



The Student Life Cycle

Induction, Welfare & Support, Progression, Certification, Graduation and Beyond

Policy and Procedure



Document Overview

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Continuous Improvement

Policies, procedures and processes are meant to be 'living' documents that need to be followed, implemented and maintained. If the procedure does not reflect the current, correct work practice please contact us on quality@knights.edu.mt

1. The Student Life Cycle Policy and Procedure

1.1 Scope and Applicability

This policy outlines the student life cycle at Knights (KNIGHTS) from admission, induction, student welfare and support, progression, certification, to graduation and beyond. It applies to all enrolled students, as well as academic and administrative staff and KNIGHTS approved learning centres/Sites of Learning involved in the student journey, and includes relevant external stakeholders.

1.2 Purpose

The purpose of this policy is to ensure that all students at KNIGHTS receive comprehensive support throughout their academic journey, from the initial induction to the completion of their studies and beyond. This policy is designed to foster an inclusive, supportive, and engaging learning environment. It aims to:

- Welcome and integrate new students into the KNIGHTS community.
- Facilitate academic success through continuous support and intervention.
- Promote a student-centred learning environment.
- Ensure accessibility and inclusivity in all aspects of student life.
- Prepare students for successful graduation and career advancement.

1.3 Policy Guiding Principles

The Student Life Cycle Policy at KNIGHTS is underpinned by the following guiding principles:

- **Student-Centred Approach:** All decisions and processes are designed with the student's best interests at heart, ensuring that their needs, aspirations, and well-being are central to the educational experience;
- **Inclusivity and Equity:** KNIGHTS is committed to providing an inclusive environment where all students, regardless of background or ability, have equal access to opportunities and support;
- **Continuous Improvement:** We strive for excellence in all aspects of the student journey by regularly reviewing and refining our processes based on feedback and best practices;
- **Transparency and Accountability:** KNIGHTS upholds transparency in all communications and procedures, ensuring that students are fully informed and that we remain accountable to our students and stakeholders;
- **Collaboration and Community:** We foster a strong sense of community within KNIGHTS, encouraging collaboration among students, staff, and stakeholders to enhance the learning experience and support network;
- **Lifelong Learning:** We are dedicated to nurturing a culture of lifelong learning, where students are encouraged to continue their personal and professional

2. Admissions and Enrolment

The admission and enrolment process at KNIGHTS is designed to be transparent, inclusive, and aligned with our commitment to academic excellence. All prospective students are guided through a comprehensive and fair selection process, ensuring that they meet the necessary criteria to thrive in their chosen programme. For detailed information on the procedures, requirements, and steps involved, please refer to the **KNIGHTS Admissions and Enrolment Policy and Procedure**.

3. Induction

3.1 Induction and Orientation

KNIGHTS is dedicated to providing a thorough induction and orientation programme to help students acclimate to their new academic environment. The induction aims to welcome students into the KNIGHTS community, introduce them to their peers, and equip them with essential knowledge and understanding necessary for successfully completing their studies. During the induction, students are also informed about the requirement to select a student representative. Refer to policy?

3.1.1 Responsibilities and process

Responsibilities of the **School Principal**:

- To deliver induction sessions for MQF Level 7 and Level 8 students.
- Provide a comprehensive introduction to KNIGHTS, highlighting the resources, support mechanisms, and services available for students' educational journey.
- Clearly communicate assessment methods, grading criteria, and feedback processes.
- Highlight KNIGHTS's programme regulations and policies, particularly the strict zero-

tolerance stance on plagiarism and the Code of Conduct.

- Inform students about their rights and responsibilities, including the benefits of becoming a student representative, and facilitate the process.

Responsibilities of the **Academic Affairs team:**

- To deliver induction sessions for MQF Level 6 and below.
- Provide a comprehensive introduction to KNIGHTS, highlighting the resources, support mechanisms, and services available for students' educational journey.
- Clearly communicate assessment methods, grading criteria, and feedback processes.
- Highlight KNIGHTS's programme regulations and policies, particularly the strict zero-tolerance stance on plagiarism and the Code of Conduct.
- Inform students about their rights and responsibilities, including the benefits of becoming a student representative, and facilitate the nomination process.

Responsibilities of the **Admissions and Student Affairs team:**

- Send an email reminder to students two weeks prior to the induction, outlining what to expect during the session.
- Ensure that the student induction pack is set up at each seating place before the induction session begins.
- Collect signed induction forms at the end of the session and file them for audit trail purposes.
- Inform students about the requirement to elect Student Representative, hand out job description of the role to the interested student, encourage the cohort to create a WhatsApp group to discuss the matter and elect the Representative they deem to be suitable for the role. More than one student can be approved for the role of Student Representative.

Responsibilities of the **Systems Administrator:**

- To ensure that all enrolled students receive KNIGHTS email and online library access.
- To instruct students on accessing the Learning Management System (LMS) and their KNIGHTS email accounts.
- A further session will be scheduled prior to the commencement of the course where students will be introduced to the LMS in more depth, including how to access the online library and how to make use of the plagiarism checker.

Responsibilities of the **Student**:

- Sign the induction form outlining the programme of studies, start and end dates, receipt of a student card, and any KNIGHTS merchandise received.
- Elect the Student Representative/s and inform Admissions and Admissions and Student Affairs team about the elected student no later than 3 weeks from the date of induction.
- Network with peers to collectively decide who would be the best person to act as a liaison between the group and the school.

3.2 Student Representation and Student Council

At KNIGHTS we value Student Satisfaction and Quality above everything else and the role of the student representative will be to act as a liaison between classmates, tutors and the KNIGHTS team, any changes or concerns are brought to the attention of KNIGHTS team in a timely manner. Student representatives will also focus on helping the team to organise extra- curricular activities, from summer events to Graduation Ceremonies.

The role of the Student Representative at KNIGHTS is crucial for ensuring that the student body's voice is heard and that students actively participate in the continuous improvement of their educational experience. This role involves not only representing student interests but also contributing to the institution's adherence to the quality standards set by the MFHEA.

3.2.1 Responsibilities and Process

The Student Council is composed of a Student Representative from each intake, the Admissions and Student Affairs team, and the Academic Affairs team. The council meets on a quarterly basis to discuss and address issues related to the student body and to enhance the overall student experience at KNIGHTS.

Responsibilities of the **Student Representative**:

- Accept responsibility for Student Representative by signing the job description.
- Act as the primary liaison between students and the KNIGHTS administration and

faculty, ensuring that student concerns, feedback, and suggestions are effectively communicated and addressed.

- Serve on the Student Council and participate in key meetings with KNIGHTS Academic Affairs and Admissions and Student Affairs team members, contributing to discussions that impact the student body and the overall quality of the learning environment.
- Collaborate with KNIGHTS to ensure that student perspectives are included in quality assurance processes. This includes contributing to discussions on the design, monitoring, and review of programmes, and participating in external and internal reviews as required.
- Work with the KNIGHTS team to suggest and plan events that enhance student engagement, community building, and corporate social responsibility (CSR) activities, such as fundraising initiatives.
- Promote inclusivity and equity within the student community by ensuring that diverse voices are represented and advocating for accessibility in all aspects of student life.
- Facilitate regular feedback from the student body to the Admissions and Student Affairs team through various channels, including student feedback questionnaires, focus groups, and Student Council meetings. Ensure that this feedback is used to make timely and relevant improvements.
- Upon completing your programme, transition into the KNIGHTS Alumni Network to help maintain and grow the network, contributing to the continuous improvement and reputation of the institution.

Advantages of the Role

- ✓ Gain valuable leadership experience by actively participating in decision-making processes that affect the entire student body.
- ✓ Improve communication, teamwork, and organisational skills, and gain experience in public speaking and event planning.
- ✓ Build connections with internal stakeholders and external partners, enhancing your professional network and future career opportunities.
- ✓ Play a key role in driving positive changes within the institution and contribute to the development of a high-quality educational environment.

Recognition and Rewards

As a Student Representative, you will receive the following recognitions and rewards for your contributions:

- ✓ Complimentary tickets for two family members to attend your graduation ceremony;
- ✓ Free access to all KNIGHTS-organised activities and conferences;
- ✓ A letter of recognition from the KNIGHTS Chancellor for your service as a Student Council member;
- ✓ An official Student Council Member Certificate of Recognition, presented to you during your final graduation ceremony;
- ✓ Acknowledgment on your academic transcript, noting your role as a Student Representative

Student Council

The Student Council is composed of a Student Representative from each intake, the Student Affairs Executive, and the Academic Affairs Manager. The council meets on a quarterly basis to discuss and address issues related to the student body and to enhance the overall student experience at KNIGHTS.

Responsibilities of the **Student Council**:

- **Student Advocacy:** Represent the interests and concerns of the student body, ensuring that student voices are heard in institutional decision-making processes.
- **Feedback Collection:** Gather and review feedback from students across all intakes regarding their academic and social experiences, and use this information to suggest improvements to the KNIGHTS administration.
- **Policy Consultation:** Participate in consultations on new or revised KNIGHTS policies, ensuring that they reflect the needs and perspectives of students.
- **Event Planning:** Assist in organising and promoting events and activities that foster community, inclusivity, and engagement among students, faculty, and staff.
- **Quality Assurance Involvement:** Contribute to the continuous improvement of academic programmes by providing input during programme reviews and evaluations, ensuring that the quality of education meets student expectations.
- **Communication:** Maintain open and regular communication with the student body, providing updates on council activities and decisions, and ensuring transparency in council operations.

- **Support for Student Representatives:** Provide guidance and support to Student Representatives in their roles, ensuring they have the necessary resources and training to effectively represent their peers.
- **Initiative Development:** Propose and develop initiatives that enhance student life at KNIGHTS, such as student-led projects, community service activities, or new student support services.
- **Conflict Resolution:** Assist in mediating conflicts or concerns raised by students, working collaboratively with the Admissions and Admissions and Student Affairs team and Academic Affairs team to find solutions.

Responsibilities of the **Academic Affairs team:**

- Coordinate a brief initial meeting with the assigned student representatives to discuss their duties and responsibilities and provide them with a job description that should be signed and filed on SharePoint.
- Take Student Council Meeting minutes and forward to the Student Support Executive for distribution.
- To present student feedback reports and updates from the Student Council meetings to the Quality Committee which is held on a monthly basis.

Responsibilities of the **Admissions and Student Affairs team:**

- Coordinate quarterly Student Council meetings with the student representatives to gather feedback on all running cohorts through the student representative.
- Distribute Student Council meeting minutes to the Student Representatives, School Principal and the Director of Quality.

3.2.2 Process for Withdrawing from the Student Representative Role:

1. If students want to step down from the role as a Student Representative, student to send an email to the Admissions and Student Affairs team on studentsupport@Knights.edu.mt explaining reasons and desired date of resignation.
2. The Admissions and Admissions and Student Affairs team will acknowledge the request and may have a brief discussion with the student to better understand decision and to make sure everything is clear.
3. To ensure a smooth transition, the Student Representative will co-ordinate a transparent and non-discriminatory re-election process via the intake's WhatsApp.
4. Once the new Student Representative is elected, the previous Student Representative will inform the Admissions and Admissions and Student Affairs team accordingly. The Admissions and Student Affairs team will send a confirmation email, and withdrawal will be officially noted.
5. The Academic Affairs team will co-ordinate a meeting with the previous Student Representative and the newly elected student representative to ensure a smooth handover.
6. The Academic Affairs team Admissions and Student Affairs team will let students and the KNIGHTS team know about the change.

4. Student Welfare, Feedback and Support

4.1 Our Student Support Promise

Aligned with our **KNIGHTS Ethos**, we are committed to nurturing a supportive, inclusive, and empowering environment where every student can thrive. We believe that student success is not only measured by academic achievements but also by personal growth, wellbeing, and the sense of community cultivated during your time with us.

Our commitment to you includes:

- **Holistic Support:** We offer a comprehensive range of services designed to support your academic journey, mental and physical well-being, and professional development. Whether you need academic advice, personal counselling, or career guidance, our dedicated Student Support team is here to assist you every step of the way.
- **Accessibility and Inclusivity:** We ensure that all students, regardless of background or ability, have access to the resources, opportunities, and support needed to succeed. We actively work to remove barriers and foster an inclusive community where diversity is celebrated.
- **Proactive Engagement:** We encourage open communication and proactively seek your feedback to continuously improve the support we provide. Your voice matters, and we are committed to making your experience at KNIGHTS both rewarding and fulfilling.
- **Empowerment and Growth:** Beyond academic success, we aim to empower you to grow as an individual, develop leadership skills, and prepare for a successful future. Through our various support services, student-led initiatives, and community activities, we strive to create an environment where you can excel both inside and outside the classroom.

At KNIGHTS, our students wellbeing is our priority. Together, we will create a vibrant and supportive community that inspires our students to reach their full potential. Students who may encounter difficulties, can speak to our Admissions and Admissions and Student Affairs team by calling 7710 7392 anytime between 0800hrs–1600hrs from Monday to Friday or by sending an email to studentsupport@Knights.edu.mt.

Students who may feel uncomfortable speaking to the Admissions and Student Affairs team directly, may refer their issue to their student representative who can then bring this to the attention of school staff while maintaining student anonymity.

KNIGHTS provides holistic student support services to address the diverse needs of all KNIGHTS students, including:

4.2 Identification of Specific Needs and Academic Support

KNIGHTS is committed to supporting students with special learning needs. We encourage students with such needs to declare them during the application process, thus enabling our student support and academic team to provide appropriate support required.

In such cases our student support and thereafter the academic team maintain a closer rapport with these students to ensure that their educational experience is accessible and fulfilling. This process is central to our commitment to cater to the diverse needs of our student community, ensuring every student has the necessary support to thrive in their academic pursuits.

In addition, all KNIGHTS students receive support for academic skills development, such as academic writing workshops, and access to academic advisors. To ensure academic integrity, a dedicated session on correct referencing is scheduled before the first tutorial to assist students with assignment preparation.

For specific requests you can speak to our Academic Affairs team by calling 7710 7392 anytime between 0800hrs–1600hrs from Monday to Friday or by sending an email to studentsupport@Knights.edu.mt.

4.3 Students' Voice

KNIGHTS upholds the highest standards of integrity and accountability in all its activities, ensuring that information is transparent and easily accessible to students, as guided by MFHEA's Quality Standard 4 (Integrity, accountability, and information management).

Students are encouraged to participate in governance and decision-making processes, ensuring their voices are heard and considered. KNIGHTS values student feedback and actively seeks it to enhance our student's learning experience. This feedback is used to make timely and relevant improvements, ensuring that the KNIGHTS remains responsive to student needs.

Students can also voice any grievances and appeals through the grievances and appeals process. See the **Grievances and Appeals policy and procedure**.

4.4 Responsibilities and Process – Student Feedback and Support

4.4.1 Student Feedback

We strongly believe that students contribute to improving the quality of KNIGHTS by providing meaningful feedback on all aspects of their learning journey.

KNIGHTS offers several channels for student feedback, ensuring that students have multiple ways to share their experiences and suggestions. These include:

- Student feedback questionnaires distributed at the end of each module and at the end of the programme via the Learning Management System (LMS).
- Student Council meetings, where representatives can voice concerns on behalf of their peers.
- Direct communication with tutors, the Student Affairs team, or the Academic team.
- Participation in relevant KNIGHTS committee or board meetings.
- Speaking directly with the School Principal for more pressing or specific concerns.

Feedback will be treated with utmost confidentiality and will only be discussed during the Academic Board meeting and the Quality and Compliance meeting.

4.4.2 Responsibilities

Responsibilities of the **Admissions and Student Affairs Team:**

- To review all student feedback and action or escalate as required.
- Log complaints and other non-academic actions taken from student feedback on the feedback and actions log.

Responsibilities of the **Academic Affairs team:**

- Log academic complaints and other academic related actions taken from student feedback on the feedback and actions log.
- To present a student feedback report and any actions taken to the Academic Affairs Board on a monthly basis.

- To present a student feedback report and any actions taken to the Quality and Compliance board on a quarterly basis.

Responsibilities of the **Systems Administrator:**

- To ensure the feedback questionnaires are set-up and working on the learning management system.
- To export student feedback from the LMS into a spreadsheet on SharePoint.
- To compile respective student feedback reports for the Admissions and Student Affairs, Academic Affairs team and the Quality Assurance Board.

4.4.4 Identification of Specific Needs-Academic Support

Our Student Recruitment team reviews each application, paying particular attention to students who have indicated a disability or the need for additional support. In such cases the Student Recruitment team will flag this to the Admissions and Admissions and Student Affairs team . The Admissions and Admissions and Student Affairs team or Academic Affairs team will reach out to these students to identify and understand their specific requirements.

4.4.5 Responsibilities

Responsibilities of the **Student Recruitment Team:**

- To highlight to the Admissions and Student Affairs team if a student has any disabilities or made any special learning requests on the booking form.

Responsibilities of the **Admissions and Student Affairs team:**

- To review special requests or learning disabilities highlighted by the Student Recruitment team and co-ordinate a call to establish the students' needs and requirements. At this point the Admissions and Student Affairs team will rope in Academic Affairs team for any academic assistance required.
- To keep a log of students with disabilities or special learning requests. This information is required for NSO or MFHEA questionnaires. GDPR is 100% respected and at no time is the students personal information provided.

Responsibilities of the **Academic Affairs team**:

- The Academic Affairs team is responsible to follow up on any academic requests highlighted by the Admissions and Student Affairs team .
- To co-ordinate a meeting to develop a personalised support plan together with the student.

4.5 Learning Resources and Facilities

4.5.1 Learning Resources and IT

Learning resources are a critical component of the educational environment, ensuring that students have access to the tools and materials necessary to support their academic journey. At KNIGHTS, we are committed to providing a variety of resources that cater to both traditional and digital learning preferences, ensuring that every student has the opportunity to succeed.

Learning Management System

The Learning Management System (LMS) at KNIGHTS is integral to the Student Life Cycle, providing a seamless digital environment that supports students from enrolment through to graduation. The LMS policy aligns with the Student Life Cycle Policy by ensuring that students have consistent access to essential resources, course materials, and support services throughout their academic journey. This linkage reinforces KNIGHTS's commitment to delivering a cohesive and student-centred educational experience, where technology enhances learning and supports the institution's academic and administrative processes.

Further information can be found in the **Learning Management System (LMS) Policy and Procedure**.

IT Services

As a student, you have access to IT support and services. Our IT services include:

- free Wi-Fi on campus;
- access to our learning management system;
- access to online library;
- access to plagiarism software through the LMS;
- computers with internet access on campus;
- access to printers, scanners and a photocopiers (at an additional fee);
- access to an online library.

With regards to IT support students' can contact our Admissions and Admissions and Student Affairs team by calling 7710 7392 anytime between 0800hrs–1600hrs from Monday to Friday or by sending an email to studentsupport@Knights.edu.mt.

Library

Our onsite library offers a quiet space for study and research, where students can access a range of books at their convenience during KNIGHTS opening hours. Books available on site can be accessed at will but are not taken on loan out of the office.

Our online library is accessible remotely anytime and provides students' with extensive digital resources, including books, journals, and articles.

Students enrolled on our MBA or BSc programmes validated by Coventry University also have access to Coventry University resources and online libraries.

Course Material

Each student can access course material through their account on the online learning platform. Students will have access to LMS and course material for the duration of the course. Once the student has completed the course, students will no longer have access to the student portal, course material, assignments submitted, or any other material related to the course. Further information can be found in the **Learning Management System (LMS) Policy and Procedure**.

Recording of Lectures

To ensure equitable access to learning and support students who may be unable to attend scheduled lectures due to illness or other extenuating circumstances, KNIGHTS records all lectures. These recordings are made available to students via our online learning platform within 2 working days after the live session.

The primary purpose of recording lectures is to provide a supplementary resource that allows students to revisit and review the material presented during class. It is important to note that these recordings are not intended to replace regular attendance but to support learning continuity in unforeseen situations.

Access and Usage:

- Recorded lectures will be accessible only to students enrolled in the specific module or course and can be accessed via the learning management system.
- Students are encouraged to use these recordings responsibly, ensuring they remain a supplement to active participation in live sessions.
- Recordings are available for the duration of the academic term and may be reviewed by the lecturer or programme leader to ensure they are up to date and reflect any necessary changes to the course content.

Privacy and Consent:

- The recording of lectures will adhere to the KNIGHTS **Data Privacy and Information Management Policy**, ensuring that personal data is protected. Student's consent is provided on the online booking form.
- Participation in recorded sessions indicates consent to be recorded. Students who have concerns about being recorded should discuss this with the Admissions and Student Affairs team.

Academic Integrity:

Students are reminded that the use of recorded lectures should align with KNIGHTS's academic integrity policy. Recordings are intended for personal academic use only and should not be distributed or shared externally without explicit permission.

By providing access to recorded lectures, we aim to foster an inclusive learning environment that accommodates the diverse needs of our student body, ensuring that all students have the opportunity to succeed in their studies, regardless of circumstances.

4.5.2 Facilities

The KNIGHTS campus ecosystem includes access to a variety of facilities including a gym, a 700 space car park and numerous dining options whether you need a quick snack, a hearty lunch or a place to unwind with friends after a productive lecture.

Upon presentation of student card, KNIGHTS students can avail themselves from a **10% discount** at all food & beverage outlets and the gym.

Everyone has their own way of studying. At KNIGHTS, you can choose from a range of different study spaces, helping you find the environment that suits you best. Whether you prefer the vibrant energy of our indoor spaces or the serenity of our outdoor areas, KNIGHTS offers the perfect environment to learn, create, collaborate and think creatively.

KNIGHTS ensures that its facilities and learning resources are accessible to all students, including those with physical disabilities or special needs.

Our Classrooms

Each classroom is equipped with the latest hybrid learning technology, featuring modern casting systems that enable both students and tutors to wirelessly connect their devices to Interactive Whiteboards or Television systems. This setup offers flexibility for sharing course content and delivering presentations.

Every room includes a dedicated network access point, ensuring seamless connectivity. Additionally, all classrooms and facilities, including lift access and toilets, are fully wheelchair accessible, accommodating the needs of individuals with mobility challenges.

Food & Beverage

You are spoilt for choice. **The Brewhouse** houses several dining outlets including The Cisk Tap, Kettles Café – Bistro – Bar, Vecchia Napoli and the Chapels Gastrobrewpub.

Complimentary tea, coffee and water is available to all of our students whilst they are on campus. A vending machine with snacks can be found in the reception area.

Truxton Fitness Centre

Truxton Fitness Centre featuring the latest state of the art fitness equipment and dedicated training zones. Whether you prefer to train on your own, need extra motivation, join a class or simply love Functional training, we've got your training needs covered.

4.6 Community, Health and Wellbeing

KNIGHTS promotes a sense of community and wellbeing by supporting student-led initiatives and providing resources for extracurricular engagement. This creates a supportive and inclusive environment for all students. Information on health and wellbeing services, career advice, and personal development opportunities are available to students.

4.6.1 Career Advice and Planning

Students are encouraged to contact Admissions and Admissions and Student Affairs team to assist them with career advice and planning. Admissions and Admissions and Student Affairs team will liaise with School Principal to guide student accordingly.

4.6.2 Mental Health and Wellbeing Services

At KNIGHTS, we are committed to supporting the mental health and wellbeing of our students. For guidance students to contact our Admissions and Admissions and Student Affairs team by calling 7710 7392 anytime between 0800hrs–1600hrs from Monday to Friday or by sending an email to studentsupport@Knights.edu.mt.

We understand that some students may prefer to seek assistance independently. Below, we have listed several service providers that one can contact.

Kellimni.com

The Kellimni.com service is anonymous, confidential and available free of charge. Kellimni.com wishes that all individuals are safe, respected, dignified, feel well and realise their goals and potential. The professionally trained Kellimni.com operational team is here to support you in your journey towards achieving these. Contact 24/7 online here: <https://kellimni.com/>

1579 Mental Health Helpline

The 1579 Mental Health Helpline is a 24hr national telephone helpline, providing immediate and free emotional support, advice and practical guidance for anyone in need. A number of Psychology Professionals, all working within Mental Health Services have undergone training geared towards preparing them to man the Helpline. They work on shifts in order to keep the service going on a 24/7 basis.

Richmond Foundation Psychological Support Services Centre

Website: <https://www.richmond.org.mt/>

Call: +356 21 669150 or +356 20 959600

4.6.3 Free Childcare

We know how busy parents are, and we want to make your life a little easier. That's why we are pleased to offer childcare service that is completely free to KNIGHTS students. We understand the challenges of balancing education and parenthood, and we believe nothing should stand in the way of student's dreams. With this initiative, students can attend lectures and concentrate on their studies, knowing that their children are in safe and caring hands.

The childcare centre will be solely responsible for wellbeing of the children in their care, since they are licenced to do so. KNIGHTS will facilitate contact between parents and childcare centre. KNIGHTS will take on the financial responsibility of the services provided. Students who are interested in this service will need to inform KNIGHTS during the induction process. Separate meeting will be held between interested student and childcare centre.

Located at Trident Park, just a few metres away from our campus, the childcare centre will cater to



children aged between 0 and 9 years old.

4.6.4 Financial Advice and Planning

The Academic Affairs team will organise financial advice and planning sessions for students on annual basis, separate sessions will be held for students depending on the programme of study.

5. Assessment

Assessment is a critical component of the learning experience at KNIGHTS. The Assessment and Internal Verification Policy ensures that all assessments are conducted with integrity, fairness, and transparency, reflecting KNIGHTS's commitment to upholding high academic standards. This policy provides clear guidelines on assessment practices, feedback mechanisms, and opportunities for academic development. By embedding rigorous assessment processes KNIGHTS fosters an environment where students can achieve their full potential in a fair and supportive setting.

Detailed information can be found in the **Assessment and Internal Verification Policy and Procedure**.

Other related policies are:

- Assessment of Dissertations
- Grievances and Appeals Policy and Procedures
- Programme and Academic Regulations Policy and Procedures
- Code of Academic Integrity
- Recognising and Avoiding Plagiarism Policy and Procedure
- Research Ethics Policy

6. Monitoring and Progression

6.1 Continuing Students

Students' academic performance is evaluated at the end of each module within their course of study to ensure they meet the necessary criteria to continue to the next module. To be considered for continuation, students must fulfil the academic requirements specific to their programme. This includes:

1. Obtaining a minimum grade of 50% (with the exception of certain programmes where the pass mark may differ).
2. Meeting the minimum attendance of 80% of their sessions

To support students in achieving satisfactory performance, KNIGHTS outlines clear expectations, module learning outcomes and assessment requirements through the unit specification sheet and assessment brief ensuring that students are fully aware of the standards they need to meet. The KNIGHTS grading rubric is also shared with the students to ensure transparency of the assessment process.

Students are expected to make earnest efforts to achieve passing grades and are encouraged to engage actively with the academic support services provided by the KNIGHTS.

6.2 Monitoring of Students

Students who are at risk of not meeting the performance standards, at risk of dropping out or who have failed to meet performance standards are identified at the end of every module by the Academic Affairs team, and appropriate support and communication are provided to help the student improve and succeed. This includes:

- One-to-one assistance to ensure students are meeting their academic goals.
- Intervention strategies for students who are at risk of failing or dropping out.
- Opportunities for feedback on the programme, facilities and student support services.
- Collection and analysis of student feedback to enhance programme, facilities, student support services and the student journey.

6.3 Progressing Students

Students who have successfully completed a programme at KNIGHTS and have chosen to continue their education with us by enrolling in a higher-level programme must follow the admissions and enrolment process.

6.4 Continuation of Study within the same programme

Students who have successfully completed the required assessments within their current programme will be eligible to continue their studies in subsequent stages or modules. The continuation is contingent upon meeting the progression criteria outlined by KNIGHTS. Academic advising and guidance will be provided to ensure that students are aware of their responsibilities and the necessary steps to maintain their enrolment. KNIGHTS Faculty and the Academic Affairs team may also offer additional support services to assist students in managing their academic workload and achieving success in their studies.

6.4.1 Conditions

- In situations where a student does not achieve the minimum passing grade for a module, they will be deemed to have failed that module. However, the student will be granted the opportunity to resubmit the assignment for that module, but this opportunity is limited to two resubmissions only.
- In cases where core modules are essential for a student's progression within their programme, the student may be required to repeat the failed module(s) to successfully complete their studies. The School Principal has the discretion to impose specific conditions on the student, tailored to the nature of the module's delivery and assessment methods.
- The student must re-enrol in the module that is to be repeated, with all conditions formally agreed upon and documented by the student, the School Principal, and the Academic Affairs Manager.
- It is important to note that KNIGHTS does not guarantee that any of the modules offered during a particular cohort period will be available in future programmes.

Failure to comply with these conditions may result in the student being prevented from progressing further in their studies.

6.5 Progression to a higher MQF/EQF Level programme

Students who wish to advance their studies to a higher MQF/EQF level programme must meet the entry requirements for the new programme. This progression typically follows the successful completion of a lower-level qualification.

The KNIGHTS admissions team will guide students through the process, ensuring that all prerequisites are met and that students understand the expectations and demands of the higher-level programme. The Academic Affairs team will be available to assist with the transition, including academic advising and orientation sessions tailored to the needs of progressing students. The KNIGHTS **Admissions and Enrolment policy** applies to those students who would like to progress from a lower level programme to a higher level programme.

6.6 Inactive Students

Students who fail to engage with their programme for an extended period (typically 3 months) without formal communication with the institution will be classified as inactive. Further information can be found in the **Programme and Academic Regulations Policy and Procedures**.

7. Completion and Certification

KNIGHTS, the completion and certification process represents the culmination of a student's academic journey. This phase ensures that all academic achievements are duly recognised and that graduates are awarded certifications that accurately reflect their qualifications. The process is designed to maintain the integrity and transparency of the certification awarded by KNIGHTS, ensuring that each title clearly identifies the qualification level, the number of credits earned, and the specific field of study. This rigorous approach guarantees that all graduates receive the documentation they are entitled to, in accordance with KNIGHTS's high standards of academic excellence.

7.1 Completion of Study

- Upon programme completion, the Academic Affairs team, in consultation with the Academic Affairs Committee, reviews the eligible graduates list ensuring all institutional requirements have been met;
- Confirmation of completion is based upon meeting all academic requirements, including coursework, exams, and practical components. Students must also clear all financial obligations to be eligible for certification.

7.1.1 Confirmation of Completion of Study

- Once confirmed by the Academic Affairs Committee, eligible graduates are known as graduates;
- The Academic Affairs team provides a reason for those that don't meet institutional requirements and informs the Admissions and Student Affairs team accordingly;
- In cases of ineligibility to graduate, the Admissions and Student Affairs team prepares and sends an Unsuccessful Completion of Study letter to students and saves it in their personal file for audit trail purposes;
- In cases of eligibility to graduate, the Admissions and Student Affairs team prepares and sends an official Confirmation of Completion of Study letter to students and saves it in their personal file for audit trail purposes.

7.2 Certification Documents

Students receive the following documentation:

7.2.1 Official Certificate

As per latest requirements issued by the Malta Further and Higher Education Authority, certificates must include the following information:

- Official programme Title as approved by MFHEA;
- Name and Surname of Candidate as per passport/ local identification;
- Licence number and category as assigned by MFHEA ;
- MQF/EQF Level;
- Number of ECTS Credits;
- Day/month/year when the certificate is issued;

- Duration for the completion of the programme (days, weeks, months, or years);
- A clear indication that the programme has been accredited by MFHEA. Each certificate must quote the following:
“The Malta Further and Higher Education Authority (MFHEA) deems this certificate to be at Level “X” (“X” ECTS) of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning”;
- Logo of the awarding body is to be included on the certificate;
- Dates: Start and End Dates of Study
- Signature of the Head of Institution; and a secondary signatory such as the School Principal/Vice-Chancellor or the Director of Quality and Compliance;
- Unique identification number;
- Other Collaborating Institutions as applicable.

Students receive an exit certificate for each exit of the programme of study and a final certificate on completion of the study programme.

It is the responsibility of the Admissions and Student Affairs team to scan all issued certificates and re-issued certificates and save them in the students’ folder.

7.2.2 Europass Diploma Supplement (Transcript)

Students receive an official transcript at the end of the programme of studies together with the certificate of completion. As of January 2025, transcripts will be based on Europass Diploma Supplements. The Diploma Supplement/Transcripts shall provide information on the students’ personal achievements, including:

- the type and level of qualification awarded;
- the institution that issued the qualification;
- the content of the course and results gained;
- details of the national education system.

7.2.3 Qualification Classifications

Classifications include distinctions between different levels of achievement, such as Pass, Merit, and Distinction. Certain awards such as an Award, Certificate or Diploma may be awarded without a classification. The classification is determined based on overall academic performance and adherence to specified criteria on the KNIGHTS grading rubric accessible to students on the LMS. KNIGHTS qualifications are classified according to the Malta Qualifications Framework (MQF) and are aligned with European standards.

MQF Level	Award Title	Classification
Level 4	Award	Pass/Fail
Level 5	Award	Pass/Fail
	Certificate	Pass/Fail
	Undergraduate Diploma	Pass/Fail
	Foundation Degree	Pass/Fail
Level 6	Award	Pass/Fail
	Bachelor's Degree	Distinction/ Merit/ Pass/Fail
Level 7	Award	Pass/Fail
	Certificate	Pass/Fail
	Postgraduate Diploma	Pass/Fail
	Master's Degree	Distinction/ Merit/ Pass/Fail
Level 8	Doctorate	Distinction/ Merit/ Pass/Fail

7.2.4 Re-issue of Certificates

- Submit a formal written request to the Admissions and Student Affairs team via email.
- Provide valid identification and any relevant documentation to verify the request.
- Pay the applicable re-issue fee.
- The re-issued certificate will include the original certification details (e.g., issue date, programme title, MQF level) and the date of re-issue.
- The re-issued certificate will be dispatched within a specified timeframe, typically within 30 working days from the submission of the request and payment of the fee.
- Students may collect the certificate in person or request delivery to a designated address at an additional fee.
- The Admissions and Student Affairs team is responsible for keeping a record of all certificates and replacement certificates issued.

7.2.5 Certification Annulment

A certificate may be annulled or withdrawn under circumstances such as administrative errors, academic misconduct, or discovery of falsified information.

The process for certification annulment includes the following steps:

- The Academic Affairs team will review any identified issues related to the awarding of a certificate.
- If the grounds for annulment are confirmed (e.g., misconduct, error in awarding, or breach of institutional regulations), a formal decision will be made by the Academic Affairs Committee.
- The student will be notified in writing of the intent to annul the certificate, including the reasons for the decision and any applicable evidence.
- The student will be given an opportunity to appeal the decision in accordance with the **Grievances and Appeals Policy and Procedure**.
- Upon final confirmation, the annulled certificate will be invalidated, and the student will be required to return the original document to KNIGHTS.
- The final decision will be documented on Learning Management System (LMS).
- The institution will notify relevant authorities (e.g., regulatory bodies, sponsors) about the annulment where necessary.

Note: Annulment may also result in further disciplinary actions depending on the severity of the case.

7.2.6 KNIGHTS Approved Learning Centres

All Certificates must be issued from the KNIGHTS Malta campus. Under no circumstances are KNIGHTS approved learning centres permitted to issue certificates on KNIGHTS's behalf.

8. Graduation and Beyond

8.1 Graduation

Graduation is the formal recognition of a student's successful completion of their academic programme. At KNIGHTS, we celebrate this significant milestone through an official graduation ceremony, marking the culmination of each student's hard work and dedication. The event serves as a moment of pride for graduates, their families, and the KNIGHTS community.

All students who have met the programme requirements, including academic, attendance, and financial obligations, are eligible to participate in the graduation ceremony. This is not only a time to reflect on academic achievements but also an opportunity for graduates to transition into their next phase, whether it be further education or advancing in their professional careers.

Graduates are presented with their certificates during the ceremony, and the event is designed to honour their journey at KNIGHTS, providing a memorable conclusion to their academic experience.

The annual graduation ceremony is typically held between the end of January and the beginning of February. The Admissions and Student Affairs team will oversee the communication of the following information at least two months prior to the date of the graduation:

- Date, Venue and Timings
- Instructions on how to book additional guests, toga rental and how to book photographs with the official photographer.

Students registered on KNIGHTS programmes validated by Coventry University also have the opportunity to attend a second graduation ceremony at Coventry University. Coventry University send full information regarding the Graduation to student's Coventry email address.

8.2 KNIGHTS Alumni

Upon graduation, students automatically become members of the KNIGHTS Alumni Network, a lifelong community that offers continued support, professional development opportunities, and networking connections. The KNIGHTS Alumni Network is designed to foster a sense of belonging, maintain strong ties with the institution, and provide graduates with opportunities to contribute to the ongoing improvement of KNIGHTS through quality reviews and feedback.

As a KNIGHTS alumnus, you will benefit from:

- Invitations to alumni events, conferences, and seminars, offering a platform to connect with fellow graduates, industry leaders, and potential employers.
- Alumni will receive updates on further education opportunities, certifications, and professional courses to continue their learning journey.
- Discounts on KNIGHTS courses and participation in institutional events, as well as access to exclusive alumni content and publications.

8.2.1 Contribution to Quality Review

Alumni are encouraged to participate in institutional quality review processes by providing feedback on programmes, services, and overall student experience. As alumni, you will have the opportunity to contribute valuable insights that help shape and improve the academic experience for current and future students.

The KNIGHTS Alumni Network aims to support graduates beyond the classroom, promoting continuous professional growth while actively engaging alumni in the ongoing development and enhancement of the institution.

9. Associated Policies

- KNIGHTS Ethos Policy
- KNIGHTS Code of Ethics
- Admissions and Enrolment Policy & Procedure
- Recognition of Prior Learning (RPL) Policy and Procedure
- Programme and Academic Regulations Policy and Procedure
- Recognising and Avoiding Plagiarism Policy and Procedure
- Assessment and Internal verification Procedure
- Assessment of Dissertations
- Research Ethics Policy
- Code of Academic Integrity Policy
- Interruption, Withdrawal and Exclusion from Studies
- Learning Management System (LMS) Policy and Procedure
- Grievances and Appeals Policy and Procedure
- Equality and Inclusivity Policy
- Student Rights and Code of Conduct Policy
- Malpractice and Maladministration Policy

Data Privacy and Information Management Policy