



Quality Assurance Policy

Policy Summary

At EIMF, we are committed to providing high-quality, student-centred education that meets the standards of Cyprus and the wider European Higher Education Area.

Our Quality Assurance (QA) Policy is built on the principles of:

- Transparency – clear rules and processes for students and staff.
- Accountability – responsibilities for quality are shared across the Institute.
- Continuous Improvement – using feedback and data to enhance our programmes and services.
- Student-Centred Learning – ensuring that teaching and assessment put learners at the heart of the process.

Key elements of our QA system:

- Programmes: All programmes are carefully designed, approved, and regularly reviewed with input from faculty, students, external stakeholders and experts.
- Teaching & Assessment: Staff are qualified and supported in their professional development. Assessments are fair, transparent, and moderated.
- Distance Learning: Online learning is supported by dedicated platforms, digital resources, and measures to ensure assessment integrity.
- Student Support: Students receive academic advising, career guidance, and access to learning resources. Feedback is actively collected and acted upon.
- Research & Knowledge: Research is encouraged, monitored, and disseminated in line with ethical and professional standards. Additionally, research informs teaching and learning methods.
- External Review: An independent academic reviews our QA system annually. In addition, EIMF engages fully with the external quality assurance procedures of CYQAA and other professional bodies where applicable.
- Governance: The Quality Assurance Committee (QAC) oversees all QA processes and ensures a culture of quality across the Institute.

This QA Policy is reviewed every two years to ensure that EIMF remains aligned with the European Standards and Guidelines for Quality Assurance (ESG 2015) and continues to provide an excellent learning experience for all students.

European Institute of Management and Finance (EIMF) – Quality Assurance Policy

1. Policy Statement

The European Institute of Management and Finance (EIMF) is committed to assuring and continuously enhancing the quality of its academic and professional programmes, research, and support services. This commitment is grounded in the principles of transparency, accountability, student-centred learning, and continuous improvement.

EIMF's quality assurance system is fully aligned with the European Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015), as implemented in Cyprus through the Cyprus Agency of Quality Assurance and Accreditation in Higher Education (CYQAA).

The Institute fosters a quality culture in which all staff—academic and administrative—recognise their shared responsibility for maintaining and advancing high standards of learning, teaching, and institutional governance across both face-to-face and distance learning provision.

2. Purpose

This policy provides the overarching framework for quality assurance and continuous enhancement at EIMF. It:

- Establishes the principles and responsibilities underpinning the assurance of academic quality and standards.
- Defines the role of the Quality Assurance Committee (QAC) in monitoring, evaluating, and developing institutional practices.
- Ensures compliance with national and European standards, particularly ESG (2015).
- Provides stakeholders—including students, staff, external partners, and the public—with confidence in the integrity and quality of EIMF's educational provision.

3. Scope

This policy applies to all EIMF operations, including:

- Design, approval, delivery, monitoring, and review of academic programmes (on-campus and distance learning).
- Teaching, learning, and student assessment processes.

- Student support services, including advising, guidance, digital learning support, and career services.
- Research activities and knowledge dissemination.
- Recruitment, development, and review of teaching and administrative staff.
- Institutional strategy, governance, and committee functionality.
- Information management, public communication, and external quality assurance.

4. The Quality Assurance Committee (QAC)

The QAC is central to EIMF's internal quality assurance system. Its responsibilities include:

- Policy Implementation & Monitoring: Ensuring the Quality Assurance Policy and related procedures are applied consistently across all areas.
- Culture of Quality: Promoting student-centred learning, teaching excellence, and continuous enhancement.
- Programme Oversight: Monitoring programme design, delivery, and outcomes in line with ESG standards, including the specific requirements of distance learning.
- Feedback & Reporting: Receiving and acting on reports from students, faculty, and committees; ensuring the feedback loop is completed.
- External Engagement: Coordinating the appointment of the annual independent external academic reviewer, engaging external experts in programme validation and review processes, and ensuring recommendations from external evaluators are addressed and monitored.
- Orchestration of Subcommittees: Subcommittees investigate specific quality assurance matters. Notably, the student-staff liaison committee confers across the academic year seeking to enhance teaching and the student learning experience.

5. Quality Assurance Procedures

5.1 Programme Design, Approval and Review (ESG 1.2 & 1.9)

- All new programmes are designed with input from faculty, students, and external stakeholders.

- External reviewers are engaged to ensure academic credibility and market relevance.
- Programmes are formally approved by the Academic Committee, with QAC oversight.
- Continuous monitoring and periodic reviews ensure programmes remain current, relevant, and effective.
- For distance learning, programme design includes digital pedagogy, platform reliability, online student interaction, and assessment integrity.

5.2 Student-Centred Learning, Teaching and Assessment (ESG 1.3 & 1.4)

- Teaching methods encourage active student participation and independent learning.
- Assessment is transparent, criterion-referenced, fair, and subject to moderation.
- Clear regulations govern admission, progression, recognition of prior learning, and certification.
- Student feedback on teaching and learning is systematically collected and acted upon.
- In distance learning, assessment integrity is safeguarded through online monitoring tools, secure submission platforms, and verification procedures.

5.3 Teaching Staff (ESG 1.5)

- Faculty recruitment is based on academic qualifications, teaching ability, and professional experience.
- Staff undergo regular review of teaching performance and are supported in their professional development.
- Opportunities for training in pedagogy, digital learning, and research are provided, with particular focus on online teaching methodologies for distance learning staff.

5.4 Learning Resources and Student Support (ESG 1.6)

- Adequate facilities, digital platforms, and learning materials are provided and regularly reviewed.

- Students have access to academic advising, career services, and pastoral support.
- Dedicated e-learning support (Technical Support Unit) is available for distance learners.
- The adequacy and effectiveness of resources and support services are monitored annually.

5.5 Research and Knowledge Dissemination (ESG 1.1, 1.6 & 1.9)

- EIMF academics have dedicated time allocation for research.
- The Research Committee, in coordination with QAC, monitors research quality and dissemination.
- Research ethics and integrity are safeguarded by clear policies.

5.6 Information Management and Public Information (ESG 1.7 & 1.8)

- Data on student performance, completion, employability, and satisfaction are systematically collected and analysed.
- Public information, including programme details, QA policies, and review outcomes, is accurate, accessible, and up to date.
- For distance learning, clear public information is provided on online delivery modes, technical requirements, and student support services.

5.7 Governance and Committees

- The QAC reviews minutes and outcomes of all standing committees to ensure compliance with terms of reference.
- Recommendations are reported to the Academic Committee and Advisory Council for further action.

6. Composition of the QAC

- Head of Committee (appointed by Academic Council/Board).
- Academic Director.
- Faculty representatives.
- Registrar.
- Administration representative.
- Student representative (formally appointed).
- External stakeholder representative.

7. Meetings

The QAC meets at least twice per semester. Extraordinary meetings may be convened if urgent quality issues arise. Minutes and action points are formally recorded and monitored.

8. External Review (ESG 1.10)

- An independent external academic annually conducts a review of EIMF's QA framework.
- Findings are reported to the QAC and Advisory Council, with action plans developed and monitored.
- EIMF fully engages with the cyclical external quality assurance processes conducted by CYQAA, ensuring compliance with national and European QA expectations.

9. Policy Review

This policy will be reviewed every two years, or earlier if required by CYQAA or significant institutional change, to ensure ongoing alignment with ESG standards and sector best practices.

Annex: Mapping of EIMF Quality Assurance Policy to ESG (2015)

The European Institute of Management and Finance (EIMF) affirms its commitment to aligning its internal quality assurance framework with the **European Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015)**, as adopted by the **Cyprus Agency of Quality Assurance and Accreditation in Higher Education (CYQAA)**.

This annex sets out how the EIMF Quality Assurance Policy addresses the ten ESG standards (Part 1: Internal Quality Assurance).

ESG 1.1 – Policy for Quality Assurance

EIMF Action: The Quality Assurance Policy establishes the principles, objectives, and governance mechanisms for assuring quality across all institutional operations.

Responsible Body: Quality Assurance Committee (QAC).

Evidence: QA Policy; QAC Terms of Reference; periodic reviews.

ESG 1.2 – Design and Approval of Programmes

EIMF Action: Programmes are developed with input from faculty, external reviewers, and the Academic Committee, ensuring academic rigour and relevance to labour market needs.

Responsible Body: Academic Committee in consultation with QAC.

Evidence: Programme design procedures; Academic Committee minutes; external reviewer reports.

ESG 1.3 – Student-Centred Learning, Teaching and Assessment

EIMF Action: Teaching and learning methods actively engage students. Assessment criteria are transparent, consistently applied, and communicated.

Feedback is systematically collected and acted upon.

Responsible Body: Programme Coordinators, Faculty, QAC.

Evidence: Course outlines; student assessment regulations; student surveys; moderation reports.

ESG 1.4 – Student Admission, Progression, Recognition and Certification

EIMF Action: Clear regulations govern admissions, progression, recognition of prior learning, and certification. These are reviewed regularly for fairness and transparency.

Responsible Body: Registrar, Academic Committee, QAC.

Evidence: Admissions policy; progression rules; graduation criteria.

ESG 1.5 – Teaching Staff

EIMF Action: Faculty appointments are based on qualifications and expertise. The QAC periodically reviews staff competence and ensures professional development opportunities.

Responsible Body: Academic Director, HR Office, QAC.

Evidence: Staff CVs; faculty review records; training activities.

ESG 1.6 – Learning Resources and Student Support

EIMF Action: Adequate resources (digital platforms, library, classrooms, online tools) and student support services (academic advising, career guidance, admin support) are reviewed regularly for sufficiency and relevance.

Responsible Body: Registrar, Student Support Office, QAC.

Evidence: Resource audits; student support evaluations; IT support logs.

ESG 1.7 – Information Management

EIMF Action: Data on student performance, completion, employability, and satisfaction are collected and analysed to drive improvements.

Responsible Body: QAC and Registrar.

Evidence: KPI dashboards; annual reports; student surveys.

ESG 1.8 – Public Information

EIMF Action: Up-to-date and transparent information on programmes, qualifications, QA procedures, and performance is published online and through official communications.

Responsible Body: Communications Office, Registrar, QAC.

Evidence: Website; programme brochures; published QA reports.

ESG 1.9 – On-going Monitoring and Periodic Review of Programmes

EIMF Action: Programmes undergo systematic monitoring and periodic review with involvement from students, faculty, external reviewers, and industry stakeholders. Findings lead to documented improvements.

Responsible Body: Academic Committee, Programme Coordinators, QAC.

Evidence: Monitoring reports; review schedules; feedback loop documentation.

ESG 1.10 – Cyclical External Quality Assurance

EIMF Action: EIMF fully complies with CYQAA external evaluations. Additionally, an independent external academic conducts an annual review of EIMF's QA framework, providing further oversight.

Responsible Body: QAC and Advisory Council.

Evidence: CYQAA reports; annual external reviewer reports; follow-up action plans.