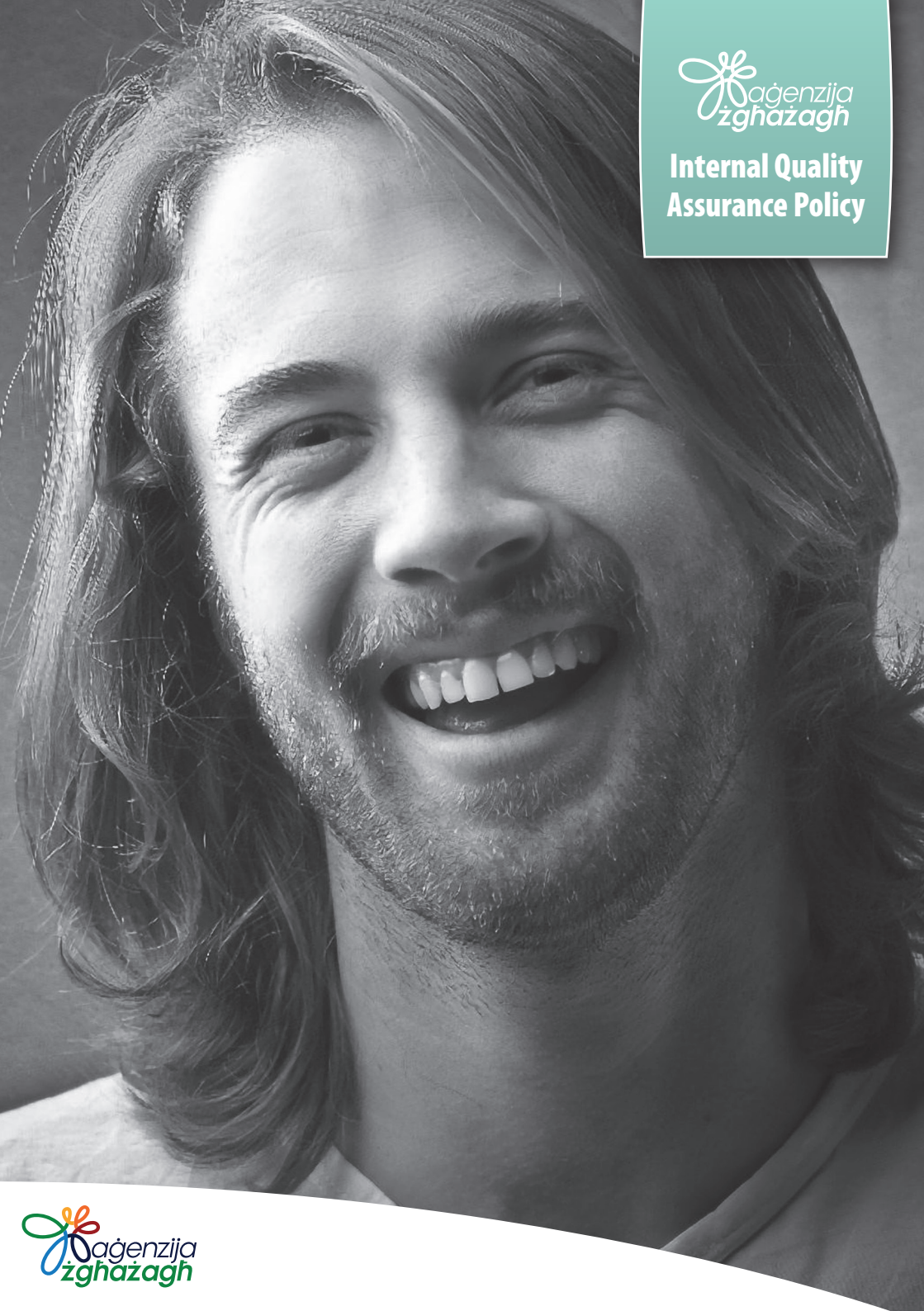




**Internal Quality  
Assurance Policy**





**Internal Quality Assurance  
Policy**



## POLICY STATEMENT

### Aim

Through its Internal Quality Assurance (IQA) policy and procedures, the agency strives to achieve excellence in the quality of its programmes and services to meet the external requirements of the Ministry, accreditation bodies on other stakeholders concerned.

### Scope

The IQA policy, its framework, and its procedures relate to any programme or service provided by the agency.

### Statement of Principles

Key concepts of IQA include ensuring standardisation for the programmes that take place, embrace inclusion, equality is promoted with young people and diversity is valued by all staff. The principles related to the IQA and processes are:

**Principle 1:** The framework and processes are dynamic and strive for continuous quality improvement.

**Principle 2:** The framework and processes build on and improve the current services and programmes.

**Principle 3:** The framework and processes are transparent and systematic.

**Principle 4:** The system and processes are subjected to regular review.

### IQA Activities

The Agency's IQA process involves measuring and improving programme and service delivery, stakeholder relationships and young people's satisfaction. The review process involves:

Quality Assurance – Programmes and Services Review and Evaluation Schedule

2 Year Schedule Plan

Name of Programme/Service	Year of Review	Date to be Reviewed	Date to be Completed

1. Self evaluation by respective unit of programme/service.
2. Peer review assessment of programmes and services which can include:
  - surveys and focus groups with young people and youth organisations
  - informal and formal discussions with staff, stakeholders and young people
  - direct observations

All of the above quality assurance processes are tools that provide important information about:

- quality of service delivery to young people and youth organisations
- areas in which improvements are required
- additional staff training requirements
- review of policy and procedures and gaps in systems and controls

Every 3 years Aġenzija Żgħażaġh reviews the Agency Performance Agreement with the Permanent Secretary and set the strategic directions of the organisation as per National Youth Policy. These strategic directions set the basis of the quality assurance reviews which consist of four phases:

- Unit self-assessment of services/programmes
- Peer Review of services/programmes
- Improvement work plan
- Evaluation of improvements made.

As part of its commitment to quality assurance Aġenzija Żgħażaġh has a systematic approach in place to review its programmes and services. Various programmes and services are reviewed and evaluated by staff as determined by the senior management team.

These processes are planned through the quality assurance programmes and services review and evaluation schedule (Appendix 1) and recorded through the quality assurance review and evaluation sheet (Appendix 2) and, the quality assurance improvement sheet (Appendix 3).

All documents relating to IQA activities will be held securely, in line with Data Protection and confidentiality requirements. Access will be granted to all relevant awarding organisations to any assessment documents and related materials.

## Appendix 2

### Quality Assurance – Programmes and Services Review and Evaluation

Name of Programme/Service	
Description	
Review Team	
Date	

Success (including evidence):

Improvement Needed:

Recommendations:

## Appendix 3

### Quality Assurance - Improvement Work Plan

Name of Programme/Service:	
Quality Improvement Team Members:	
Date:	

#### Plan

Improvement needed (Where are we now?):

Strategies (How will we get there?):

Indicators of Success:





**Aġenzija Żgħażaġh**  
St Joseph High Road  
St Venera SVR 1013, Malta  
Tel: 00356 2258 6700  
Email: [agenzia.zghazagh.gov.mt](mailto:agenzia.zghazagh.gov.mt)  
[youth.gov.mt](http://youth.gov.mt)