Quality Assurance (QA) refers to practices that maintain and improve academic standards at the University. It aims at developing a Quality Culture that ensures that the actions of staff and students of the University are inspired by a desire to continuously improve their practice, learning experience and outcomes.

What is Quality Assurance?

Your feedback is important!

We welcome any queries, comments or highlighting of good practice. Please contact us on:

**+356 2340 3250**

or send us an email at

**qac@um.edu.mt**

You may also give your feedback at

[www.um.edu.mt/qualityassurance/feedback](http://www.um.edu.mt/qualityassurance/feedback)
What is Quality Culture?

QA is not about ‘ticking boxes’ simply to make sure that the paperwork is in place. QA fosters a Quality Culture by promoting communities of reflective practice. A Quality Culture engages students, academics, administrative and technical staff as well as external stakeholders in an ongoing cycle of quality in teaching, learning, research and outreach.

What does the Quality Assurance Committee do?

The University has a long history of ensuring quality, such as with the participation of external examiners, the validation of new programmes and the periodic review of existing ones, and the gathering of student feedback. The Quality Assurance Committee (QAC) was set up in 2015 to review the current QA structures of the University so as to ensure that the Quality Culture of the University is better co-ordinated and further enhanced. The QAC is supported by the Quality Assurance Unit.

There are three key terms in QA: Quality Control, Quality Assurance, and Quality Audit. Quality control deals with the quality of finished outcomes by the detection of defects. Quality assurance deals with the quality of processes to ensure the quality of the outcomes. Quality audits are systematic investigations of a specific area of operations.

There are three types of audits:

(i) those carried out internally by the University
(ii) external reviews commissioned by the University as part of its own internal quality assurance procedures, and
(iii) external quality audits carried out by the National Commission for Further and Higher Education, normally every five years. Internal quality audit is one of the tools of internal quality assurance, and complements quality control measures.

What are Internal and External Quality Assurance?

For further information on internal and external quality assurance scan the code.