



DOMAIN GROUP

DOMAIN ACADEMY

ENGLISH DOMAIN

STUDENTS' MANUAL

This manual provides the students at Domain Group with a simple set of guidelines, regulations, procedures and systems throughout their learning experience at Domain Group, as well as other matters related to students' issues.



Students' Manual

VERSION V12102018A

Domain Group

FOREWORD

This Students' Manual is a collection of procedures, systems, regulations, guidelines and information targeted to students of Domain Group. Students are expected to read this manual very carefully and direct any enquiries to the staff concerned as directed in this same manual.

This manual is updated on a regular basis on a need basis and as such students should be on alert when new versions are issued. The latest version of this manual is always readily available on Domain Group's eLearning system.

Domain Group strives to give the best learning experience to all its students but students are expected to fully cooperate with all staff of Domain Group and to strictly adhere to all regulations and guidelines stipulated in this manual. All regulations are in the interest of the students alike and aimed at safeguarding the progress and well-being of all students whilst ensuring the best learning experience possible.

Domain Group is an equal opportunity employer and does not discriminate amongst students and staff based on gender, sexual orientation, religion, ethnicity, colour, etc. As such all students are expected to adopt the same non-discriminatory policies.

Extracurricular activities are organised by Domain Group and students are strongly urged to participate. Domain Group also organises philanthropic activities in line with its corporate social responsibilities. Again, students are strongly urged to participate in such activities.

We wish all students a very successful and pleasant learning experience at Domain Group.

Mr Eric Mangion
Academic Director (Domain Academy)

Ms Amanda Vassallo
Director of Studies (English Domain)

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DOMAIN GROUP

As life-long learning permeates each distinct sphere of our society, so the demands for educational institutions expand, grow and become increasingly more specialised. As the leading education specialists in Malta, Domain Group, provides specific programmes for all, ranging from basic introductory courses to qualifications of a post-graduate level.

Domain Group has evolved over the years and has now diversified into a number of area focused companies, each of which provides educational opportunities or related ancillary services, in a number of areas of education. At present the constituent parts of Domain Group include Domain Academy, English Domain, Computer Domain, and Domain Services.

Domain Academy

Domain Academy is an institute for further and higher education offering internationally recognised undergraduate and post-graduate courses in collaboration with a number of prestigious UK, UAE and European universities, including the University of Derby, the University of Hertfordshire, Edexcel (Pearson) and other institutions. Domain Academy is also the only private institute in Malta who is accredited to offer BTEC Edexcel programmes. Areas of academic study include: Accounting, Business and Finance, Health and Social Care, ICT and Computing, Hospitality, Sports, Career Guidance, and Education. Domain Academy offers flexible study options; these include full time and part time courses, distance learning or blended learning.



English Domain

English Domain is a language school which offers courses in general English for all ages and levels. We also provide training in specialised areas for adults and professionals including Business English, English for the Oil and Gas Industry, English for the Aviation Industry and English for the medical profession. English Domain also helps students wishing to sit for various exams such as Cambridge, IELTS and TOEFL exams necessary for University enrolment or future job prospects. Language training is also available for expats who are currently living in Malta and who want to learn both official languages of the country, English and Maltese. Students can join group sessions or more intensive one-to-one sessions. All English tutors are native speakers of the language. English Domain is accredited by both the ELT Council (English Language Teaching) and Federation of English Language Teaching Organisations Malta (FELTOM).



Domain Services

Domain Services, supports the educational sector by providing various services, products and solutions. These include e-learning solutions, eContent, interactive whiteboards, classroom management systems and school management systems. Domain Services is a fully accredited Pearson Vue and Prometric Testing Centre. As a testing centre it provides a wide range of international exams, mostly pertaining to the IT sector, including Adobe, Apple, Microsoft, Citrix and other exams from over a hundred international bodies or organisations.



The Student Experience

Like the Domain Group and the courses offered, our students are hugely diverse and each comes to us with different aims and targets in mind. We place a lot of importance on the learner; thus each course is flexible in order to mirror each individual's needs.

Our aim is to help students pave their way to success; we strive to broaden horizons for each student by providing exceptional levels of learning and maintaining a multi-cultural campus environment that encourages inclusivity and diversity.

All Domain Group courses are conducted by highly qualified and experienced members of staff within training facilities that are of excellent quality. Additionally, in order to create an environment conducive to learning, free WiFi is offered throughout the campus while simultaneously encouraging students to respect the environment by promoting an environment-friendly context.

Domain Group has a strong **student support services** ethos; our customer relationship staff makes sure that prospective students are given all the necessary information and are supported through the application and enrolment stage up until they become our students. In the case of foreign students who wish to join one of our programmes support is given in completing the application form, including any help required with obtaining a VISA.

We provide a meet and greet service for all students upon arrival. Once they start their course, individuals are provided with a local SIM card for ease of communication.

With regards to **accommodation** students have ample choice; they can either stay with a local host family, stay in a self-catering apartment or within various hotels. All accommodation is within easy reach of the Domain Group premises as public transport is available very close to campus.

Education is not just about the formal classroom element but is also made up of informal and non-formal type of **activities** where students are doing hands-on practical exercises or actively participating in leisure and fun activities. Domain Group organises many such activities for its students including cultural events such as theatre, visits to historical sites, sports events, festivals, film nights, beach parties, treasure hunts and much more.



Quality Assurance

Domain Group follows a stringent set of guidelines when it comes to Quality Assurance. Domain Group considers quality assurance to be a core component of its business model. Specific assurance procedures are implemented during the life cycle of our programmes to ensure the delivery of a superior and consistent product.

Quality Assurance monitors regularly the performance of students both academically but also from a behaviour and attitude perspective. Students are required to be punctual, attend every lesson, participate in all sessions and exercises and respect other students through adequate behaviour. In cases where such regulations are not adhered to disciplinary action is taken in order to make sure that all students remain on track and successfully complete the educational programme they are following.

Corporate Social Responsibility

We are strong believers in giving back to society and being part of the greater community, both through our philanthropic endeavours, as well as through the organisation of numerous seminars and activities for educators and the public at large.

We believe that knowledge shared is knowledge gained for all and so our seminars seek to create a platform and space where educators are given the opportunity to share their experiences and best practices, resulting in a pool of knowledge that will ultimately improve the students' learning experience within the local education system.

Collaboration

Collaboration is a central value to Domain Group and we actively seek to create partnerships with both local and international entities in order to share best practices and work on projects in conjunction with various partners.

Our belief is that 'Together we are Better and Stronger', and so we are in constant collaboration with students, academics, industry, stakeholders within the wider educational sector, as well as local and foreign partners. Our efforts to collaborate with anyone who can increase our value offering is of great benefit to students. We do not want to reinvent the wheel, rather, we work with other experts in the field to create quality programmes that students can follow with success.

CONTACT DETAILS

General Contact Details	Address:	Domain Building 102/104 Constitution Street Mosta MST 9055 MALTA
	Telephone:	+356 21 433 688, +356 27 433 688
	Fax:	+356 21 438 729
	Email:	info@domaingroup.com.mt
	Website:	www.domaingroup.com.mt
Registrar	Registrar Office	registrar@domaingroup.com.mt +356 21 433 688 ext. 216
Academic Matters	Academic Director Office (Domain Academy)	ad@domaingroup.com.mt +356 21 433 688 ext. 224
	Director of Studies Office (English Domain)	dos@domaingroup.com.mt +356 21 433 688 ext. 135
Administration Matters	Students' Welfare Office	swo@domaingroup.com.mt +356 21 433 688 ext. 221
Admissions & Enquires	Student Recruitment Office	sro@domaingroup.com.mt +356 21 433 688 ext. 214/215
Quality Assurance	QA Office	qa@domaingroup.com.mt +356 21 433 688 ext. 216
EU and Industry Relations Matters	EU and Industry Relations Office	john.sciberras@domaingroup.com.mt +356 21 433 688 ext. 224
Librarian	Library	librarian@domaingroup.com.mt +356 21 433 688 ext. 103

FACILITIES

Domain Group offers the following facilities to its students:

Free WiFi Internet Access

Students can freely access WiFi at the Institution premises by logging in with the following details:

- Username – DGGuest
- Password – Ask Students Welfare Office



Library

The Institute encourages the students to make the best use of their free time during school hours. For this reason a Library equipped with numerous PCs connected to the internet, books, magazines, reference research books, study areas, etc are available at any time during the official opening of the Library. When a student wants to revise some notes, work on an assignment or carry out some research work, the Library is the ideal place to be. The Library is to be solely used for study and research related activities. An extensive online library is available. Students who want to access the online library are requested to contact the Librarian. The library opening hours are:

Monday	1030hrs to 1900hrs
Tuesday	0830hrs to 1700hrs
Wednesday	1030hrs to 1900hrs
Thursday	1000hrs to 1830hrs
Friday	0830hrs to 1700hrs

Canteen

During their free time, students may also choose to recreate themselves in the canteen, which is equipped with food, cold and hot drinks machines, etc. The Canteen is found at Level 3. Students are expected to keep the canteen clean at all times.

Facilities for Students with Special Needs

The facilities which our institution provides for students with special needs include the use of an elevator as well as appropriate toilet facilities. Toilet facilities for people with special needs are found at Level 1 and 3.



IT Technical Support

Technical support is offered by the Group's IT Support Office for students and staff. Any technical issues encountered by students are to be reported to the Academic Director or Operations Department.

Online Portal

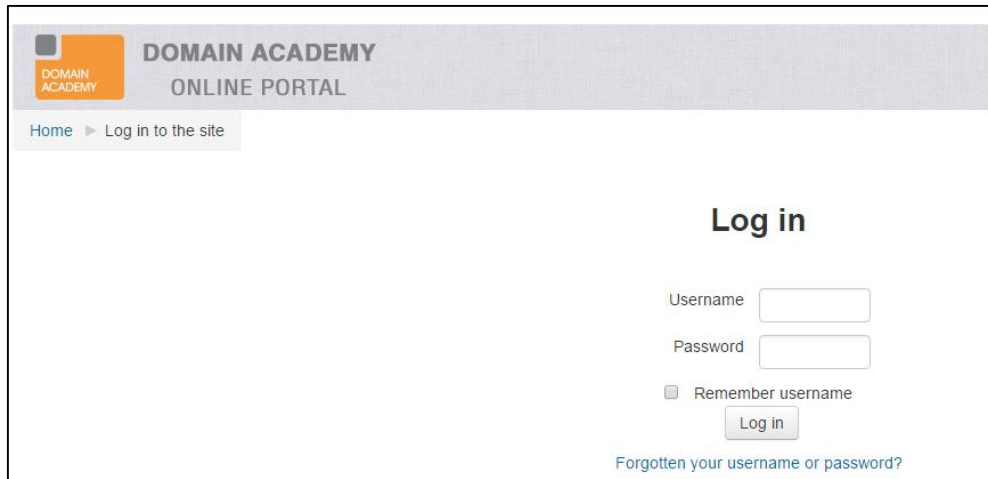
Domain Group makes use of the Moodle Online Portal <http://www.dgonline.com/>. Thanks to this online portal, study plans, resources, assignments and other relevant material, can be accessed online anytime anywhere by students.



To access Domain Group's Online Portal the following steps have to be taken:

- visit Domain Academy's website: www.domainacademy.edu.mt
- click on the 'Students Login' button

- enter username (given in the Acceptance Letter)
- enter password (given during the Induction Session)
- click on 'Log in'



The screenshot shows the login page of the Domain Academy Online Portal. At the top left is the Domain Academy logo. The header text reads "DOMAIN ACADEMY ONLINE PORTAL". Below the header is a breadcrumb trail: "Home > Log in to the site". The main heading is "Log in". There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Remember username". A "Log in" button is positioned below the checkbox. At the bottom of the form area, there is a link that says "Forgotten your username or password?".

If any problems are encountered with the Online Portal, queries are to be directed to the Academic Director's Office.

DIPLOMAS ASSIGNMENTS

The following section of the Students' Manual provides valuable information related to assignments.

This includes:

- How to Write a Good Assignment
- Grading Criteria for Diplomas
- Presentation of Assignments
- References
- False Citation
- Plagiarism
- Cheating
- Assignment Submission
- Late Submissions
- Assignment Extensions
- Penalties for Violation of Academic Standards
- Results

How to Write a Good Assignment

*The assignment questions should **always** be read carefully* and to make sure that they are clearly understood, before attempting to answer the question. This will help to ensure that all parts of the question are answered and that there is no straying away from the main subject.

It is important to provide **a well-structured answer**. This is done by listing down ideas roughly as they occur and then try to organize them by grouping ideas which relate to the same point together. This will help in structuring the answer logically and coherently.

Research is also a very important factor to consider, especially for home assignments. Students are expected to **use the note/slides provided** by the academic staff to aid them with their assignments, however they are also expected to conduct **further research** and to incorporate findings in their assignment answers. Researching information from well trusted sources not only helps to provide an original answer but it also helps the broadening of one's knowledge.

When answering questions for an assignment it is important to note the difference between **Assess, Discuss, Describe and Explain**.

- **Assess**
When a question requires the assessment of a situation, the value or importance of the subject have to be considered. In doing so it is important to pay due attention to positive, negative and disputable aspects, and citing the judgments of any known authorities. These can be accompanied by one's personal opinion.

- **Discuss**
When discussing a particular issue or subject for an assignment, the investigation or examination of the argument is required. One should examine key points and possible interpretations, sift and debate, and give reasons for and against. More importantly a conclusion must be drawn.
- **Describe**
When an assignment question requires the description of a particular idea or topic, it is important that to focus on mentioning and briefly explaining the main aspects of this idea or topic or the sequence in which a series of things happened.
- **Explain**
When an explanation of a particular topic in an assignment is needed, the student has to tell how things work or how they came to be the way they are. This may perhaps include the need to 'describe' and to 'analyse'.

At this point it is also important to note the degree of detail that is required by the answer. Generally this will be indicated with the words **briefly** or **in detail**.



When asked to describe/assess/discuss/explain **briefly** the student is only required to **mention the main points** about the subject without the need to go into elaborate detail or write an answer which is rather lengthy.

On the other hand, if the student is required to describe/assess/discuss/explain **in detail**, it is not only important to mention these **main points** but to **go into detail** about these points and make sure that these are communicated in as much detail and as clearly as possible. At this point it is also important to **include minor issues** about the subject.

Detailed answers tend to be rather lengthy, as long as the length of the answer is not specified; the number of pages or words which make up a detailed answer is at the student's discretion. However, it is advisable to **be moderate** in the amount of detail supplied in such answers. **Too much** detail may be **overwhelming** and the student may also end up going **out of point**, on the other hand, **too little** detail and the student may **leave out** some important issues or **not focus** enough on them thus **losing marks**.

Once that the assignment is completed it is important to **proof read** the work. This not only helps to eliminate any spelling and grammatical errors but it can also help the student to identify areas of improvement of the answer.

Grading Criteria for Diplomas

Assignments have the following grading criteria:

- **Pass**

The student has shown enough knowledge of the subject by completing correctly all Pass criteria as specified in the assignment.

- **Merit**

In order to achieve a merit the student must: (i) Identify and apply strategies to find appropriate solutions; (ii) Select / design and apply appropriate methods and techniques; and (iii) Present and communicate appropriate findings.

- **Distinction**

In order to achieve a distinction the student must: (i) Use critical reflection to evaluate own work and justify valid conclusions; (ii) Take responsibility for managing and organising activities; and (iii) Demonstrate convergent / lateral / creative thinking.

- **Not Submitted**

The student has not submitted his/her work on time or the assignment they have presented was deemed unacceptable.

- **Referred**

The student has failed to achieve some of the pass criteria.

All students have to attempt all the criteria. Only trying to get a pass will show lack of confidence.

IMP: Assignments which do not attempt at least all pass criteria will be marked as not submitted and referred.

(Assignment related questions have to be submitted to the Academic Staff at least 3 school days before the deadline. Academic Staff will not answer questions during weekends, public holidays and other scholastic holidays).

Presentation of Assignments

When writing an assignment it is not only important to complete all sections as specified by the assignment sheet but also to present the assignment in a neat, professional and legible manner. It is important that the assignments are handed as a hard copy unless a soft copy of the assignment is specifically



requested. Hard copies of the assignment will be accepted in black and white unless a colour version is specifically requested.

*Assignments have to be handed **only** in a flat file and NOT spiral bound file. Loose papers and individual page plastic folder files will not be accepted. The student has to make sure that when needed, the CD accompanying the assignment, is presented in a bound plastic or paper CD Sleeve.*

Each assignment should also include a front page and a table of contents.

The following is a list of guidelines which should be followed when presenting an assignment:

- Font Style : Arial, Calibri or Times New Roman
- Font Size : 12
- Paragraph Spacing : 1.5 Line Spacing
- Alignment : Left Alignment
- CD's must be presented in Plastic CD Sleeves which can be bound on the inner side of the back of the file.



The following information also needs to appear in the document's header and footer:

- Header
 - Unit Name and Number
 - Assignment Name
- Footer
 - Student Name and Surname
 - Page Number

The QA Office issues a cover sheet for every assignment that has to be included with the final hard copy. A copy of this cover sheet will be available on the online portal Moodle. This cover sheet aims at providing the students with the following key information:

- Clear and accurate information of what is required in each assessment task
- The deadline for Submission
- The learning outcomes being assessed

The cover sheet includes a marking sheet indicating how marks are broken down and from which a final grade is drawn. Feedback by the assessor is also communicated to the student within the cover sheet.

References

It is important to use external sources of information when compiling information for the assignment; therefore it is important to include a bibliography in the assignment. Using external and recognized work will show that there was interest to research what others may have found on the subject and also back up arguments/line of thought within the assignment. This bibliography should list all sources of information used to complete the assignment along with the name of the material's author and the date of publication when these are available. It is advisable to use standard formats such as the Harvard or the APA Referencing system.

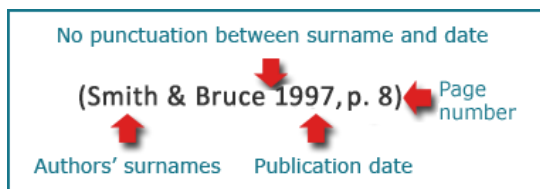
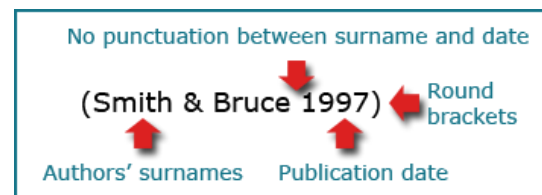
It is also important to appropriately indicate direct quotes from any external source of information in the assignment; failing to do so might result in the assignment being considered as plagiarized. The best way to indicate quoted reference is by enclosing them within quotes (" " or "). It is also important to state the source and author from which the quote was extracted. This can either be done by numbering references and listing sources and authors towards the end of the page where the quote was used or by stating the source and author within brackets right after the quote.

HARVARD REFERENCING SYSTEM

The in-text citation:

Harvard is an 'author/date' system, so your in-text citation consists of author(s) and year of publication.

In-text citation of a book (the same format applies for a journal article)

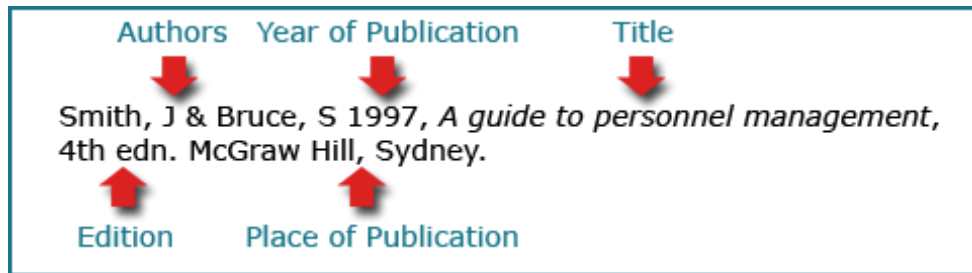


If you quote directly from an author or paraphrase a specific idea or piece of information from a source, you need to include the page number of the quote or passage in your in-text citation.

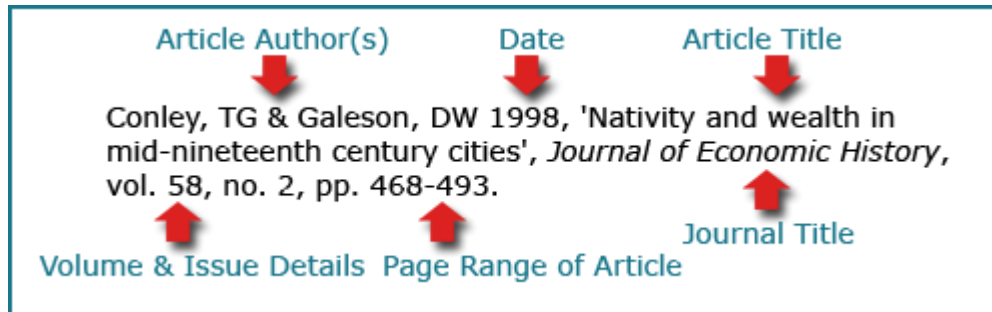
The reference list:

All in-text citations should be listed in the reference list at the end of your document.

Reference list entry for a book



Reference list entry for a journal



Reference list entries contain all the information that someone needs to follow up your source. Reference lists in Harvard are arranged alphabetically by author.

THE APA REFERENCING SYSTEM

The in-text citation:

- *Direct quotation* – use quotation marks around the quote and include page numbers
Samovar and Porter (1997) point out that "language involves attaching meaning to symbols" (p.188). Alternatively, "Language involves attaching meaning to symbols" (Samovar & Porter, 1997, p.188).

- *Indirect quotation/paraphrasing* – no quotation marks
Attaching meaning to symbols is considered to be the origin of written language (Samovar & Porter, 1997).
N.B. Page numbers are optional when paraphrasing, although it is useful to include them (Publication Manual, p. 171).

- *Citations from a secondary source*
As Hall (1977) asserts, "culture also defines boundaries of different groups" (as cited in Samovar & Porter, 1997, p. 14).

The reference list:

At the end of your assignment, you are required to provide the full bibliographic information for each source. References must be listed in alphabetical order by author.

EXAMPLES OF REFERENCES BY TYPE
In a reference list
<p>Book with one author King, M. (2000). <i>Wrestling with the angel: A life of Janet Frame</i>. Auckland, New Zealand: Viking.</p> <p><i>N.B. The first letter of the first word of the main title, subtitle and all proper nouns have capital letters.</i></p>
<p>Book with two authors Dancey, C. P., & Reidy, J. (2004). <i>Statistics without maths for psychology: Using SPSS for Windows</i> (3rd ed.). Harlow, England: Pearson/Prentice Hall.</p> <p><i>N.B. Before "&" between authors, do not forget to put a comma.</i></p>
<p>Book with three to five authors Krause, K.-L., Bochner, S., & Duchesne, S. (2006). <i>Educational psychology for learning and teaching</i> (2nd ed.). South Melbourne, Vic., Australia: Thomson.</p> <p><i>N.B. Use & between authors' names, except when paraphrasing in text. When a work has three, four or five authors, cite all authors the first time, and in subsequent citations include only the first author followed by et al.</i></p>
<p>Webpages (When multiple webpages are referenced, reference the homepage) Statistics New Zealand. (2007). <i>New Zealand in profile 2007</i>. Retrieved from http://www.stats.govt.nz</p> <p><i>N.B. Author (could be organisation), date (either date of publication or latest update), document title, date retrieved if contents are likely to change, URL</i></p>

False Citation

Listing an author, title, or page reference as the source for obtained material, when the material actually came from another source or from another location within that source, is a breach of academic integrity.

Plagiarism

Plagiarism is the presentation of someone else's ideas, words or work as one's own creation. A student who copies or paraphrases published or on-line material, or another person's research, without properly identifying the source(s) is committing plagiarism. A Student who copies another Student's work is also guilty of plagiarism.

Students are considered to plagiarise when they do not credit the sources of their writing - the words, information, ideas, or opinions of others. This may include the following

- An entire essay written by someone else e.g. purchased or published from a website or unpublished essays written by others
- The exact words of someone else without quotation marks around those words.
- A paraphrase of someone else's words without documentation. This form of plagiarism includes reordering or replacing someone else's words while keeping the main idea or the central information.
- A summary of someone else's words or ideas without documentation. This form of plagiarism includes using some, few, or even none of the original words to reproduce a shorter version of some or all of someone else's ideas or text.
- Undocumented use of information from someone else. In this kind of plagiarism, a student takes information that s/he found in a particular source and presents it as his/her

own knowledge or as common knowledge. A student must document information that appears in one or only a few specialised sources, is the work or idea of a particular person, or represents a controversial stance on a topic. A student need not document information that is common knowledge.

- Undocumented use of information that someone else has collected. A student must document research aids such as web-based 'research' services and annotated bibliographies.
- The sequence of ideas, arrangement of material, pattern of thought, or visual representation of information (images, tables, charts, or graphs) from someone else. This form of plagiarism includes any of these textual features even if students present the ideas or information in their own words.
- Students are accomplices to plagiarism if they allow a fellow student to submit their work as the student's own or if they write an essay for another student and allow that student to submit it as his/her own, e.g. a student is an accomplice to plagiarism if s/he does any of the following
 - s/he allows a fellow student to submit their work as the student's own, or writes an essay for another student and allows that student to submit it as his/her own
 - s/he does not report a fellow student who plagiarises she/he contributes an essay to a collection of essays (among friends or at a website) that s/he knows provides opportunity for other students to plagiarise.

Plagiarism violates the ethical and academic standards of Domain Group and is not tolerated at Domain Group. Students are held responsible for such violations, even when unintentional. To avoid unintended plagiarism, students should consult with their academic staff about when and how to document their sources.

Cheating

Cheating in assignments by copying material from another person or source or by gaining any advance knowledge of the content or topic of an examination without the permission of the instructor is another breach of academic integrity. Cheating is the use or attempted use of fraud, deception or misrepresentation in any academic exercise.

Examples of cheating may include

- use of unauthorised notes or material during an exam/class assignment
- exchanging information with another student during an exam/class assignment.
- having another student take an exam for you ('personation')
- tampering with an exam after it has been returned, then claiming that the instructor made a grading error
- submitting as your own work a paper written by someone else
- undisclosed submission of the same paper for different courses

Assignment Submission

Students are encouraged to submit all assignment work in accordance with the institution guidelines on or before the date specified. This date will be clearly shown on the front cover sheet of the assignment. Students who fail to submit their work on time will affect their own study performance.

Assignments should be submitted during the institution's hours to the reception staff. Students must sign the applicable assignment submission form provided by the institution to evidence the submission.

Monday – Thursday between 9am and 6pm

Friday – between 9am and 3pm

(Excluding public holidays or unless specified otherwise by our partners institutions.)

Late Submissions

If work is submitted after the due date of the assignment, it would be considered as a late submission. The deadline date for the assignment is clearly communicated to the students on the assignment brief itself. The students will be allowed only two late submissions (by not more than 1 week) per academic year. Any additional late submission by the student will be deemed to be a non-submission for that particular sit and will only be considered as a valid submission for the following sit, if an additional sit is still available or allowed.

Assignment Extensions

Students are required to be responsible to submit all course work on or before the due date. Students should retain a copy of all assignments.

An extension may be granted in circumstances where a written evidence request for an extension is received e.g. illness or any other valid extenuating circumstance. To apply, students are to fill in the official Extension Form which is available from the Academic office. The extensions will only be authorised by the Examinations Board and a reply to the student will be given before the deadline of the assignment. The student is bound to apply in writing for the extension at least 3 days before the deadline unless he/she can proof that this was impossible due to the nature of the extenuating circumstance. The length of the extension will be at the sole discretion of the Examinations Board,

after evaluating the request and the nature of the extenuating circumstance. The decision of the Examinations Board will be communicated to the student in writing. The decision of the Examinations Board is final and there shall be no right for appeal as an extension is considered to be a concession and not a right.

Penalties for Violation of Academic Standards

Domain Group makes the policy on academic standards available to all students at the beginning of the academic year (not later than the third week from the commencement of the academic year). In addition, students are advised and mentored on strategies to avoid the risk of violating these standards in their work. Professional misconduct at Domain Group may carry severe penalties.

The maximum penalty for professional misconduct (including engaging in plagiarism) Domain Group is a fail grade for the relevant subject. Other sanctions or as otherwise indicated by the relevant Course Institution, may include;

- Official warning in writing that continuation or repetition of violation or inappropriate behaviour may result in a more severe sanction
- The Student may receive a formal written warning that his/her conduct is in violation of policies and his/her standing as a Student is in jeopardy

The decisions about professional misconduct shall rest solely with the Examinations Board. The Examinations Board binds itself to issue a decision on a case during the course of his/her correction, not later than 15 days from when the issue was flagged. The Examinations Board shall inform the student in writing within 7 days of the allegation and invite him/her to attend a hearing to defend him/herself. The hearing should be done during the 7 days after the student was informed of the allegation. The Board is to communicate the decision in writing to the student within 3 days from the hearing.

If the student disagrees with the Examination's Board decision, he/ she has the right to appeal in front of the Appeals Board and has to do so in writing within 5 days from receipt of the decision of the Examinations Board.

Results

When the course is spread over a period of more than one academic year, the results for each academic year are sent to the student by email or by post. Domain Group commits itself to issue all the results for a particular academic year not later than 45 days from the end of that academic year. At the end of a course, besides sending via email or post the results for the last academic year, a course result (cover all units covered in any year of the course) is also sent to the students following the same deadline mentioned earlier in this paragraph.

All results (whether interim or final) have to be vetted by the Examinations Board before sending them to the students. The Examinations Board commits itself to have all results checked and approved by not later than 30 days from the end of the academic year.

Once all results are confirmed and a period of 15 days is allowed for any appeals by the part of the students on any results, the process for certification can take place. This involves the setting up of a graduation ceremony where successful students are presented with their diploma/certificates. The graduation ceremony will take place during first semester of the following year.

The students are given the Europass Diploma/Certificate Supplement of their studies together with their Diploma during the graduation ceremony. The students will then be registered in the Alumni society of Domain Group.

DEGREES – GRADING OF ASSESSMENTS

Each module in the degree programme sets its own assessments, as defined within the Definitive Module Document (DMD) for that module. When assessments are marked, they are typically awarded a numeric grade in the range 0 – 100. Module Boards report the student's performance using the numeric grade scale, and Programme Boards will use these grades to calculate degree classification.



The table below indicates how the numeric grades should be interpreted for undergraduate programmes of study.

Classification band*	Performance descriptor	Sub-band	0-100 scale equivalent
First Class	Outstanding	High	
		Mid	80-89
		Low	
	Excellent	High	
		Mid	70-79
		Low	
Upper Second Class	Very good	High	
		Mid	60-69
		Low	
Lower Second Class	Good	High	
		Mid	50-59
		Low	
Third Class	Satisfactory	High	
		Mid	40-49
		Low	
Fail	Marginal Fail		30-39
Fail	Clear fail		11-29
Fail	Little or nothing of merit		0-10

DISCIPLINE

It is expected that students comply with the institution's regulations and behave respectfully. All students thus have to abide to the institution's Disciplinary procedures, in order to ensure the best learning environment possible.

Class Protocol

Each student is in a classroom with other students. It is of utmost importance to respect class protocol. All students are at the institute to learn and to get the most out of every lecture.

Academic Staff will make sure that there are no cases of misbehaviour hindering students while learning.

- The student has to be punctual.
- Every academic staff has his/her own way of preference how to be called. Some academic staff are on a first name basis, some like to be called by their title. When not sure one should use either "Sir" or "Miss". When the academic staff is a doctorate make the "Doctor" denomination should be used.
- Mobiles have to be switched off and **NOT** put on silent during ALL lectures and tutorials.



Domain Group has invested heavily in each classroom. The student is required to respect the learning environment by:

- Drinking and eating in the classroom is not permitted. This is only allowed in the canteen.
- Switching off of PCs after every lecture should be done through a proper shutdown procedure.
- Use of foul language is prohibited and a warning be issued for any student infringing such a rule.
- Cigarettes and Tobacco related items should be left in personal bags when within the institution premises.

Any disregard for these rules and regulations will result in a verbal warning, dismissal from class and hence being marked as absent for the particular lecture.



Domain Group Protocol

The Institution is a safe haven for all students who are following their studies at Domain Group. These rules are there to ensure the safety and learning of all the stake-holders.

- No Smoking on Institution grounds, on the stairs in front of Institution and on neighbour's steps or door-ways.
 - The following rules apply to corridors and public areas within the institution.
 - Gambling, Alcohol , Drugs and using other illegal substances and items during institution hours is strictly forbidden
 - Use of narcotics will also be reported to the police.
 - Damaging Institution Equipment and Theft.
 - Premises are protected by CCTV cameras which are active 24/7. Damaging Institution equipment will lead to a disciplinary hearing with the possibility of expulsion. Any damages, including the equipment and the man power used to fix the damage will have to be paid for by the offender.
-

Student Misconduct

Definitions of Misconduct

MINOR INFRINGEMENT

Minor Infringements include, but are not limited to, noise, disorderly conduct and minor damage.

In the case of minor infringements, the Academic Director will issue a verbal warning to the student which shall be effective for six months. A note shall be retained in the student's file.

MAJOR INFRINGEMENT

Major Infringements include but are not limited to, repeated minor offences, injury or threats to the person, harassment, bullying, abusive or dangerous behaviour, nuisance, damage to property, malicious tampering with and/or disabling of security and safety systems.

In the case of major infringements, the Academic Director shall issue a Disciplinary Written Warning which shall normally be effective for 1 academic year unless otherwise stated at the time of issue. A copy of the written warning shall be retained on the student's file. If the infringements persist they are then referred to the Disciplinary Board.

Official Disciplinary Procedures

VERBAL WARNINGS

Verbal warnings are documented procedures that Academic Staff use as they deem fit and necessary. When the student breaks any of the rules specified by Domain Group or other relevant entities the academic staffs has the duty of issuing a verbal warning. Once the verbal warning is issued it cannot be cancelled and will be entered into the student's file.

If the academic staff does not issue the verbal warning he/she himself will be in breach of the rules and regulations.

The verbal warning has to be signed by the student. There is a designated place on the verbal warning where to write the student's comments if he/she does not agree with the warning but the warning must be signed nonetheless.

3 verbal warnings will result in a disciplinary board hearing.

DISCIPLINARY BOARD HEARINGS

If the student has 3 verbal warnings in his/her student file the student will be called for a disciplinary hearing.

EXPULSION

Should further misconduct occur after a first formal warning to a student has been given, the student will be requested to appear before a Board. After the hearing, the Board will advise the student in writing about the outcome of the hearing. If disciplinary action of any kind is taken then this should be stated clearly in writing.

In case of an expulsion, Domain Group shall inform the competent authorities in case of international students who would have obtained a VISA to enter Malta on the basis of the course they follow at Domain Group.

Procedure for Absenteeism Control

There are two types of absenteeism, each of which requires a different type of approach.

1. ABSENTEEISM - JUSTIFIED

Innocent absenteeism refers to students who are absent for reasons beyond their control; like sickness and injury. Innocent absenteeism is not culpable and thus cannot (and shouldn't) be remedied or treated by disciplinary measures.

2. ABSENTEEISM - UNJUSTIFIED

This type of absenteeism refers to students who are absent without valid reason. Procedures for disciplinary action apply only to absenteeism without valid reason.

Identifying excessive absenteeism - Attendance records should be reviewed regularly to be sure that students are attending lessons regularly. If the Academic Director or the Quality Assurance representative confirms that a student has missed a number of lessons without valid reason the following steps should take place:

- I. Gather as much information as possible in order to get a clearer picture of the situation.
- II. The student's actions should be reviewed making sure all documentation is present.
- III. Written Warning – A written warning will be issued to the student.

If absenteeism persists after sending the written warning and monitoring the student's attendance carefully the Academic Director should individually meet with the student who has been identified as having higher than average absence.

STUDENT'S COMPLAINTS PROCEDURE

Domain Group operates a specific complaints procedure relating to non-academic issues. Disputes may involve issues such as alleged discrimination, non-professional practice, course schedule or complaints regarding the facilities. There may also be an issue regarding the assessment such as the process, conduct of the assessment process, the assessment criteria, or relevance of the assessment task to the intended programme learning outcomes.

Written Complaint Form

In such cases when a Student completes a Complaint form which is available from the Academic office, the Academic Director and the QA department have 5 working days to look into the matter:

- Listen to the students' complaint and gather all the relevant information
- Look into the issue(s) and facts of the case with the student
- Agree a course of action
- Feedback to the Student regarding what action (if any) has been taken

In both stages the Academic Director or the QA representative must fill in a Complaint Corrective Action report to ensure that the complaint has been resolved.

FACULTY

Respecting the Academic Staff is of utmost importance

- The academic staff has a senior position in the institution structure and an expert in the field of study, thus he/she is to be treated as such.
- Any form of disrespect towards the academic staff (and classmates) such as talking back insulting etc. cannot be tolerated and appropriate disciplinary actions would have to be used.



Gaining the respect of the Academic Staff

- All assignments have to be submitted on time.
- The Academic staff are to be always consulted when encountering difficulties with an assignment/project.
- The institution invites its students to talk to their academic staff when anyone of them feels that he/she has been treated unfairly. This of course has to be done in a polite manner.
- Students are invited to interact with their academic staff during lectures to improve the learning outcomes.
- If there is a case of disagreement between a student and an academic staff, the student is invited to expose his/her views in a constructive manner to the academic staff.

DOMAIN GROUP BOARDS

Appeals Board

The Appeals Board handles appeals by students (these can range from an appeal on a grade to an appeal because the proper procedure was not followed or because a decision taken by a Domain Group operative is deemed to be unfair or incorrect).

Students have 10 calendar days from the issue in question (result published, letter or email received) to appeal at Domain Group premises in person and at no charge. The student would be required to state in writing his complaint, and sign and date his complaint.

The Appeals Board will then set up a meeting which should not be later than 10 days from when the Appeal was made and inform in writing the student to attend and about his/her right to be accompanied by a person of their choice (including a lawyer). After the Appeals Board hears the student explain his/ her grievance, it will then call other witnesses it feels could shed light on the issue and then issue a decision. The decision is to be made not later than 10 days from when the hearing took place and the decision is to be communicated to the student in writing.

Members:

- Ad-hoc – Depending on the nature of the appeal
- The Appeals Board will consist of not more than 3 members

Terms of Reference:

- Processing all appeals received from students

Examinations Board

Members:

- Academic Director (Chairperson)
- Registrar (Secretary)
- Manager, Quality Assurance Office

Terms of Reference:

- Process Assignment Extension Requests
- Handling of academic misconduct by students
- Vet all results and approve before being issued officially

Disciplinary Board

Members:

- Ad-hoc – Depending on area of expertise
- Academic Staff
- Student/Guardian must be present

Terms of Reference:

- Repeated cases of Major Infringements
- Issues of excess absenteeism

STUDENTS' FEEDBACK

On a very regular basis, Domain Group allows its students to give feedback about the units taught and the relevant academic staff as well as about the premises and facilities, and the procedures in place. Students are also encouraged to forward their suggestions and comments in order to ensure that the services provided are continuously improved.

ATTIRE AND WELL-BEING

Attire

Attire regulations are there to ensure social and public decency as well as reducing the effects of peer pressure and social classification.

At Domain Group there is no standard uniform and anyone can choose his attire. However keep in mind these points:

Health

- Students who attend with flu symptoms can potentially transmit germs to their classmates and academic staff to the detriment of the latter individuals. Thus such students who present themselves at the institution with such symptoms will be kindly asked to leave the premises in view of the general interest
- Students should not attend the institution if they are suffering from symptoms such as: vomiting, diarrhoea, nasal infections, skin disease, muscular pain or fever
- Students are to report to the administration if they feel unwell upon arrival or whilst at College

Non-Registered students

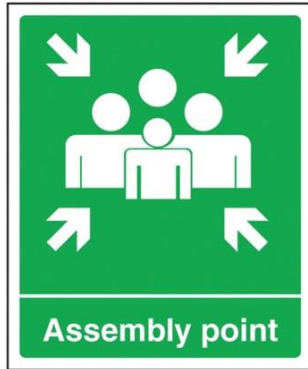
- Any persons who are not registered as students with the institution including friends, boyfriends/girlfriends, partners and family members are not allowed on the premises unless prior permission is sought and granted.

Emergencies

- The majority of Domain Group staff are First Aid certified; in case of injury one has to seek help from the nearest employee.

EMERGENCY EVACUATION PROCEDURE

Fire drills are done twice a year – one which is pre-planned and another one which is unannounced.



1) Using the nearest exit, move quickly and calmly to the established assembly points. The Assembly Points are located:

- Constitution Street, near main entrance
 - Wied is-Sir, at rear of premises
- 2) DO NOT use the Lifts.
- 3) DO NOT stop to collect personal belongings.
- 4) DO NOT re-enter the building for any reason.

In case of an emergency which entails evacuation from the premises or in case the alarms of the building are activated, each student needs to strictly follow the procedure listed below:

- Shut down your PC's and leave your belongings behind. (Belongings can hinder the safe passage of yourself and others).
- Follow the emergency exit signs to use the nearest emergency exit. Floor plans showing the emergency exits are clearly displayed at various places in the building.
- Exit the class in an orderly manner, with no shouting, running etc.... in a single file.
- Use the stairs and not the lift.
- Those exiting the building from the front side of the building should assemble at Assembly Point A and those exiting the building from the rear side of the building should assemble at Assembly Point B.
- Obey the instructions of the designated Assembly Point Supervisors.
- Remain within your group at the assembly point until you are accounted for (until Roll Call has been done).
- Further instructions will be given to you at the respective Assembly Point by the appropriate staff depending on the particular scenario taking place.

Do not take risks! In case of an emergency or in case the alarms of the building are activated evacuate the building immediately by following the above steps. This is being done for your own safety and the safety of all persons who happen to be within the building at that point in time.

It is important to note that during the routine fire-drills one of the main emergency exits may be marked as BLOCKED. This is done to monitor the ease and possibility of all the students and employees exiting from one emergency exit since in real emergency cases, an emergency exit may be blocked due to smoke/fire/any other danger preventing a person from passing. Please respect these notices during fire drills as this makes a lot of difference in planning an evacuation. Failure to do so may result in endangering your life or that of others around you.

Students will be notified about the planned fire-drill on notice boards and by your academic staff.