



**Internal Quality Assurance report**  
**For**  
**Ocean Beauty Academy**

**The mission statement & the fitness-for-purpose of your internal quality assurance (IQA) Policy**

Ocean Beauty Academy is an international school providing world class qualifications under VTCT. Our academy is dedicated to educate the next generation of:

- make-up artists for the film, television, fashion and entertainment industries;
- beauty therapists to study cosmetology and gain valuable exposure to all the latest techniques;
- hairdressers to learn the fashionable and latest trends in the market.

At Ocean Beauty, we run a fully operational day spa offering a variety of treatments ranging from beauty, hair, nails and holistic treatments. Prospective students are given the opportunity to perform case study work at our day spa, other salons, take part in photo shoots, TV programmes, Beauty Pageants and other opportunities that arise within the industry. Hands-on workshops conducted by International educators are also available. Our courses are also open to foreign students.

We aim to provide students with all of the skills needed to succeed as Professionals and give them a solid foundation for job requirements.

Quality Assurance is of utmost importance for our institution. We make sure that any complaints are addressed directly to Ocean Beauty Academy either through email or through an open door policy. Ocean Beauty Academy also appoints Internal Quality Assurers (recognised by VTCT) to make sure that everything is run fairly and up to standard. Still, further from that, students can directly contact VTCT and fill in a complaints form (obtained from VTCT website) and sent by email directly to VTCT.

All this information regarding Quality Assurance is made public to every student. Ocean Beauty Academy wants to foster a culture of quality in the education sector in the form of an IQA document. Ocean Beauty Academy is responsible and understands that the IQA policy should be updated constantly while remaining work-in-progress, a manifesto of Ocean Beauty Academy's commitment to continuous enhancement and better accountability.

### **Institutional Probity**

#### *Leading Staff*

Ms.Graziella Gerada (myself) is responsible for the leadership and management of the entity. I operate under the rules and regulations of VTCT International Board. I am qualified under VTCT as an assessor to be able to teach their qualifications as well as an IQA to be able to observe quality assurance in other academies. VTCT rules and regulations that are used by Ocean Beauty Academy are sent separately in another email.

The qualities for appointing a new Head of Institution are:

- 5 years' experience
- Relevant qualifications in the subject to teach
- Followed an assessor course under VTCT
- Organised and responsible for every action taken

When undergoing the assessor course under VTCT various assessments are done to make sure that the individual is fit-for-purpose.

### *Finance*

Annual turnover do not exceed €50,000 so no annual financial statements are required. Thus, yearly financial statements are prepared by an authorised accountant. Budget plans are based on the income from each student. Any expenses related to exams and teaching material are incurred by the student.

Ms. Graziella Gerada (Head of Institution) is responsible for regular budget plans. This involves the income coming in, less the expenses incurred by the institution. Long-term financial stability is assured by ensuring Quality Assurance all the time so that the amount of students registering for the courses remains stable.

If there is the need to appoint a new Head of Institution, a call out for applicants is done. Ocean Beauty Academy makes sure that the person occupying a headship position is fit and proper to deliver further education programmes, including the following:

- 5 years' experience
- Relevant qualifications in the subject to teach
- Followed an assessor course under VTCT
- Organised and responsible for every action taken

### **Design & approval of programmes**

All programme and course outlines are issued by vtct.org.uk

As a registered centre we have to follow their course outline, syllabus, assessments and exam procedures.

Papers of written exams are issued by VTCT. Practical exams are conducted under an Internal quality assurer (IQA) and finally under an external quality assurer (EQA).

Certificates are issued under the authorisation of VTCT where they are claimed by the academy and sent directly from the board of VTCT.

How do you identify the need to introduce a new course?

VTCT is responsible for the introduction of new courses. All the list of courses is found on their website which is easily accessed by students. Courses offered depend on the demand of the students.

Do you take any feedback from students about their satisfaction on the content of the course?

Yes continuous feedback is taken from the students through the year. At the end of scholastic year a feedback form is filled.

Is Ocean Beauty Academy able to give feedback and/or suggestions to the awarding body namely VTCT?

Yes VTCT is open to feedbacks. These can be done either through emails or by discussing feedbacks when the VTCT examiner is in Malta in June.

Are VTCT contacted by Ocean Beauty Academy should there be an issue with the examination papers or a mistake in the material they provide for example?

Yes each centre has the right to contact VTCT support centre if there is an issue with the examination papers or a mistake in the material they provide.

**Teaching Staff**

The minimum selection criteria for appointing the right teaching staff are:

- 5 years' experience
- Relevant qualifications in the subject to teach
- Followed an assessor course under VTCT

What are the different steps involved in the recruitment? How do you ensure that the process is fair and transparent?

First one has to present his/her CV together with all the certificates. Appropriate candidates are contacted for an interview. To make sure that the process is fair and transparent, interviews are conducted by internal quality assurers.

How do you ensure that teachers are up-to-date with the latest teaching methodologies and development in their area?

Yearly teachers have to attend a meeting to ensure that everyone is in line with any changes, that everyone is aware of the latest teaching methodologies and development in their area.

What arrangements are in place for the observation of teaching? How is feedback provided to the staff?

Teaching is observed through various assessments and visits from internal quality assurers. Feedback is provided through written forms.

### **Public Information**

Public information on courses is available on social media, mainly facebook page Ocean Beauty Academy. Moreover, detailed course syllabus, guided learning hours, credits, etc are obtained from the VTCT website. By visiting VTCT website the public has access to all the courses offered by VTCT, including all the learning outcomes for each module, together with the learning methods for each module.

Ms. Graziella Gerada is responsible for publishing information and provide students with detailed information on the respective courses. Regularly these are

checked to make sure that the information provided is correct and enough so that prospective students make an informed choice.

Any public information issued by Ocean Beauty Academy should include the following details:

- Selection criteria for the course;
- Intended learning outcomes;
- The qualification awarded include the MQF level and ECTS learning credits;
- Teaching learning and assessment procedures used;
- The pass rates needed for successful course completion;
- Further learning opportunities and/or job opportunities available to students

**Student-centred learning, teaching and assessment and learning resources and student support.**

All learning resources are provided by VTCT including the entire syllabus to follow. For the course syllabus photocopies are provided by the academy. Even the school uniform is provided by the academy. Kits and other resources are bought by the students, respective to the course that they are doing. A list of kits and equipment, together with their costs are given to students before applying to the course. The academy makes sure that learners are provided with adequate support throughout the whole course, both academic and non-academic, even when they finish their respective course.

Any complaints by the students still can be referred to VTCT by filling and send them a complaint form. Each student has an ID number issued by VTCT upon registration of students at the beginning of the course. This is used for student recognition and future references. In the case that someone has been subject to a case of discrimination, students must contact directly Ocean Beauty Academy via email or through an open door policy and discussing the issue directly with the head of school. Ocean Beauty Academy should take immediate actions in case of any

complaints and make sure that these are solved and students are happy with the conclusions taken.

What systems do you have to evaluate that the pedagogy being used in the delivery of courses is good?

To make sure that the pedagogy being used in the delivery of courses is good, various assessments and tests are done throughout the year.

What kind of support do students get from their teachers?

Students get continuous support from their teachers through emails, one to one meetings and groups on Facebook so that students can help each other.

What systems are in place to cater for student diversity?

One of the school's policy is that diversity is allowed. Infact, anyone can apply for courses even foreigners'.

How do you ensure that the criteria and modes of assessment are published in advance?

Assessments are published in advance and given to students in the introductory meeting. Then, several assessments are done throughout the year followed by an IQA examiner.

Are students given feedback on their assessment? Please walk us through your systems in this regard.

Yes students are given feedback directly on their assessments. Also, report sheets and log books are filled for each student.

How do you ensure fairness and consistent assessment?

To make sure that assessments are consistent, they are done by following the guidelines on the VTCT log books. Throughout the year internal verifiers visit the school to ensure fairness and equality.

[Are students provided with adequate support when they come across difficulties that can be both academic and non-academic?](#)

Yes, support is given all the time when students come across difficulties that can be both academic and non-academic

[What resources can students and staff use?](#)

Students can use various textbooks from the school. Staff is provided by various resources from VTCT, such as powerpoints and notes as a guideline to the syllabus.

When it comes to the collection of data, staff from the academy makes sure that the data is analysed accurately. Data and feedback are considered as an important asset for continuous improvement of the academy. Data is also analysed by IQA's and EQA's to make sure that the academy is operating in the most professional and transparent way.

### **Student Admission, progression, recognition and certification**

First students have to apply for the course and fill in an application form (kept by the centre safe in a locked cupboard, which is only accessible by me). Students must have writing and understanding skills in basic English.

Application forms then are processed online to VTCT where they register students within their board and issue a student ID.

Students' progress throughout the year is kept and monitored in a students' log book provided by VTCT. At the end of the course if the student is competent in her assessments and both theory and practical exams, the international certificate is issued by VTCT. The VTCT certificate contains the context and all the modules covered, credits of each module and the status of the qualification including the level. So, once a student successfully completes a programme, students should receive documentation explaining the following:

- The context;
- MQF Level;
- Amount of learning credit; and
- Content and status of the qualification gained

#### What induction process is provided to the students?

At the beginning of the course an introductory meeting is done to all the students explaining all the induction process and a step-by-step guideline to the whole course. This gives them a whole insight of what the course involves before enrolling and committing themselves.

Students are also explained what they need throughout the course. Uniform and course photocopies are provided by the school. Kits needed for their practical, need to be bought by the students. Everything is explained regarding content and prices of kits.

Ocean Beauty Academy ensures that students are provided with adequate support when they come across difficulties both academic and non-academic. This support is given on a one-to-one basis where the Head of Institution meets up personally to address and solve the problems.

## **Information Management**

All data is kept year by year secure in the academy. Ms.Graziella Gerada is responsible for the collection, monitoring and analysis of the data. Data is analysed by reviewing questionnaires collected one by one and fill in a statistic table. From these statistical tables pie charts and bar charts are obtained explaining data more clearly.

### **How and when is data collected, monitored and analysed?**

Data is collected and monitored at the end of each scholastic year. The results are analysed deeply to ensure that everyone is satisfied with the course.

### **How are records stored in Malta?**

Records are filed and locked in a cupboard

As per Standard 8 of the National Quality Assurance Framework, the provider should keep the following information:

a. **Student population, including prevalence of vulnerable groups;**

Records are obtained from the application forms filled by students at the beginning of the course

b. **Course participation, retention and success rates;**

Attendance sheets are kept as an evidence for course participation. Certificates, IQA & EQA reports and assessment sheets are kept as an evidence for success rates.

c. **Students' satisfaction with their programmes;**

At the end of the course students are given a questionnaire form in order to analyse their satisfaction rate.

d. **Employment rates and career paths.**

After students finish their course they are helped out to find jobs and a record is kept about their career paths.

All the above information is obtained from the feedback evaluation form.

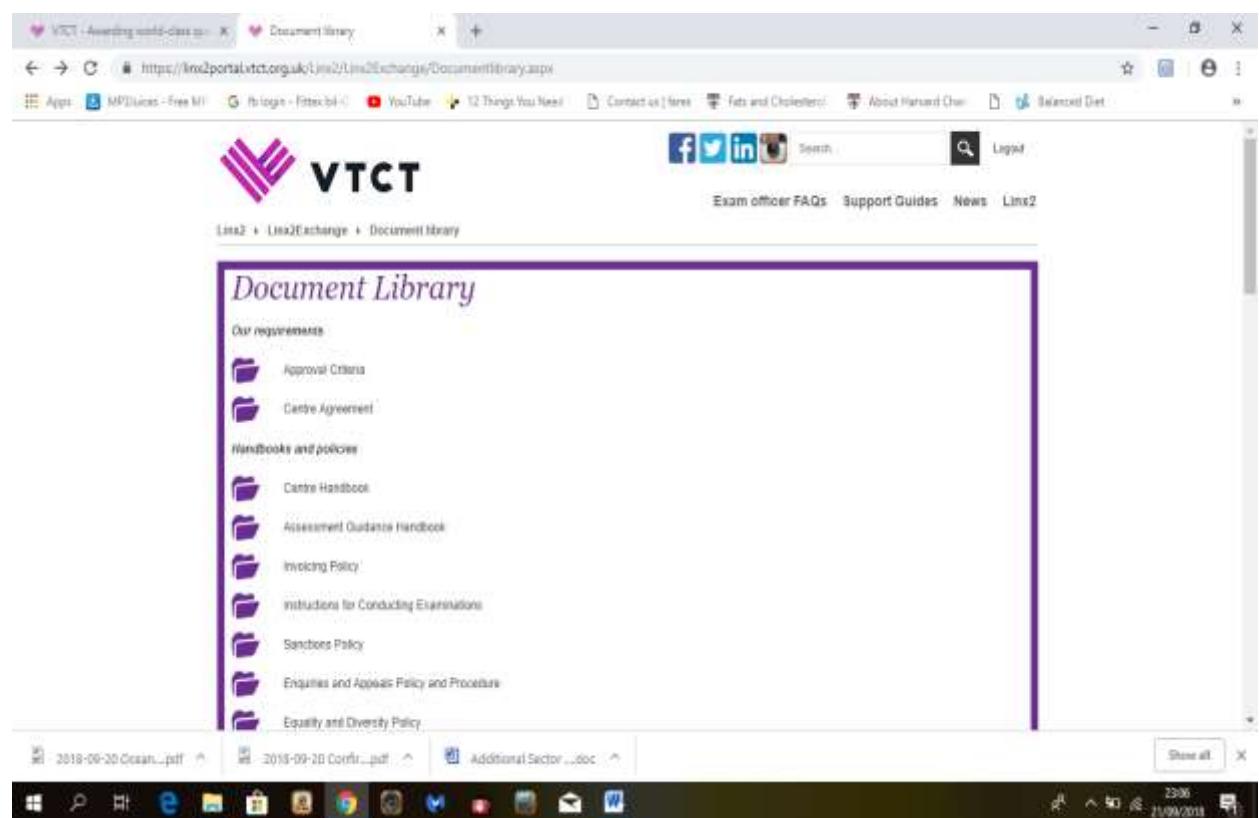
### **Ongoing monitoring and review of programmes**

Policies are reviewed from time to time, on a yearly basis, and make sure that they are implemented all the time. The Head of Institution makes sure that policies are planned, implemented, evaluated and reviewed all the time. Policies must be kept at hand to make sure that they are followed all the time.

Ongoing and review of programmes are done by VTCT. However, they accept any recommendations suggested by academies. Moreover, the academy collects feedback from students on the courses provided and the institution. This is done yearly at the end of each course. Feedbacks can be sent by email to the quality assurance or else in the yearly meeting done with the VTCT examiners. Feedbacks are collected continuously from the students by asking them individually. Written feedbacks are collected at the end of the course. The data given is processed by the institution to further develop its quality offered to students.

### **Policy for the internal quality assurance**

Since my academy is part of a foreign provider all strategies and policies are provided by VTCT. Screenshots are attached of several IQA policies.



A screenshot of a web browser showing the VTCT Document Library. The page has a header with the VTCT logo, social media links, and a search bar. The main content is a "Document Library" section with two main categories: "Our requirements" and "Handbooks and policies".

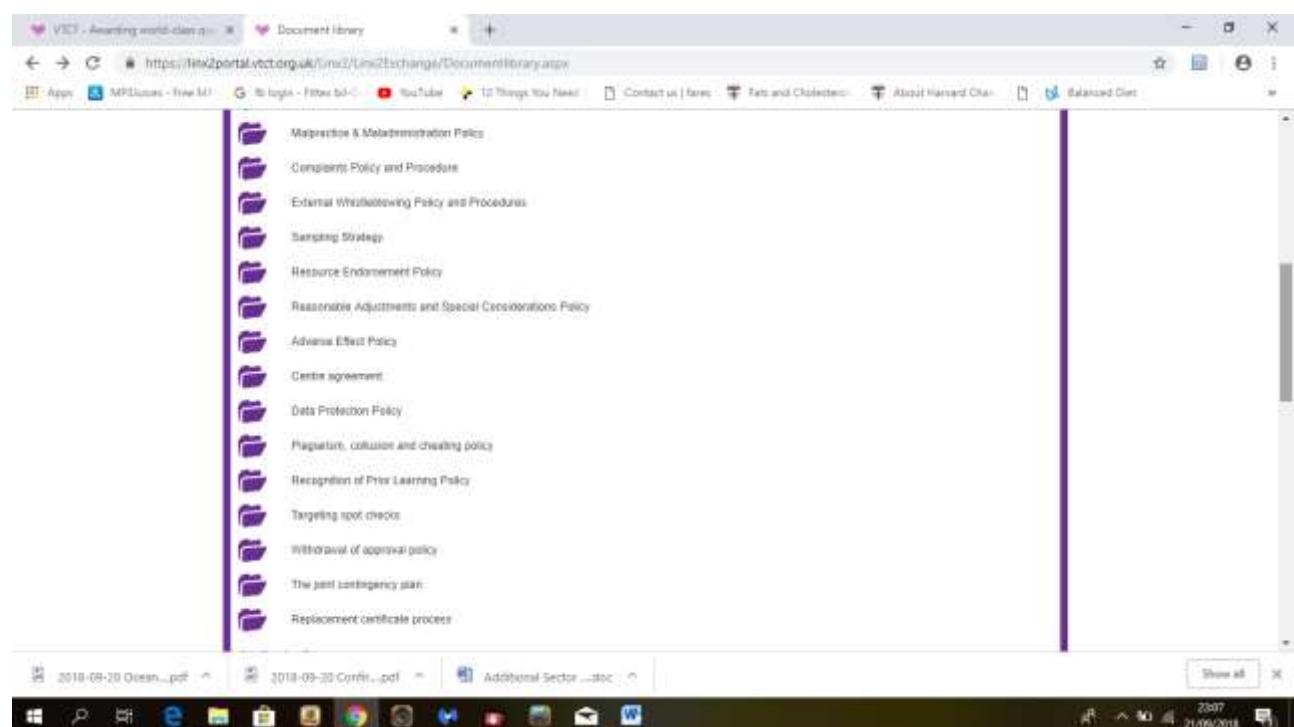
**Our requirements**

- Approval Criteria
- Centre Agreement

**Handbooks and policies**

- Centre Handbook
- Assessment Guidance Handbook
- Invoking Policy
- Instructions for Conducting Examinations
- Sanctions Policy
- Enquiries and Appeals Policy and Procedure
- Equality and Diversity Policy

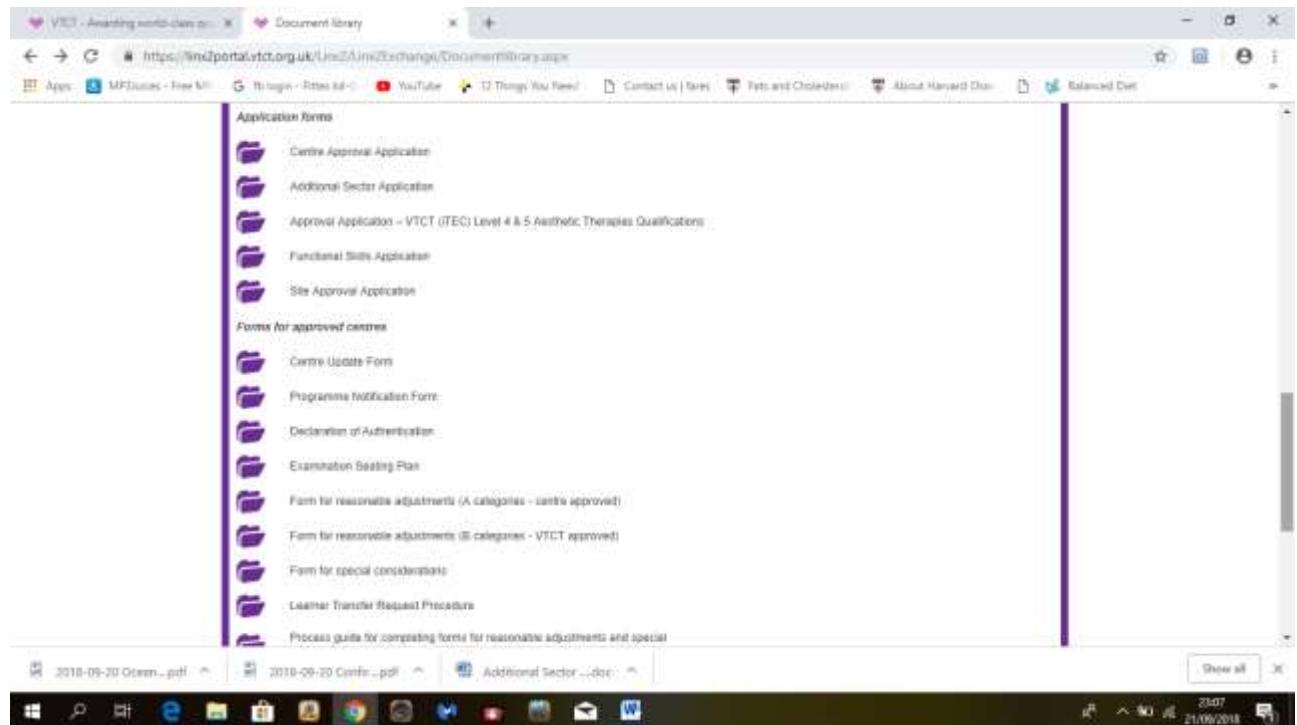
At the bottom of the page, there are three file thumbnails: "2018-08-20 Ocean.pdf", "2018-09-20 Centre.pdf", and "Additional Sector ...doc". The browser's address bar shows the URL: <https://lnx2portal.vtct.org.uk/lnx2/lnx2exchange/DocumentLibrary.aspx>.



A screenshot of a web browser showing the VTCT Document Library. The page has a header with the VTCT logo, social media links, and a search bar. The main content is a "Document Library" section with a list of various policies and procedures.

- Malpractice & Maladministration Policy
- Complaint Policy and Procedure
- External Whistleblowing Policy and Procedures
- Sampling Strategy
- Resource Endorsement Policy
- Assessor Adjustments and Special Considerations Policy
- Adverse Effect Policy
- Centre agreement
- Data Protection Policy
- Plagiarism, collusion and cheating policy
- Recognition of Prior Learning Policy
- Targeting spot checks
- Withdrawal of approval policy
- The joint contingency plan
- Replacement certificate process

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### **Cyclical External Quality Assurance**

Yearly an IQA report together with an EQA report are issued on the academy pin pointing areas for improvement, on-going progress or any other recommendations. These are filed and kept year by year at the academy. Students' view are taken into consideration through open discussions and written feedbacks. These feedbacks are further analysed in order to improve quality assurance all the time. By this means the Head of Institution makes sure that the institution is competent in quality both locally and according to VTCT standards.

Thanks in advance

GRAZIELLA GERADA