner Support Educators). All information about this matter is provided on the learner enrolment form.

The procedure is to provide any weak learners with a limited number of remedial sessions of revision to keep up with the rest of the class during any course. The policy to provide remedial sessions is as follows: when a tutor notices any difficulty, this shall be discussed with the learner to agree whether any remedial sessions are necessary, subject to the Principal's approval.

c. THTC shall take into consideration different modes of teaching delivery as appropriate to the current learners' abilities and type of course in question. Some courses may require more hands-on practical teaching while others may be of a more theoretical nature, or a combination of both, depending on the subject matter and level.

d. THTC holds the policy to be flexible in using the following different pedagogical methods: theory, demonstrations, hands-on practice and tutorials. The procedure is to apply these methods accordingly to different courses as applicable.

e. THTC holds the policy of making regular evaluation and adaptation of modes of delivery and pedagogical methods, following the same procedure as stated in Standard no. 3, point k, above.

f. THTC holds the policy to promote learner encouragement towards autonomy with proper guidance and support from the tutor(s). This procedure aims to encourage learners to reach full autonomy by adjusting their own errors during practical sessions.

g. Promotion of mutual respect between learners and tutors shall be monitored and followed up through the feedback slot of each session. Any points can be discussed with THTC's Principal.

4.ii Quality assurance processes for assessment are based on the following:

a. THTC holds the policy of providing its assessors knowledge about THTC's assessment system [for both its homegrown course and those preparing for VTCT(ITEC) exams] together with any updates through information communications and by providing continuous support in this matter by referring to the Principal, should it be necessary. Moreover, for the assessments of homegrown courses a document [Assessment Criteria] is provided for every course which contains guidelines on how the marks of any part of the assessments are to be distributed. Such documents include also detailed guidance of the marking procedure relevant to the Assessment Observation Sheet of each course.

b. Assessments' criteria and methods are announced with each course call of applications on social and/or printed media.

b.1 The policy of THTC is that individual homegrown courses shall have their own tailor-made marking scheme. The procedure is to obtain the final global mark by adding the points of any theoretical assignment or written exam, if any of these is applicable, together with the obtained mark of practical assessments as applicable per course.

b.2 A pass, merit or distinction will be given in each case according to the level of understanding of the requirements and provision of evidence necessary to demonstrate relevant and accurate information and / or performance required by the tasks set, either in written and/or practical assessments.

b.3 For homegrown courses THTC expects lecturers/trainers to carry out any relative assessments as part of their course delivery commitment. Every assessment procedure will be subject to an internal verification procedure that applies as follows. A sample of three assessments shall be seen and verified by a nominated co-assessor for every course held (if students in the course are just three or less it will be applied to everyone). The co-assessor must verify that the assessment procedure was just and that it followed all the required criteria and recorded adequately on the relative documents. If the process of verification yields any issues, such cases shall be submitted to moderation, and a final grade will be given after such process has taken place. The moderation process requires an explanation of the assessment procedure undertaken by the assessor and the reasoning behind the marks given. This procedure shall be recorded on a document called 'Homegrown Courses Marks Review and Evaluation Form'. Co-assessors shall be nominated by THTC Principal from the cohort of lecturers/training staff operating on behalf of the Centre.

b.4 THTC holds the policy that the final certificate, with the attributed grade to particular students, shall be the official document that reflects the result of the assessment procedure. Any students requesting a printed copy of the breakdown of the marks (of all parts of an assessment procedure) can apply in writing for such document to the administration of THTC via email info@thehairtuitioncentre.com against a fee.

b.5 For VTCT(ITEC) examinations THTC shall follow the guidelines set for assessments and marking schemes provided by the same Examination Council.

c. THTC shall provide analysis of achieved results, both for its homegrown courses and those preparing for VTCT(ITEC) exams, in relation to the targeted outcomes, including feedback to learners, potentially linked to advice on the learning process that might require re-evaluation.

d. Assessments shall be carried out by the course tutor for homegrown courses and in case of VCTC(ITEC) exams THTC shall follow ITEC guidelines on this matter.

e. Assessment rules for THTC courses consider mitigating circumstances, and in case of VTCT(ITEC) exams THTC shall follow the same Examination Council's guidelines on this matter if necessary.

f. THTC's policy is to ensure that assessment is consistently applied fairly and indiscriminately (see point 4.ii.b above) and in accordance with the stated procedures in the same point) is to provide tutors with clear assessment criteria, to be used as guidelines.

g. THTC will process appeals through formal procedures for learner complaints and an appeals mechanism for its homegrown courses. This will allow learners to apply for a revision of assessment by sending a formal complaint in writing to the Principal of THTC within a week since results of assessments are issued about the matter which the learner might deem worth of revision. The Principal, according to THTC's policy, is committed to reply in writing within a week since receipt of such complaint. The Principal will consider all complaints as course feedback which will eventually be taken into consideration when future courses are being planned and updated.

g.1 THTC holds the policy that in case of assessment difficulties due to mitigating circumstances, such cases will follow the procedure of addressing each case to THTC's Principal, who will in turn proceed according to her discretion, after taking into consideration the whole scenario.

g.2 For VTCT(ITEC) exams THTC shall follow the same Examination Council's guidelines on this matter.

5. LEARNER ADMISSION, PROGRESS, RECOGNITION AND CERTIFICATION

a. THTC shall apply the following procedures to provide admission, progress, recognition and certification for its homegrown courses:

- i. THTC will provide admission criteria and procedures for each individual homegrown course, available on THTC's website.
- ii. Once an individual shows interest they are provided with a 'Student Agreement Form' which includes all course details and THTC policies for viewing.
- iii. Once prospective learners, meeting the entry criteria as set for individual courses sign the 'Student Agreement Form', they can proceed to fill a course enrolment form. The completed forms must be submitted by a set date (according to individual courses) to THTC's administration. Eligible applicants will be approved and accepted, and hence notified to pay the registration fee.

- b. THTC provides induction about THTC itself and its short courses via THTC's website, and how to obtain further information about upcoming courses. Any prospective applicant can contact THTC's administration through the same website for further enquires if necessary.
- c. THTC is committed to keeping in order the learner's records, including reports, portfolios and results (of practical sessions and assessments tasks) in the records section of THTC's premises. This compilation of data provides the necessary tools to gather, monitor and manage information on learner progress and other mandatory administrative procedures. THTC shall avail itself of adequate computer programmes and other administrative tools necessary to analyze such information.
- d. THTC retains the right to determine its own selection criteria, based on course requirement, in total respect of MFHEA regulations for individual courses as applicable for the level of the course in question.
- e. On successful course completion, learners receive results documentation (certificates), MQF level, value of learning credit, content and status of the qualification gained, in line with MFHEA regulations. THTC does not have the policy to include the learning outcomes in the certificate of qualifications awarded.
- f. For courses preparing for ITEC examinations, THTC will follow the set guidelines by the same Examinations Council for learner admission, progress, recognition and certification.

6. COMPETENCE OF TEACHING STAFF

THTC shall apply clear, fair and transparent processes for the recruitment, conditions of employment and professional development of its tutors. THTC may announce any vacancies for tutors which would then be processed by THTC's administration. Applicants meeting the criteria for recruitment shall be considered and notified for further interviewing and final selection. Tutors can be recruited if they possess a qualification of one level higher in the same sector of hairdressing as the course they are delivering, and a substantial amount of years of experience. Furthermore, since hairdressing is a vocational industry, tutors may also be eligible if they are informally qualified by a substantial number of years of experience in the sector of hairdressing they might teach. Their competences shall be vetted by the Principal of THTC. Any prospective tutors will be notified with a clear job description before agreeing to take up the post. THTC holds the policy to follow national legislation for employment conditions.

- a. THTC is committed to promoting innovation in teaching methods and constant professional development related to the hairdressing industry. THTC holds the policy whereby the Principal randomly monitors / observes THTC's tutors during course delivery to ensure that teaching procedures are

according to the required practices. Furthermore, THTC shall apply a documented, systematic and structured annual class observation cycle of teaching staff, to be able to follow up any action plans for their appraisal.

b. THTC shall furthermore enhance continuous staff development [CPD] by organizing meetings as necessary, in order to introduce any new related hairdressing knowledge and/or skills, and teaching methods required for any course in progress or planned courses for future reference.

c. THTC shall keep track of trainer's CPD in a dedicated register. The Principal of THTC shall then be able to recommend any further CPD required in line with the THTC teaching cohort necessities.

d. Lecturing staff shall have periodical meetings to ensure ongoing communication and discussion regarding courses delivery, student engagement, assessment procedures and other matters related to successful course implementation. Such meetings can be held as necessary, but at least every six months. Such meetings' aims and outcomes are registered by the Principal.

7. LEARNING RESOURCES AND LEARNER SUPPORT

THTC holds the policy to provide appropriate funding for learning and teaching operations. The amount of funding will be based on THTC's financial advisor's recommendations. THTC also holds the policy to keep adequate and readily accessible learning resources to support learning in accordance to the type and level of course(s). The resources include: physical (reference books) and / or virtual libraries (digital material shall be provided on request via email), learning equipment, study facilities (salon environment premises) and IT communication (learners can obtain any information requested via email contact with the administrator regarding any matter related to the course in question), and personal support from tutors (based on personal contact or via email). THTC holds the policy to vet the resources on regular basis before the commencement of courses.

All reading lists of individual courses shall be given during the introduction session of each course.

The ECTS / UK credits (as applicable) shall be published with the courses' promotion and learners can contact the administrator for any requested updates about their progress vis-à-vis the course they are following or any support necessary.

THTC does not hold the policy of including any other staff except for administrative and mainstream teaching purposes. Any learner with diverse needs will be requested to provide their own support.

8. INFORMATION MANAGEMENT

1. THTC shall retain all course participants' data and information and archive it for forty years both for digital and printed formats respecting the Privacy Act of Malta, in its records section at its premises. The policy of THTC is to collect, analyse, and use relevant data for the effective management of its courses and other activities.

2. The data shall include the procedure of collecting the following:

2.1. Profile of learners' population obtained through the enrollment forms, which is processed and recorded by THTC's administration.

2.2. Course participation, retention, and success rates shall be analyzed by THTC through attendances, course completions and recording of results data. Learners' satisfaction with THTC's courses shall be obtained through evaluation forms filled in at the end of each course, which will be processed and recorded for any future reference. THTC holds the policy to take into consideration evaluation sheets compiled by learners and staff feedback as a procedure to provide and analyze data which may be used to plan follow-up operations. Information gathered shall be recorded and kept by THTC's administration for future reference as necessary for course revisions.

9. PUBLIC INFORMATION

THTC holds the policy to publish regular information about its courses in a clear, accurate, up-to-date and readily accessible manner on its website thehairtuitioncentre.com while promotion shall be carried out over social media. THTC's procedure to provide information includes the following on its website:

- the selection criteria for courses
- the intended learning outcomes
- the qualifications obtainable, including EQF/MQF level and ECTS / UK credits
- the teaching, learning and assessment methods
- the pass rates (where applicable)
- any further learning opportunities available to learners
- course fees

Such information given will be intended to enable prospective applicants to make an informed choice in terms of knowledge, skills and competences one may acquire on successful completion of the course(s). THTC's administration will oversee all updates necessary on the website and social media for the above.

Learners' feedback about the usefulness of the information provided through THTC's website and social media platforms shall be asked through the 'Learner Evaluation Sheet' in order to gauge whether any changes or improvements are necessary.

10. ON-GOING MONITORING AND PERIODIC REVIEW OF COURSES

THTC is committed to implementing the Quality Cycle by monitoring and regularly reviewing its courses in terms of the internal IQA policy and standards.

The objectives of this exercise shall be:

1. To monitor objectives achievement (of THTC) in general by taking into consideration tutors' and learners' (or their employers') feedback after each course to review and update content of courses considering latest research/practice in the sector compared to the original course objectives, by compiling this information on a document that can provide an overview of the internal feedback.
2. To be pro-active in relation to and responsive to the changing needs of learners and of the current hairdressing and barbering industry, through THTC's directorship's keeping abreast with the latest hairdressing industry trends and the avant-garde attitude of the institution.

In this procedure THTC includes the input of THTC's Principal through direction, tutor(s) through feedback to administration, learners' evaluation sheets, external quality assurance reports, and other parties (external stakeholders) benefitting from the outcomes of the courses. External stakeholders' feedback (from professionals in the industry) shall be collected annually to provide an overview of the effectiveness of the programmes offered by THTC, to enable any updates or changes as required by industry.

THTC holds the policy to consider these reviews for further improvement of its courses. Any action planned or taken as a result shall be communicated to all those concerned through the website and social media.

THTC holds the policy to continuously research market demands according to proposed future fashion trends to project new programmes that can benefit the world of work in the hairdressing and barbering sector.

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