

21

ACADEMY





“

*to offer excellent face to face and online academic courses with the aim of providing students with a learning experience comprising of quality of teaching, learning facilities and a positive education experience.*

”

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# Welcome

Students from all over the world are welcomed at 21 Academy. Our students not only enjoy learning with us but find that the opportunities that they are presented with during the course of their studies provide them with useful experiences in their careers and their line of work.

The academy provides high level facilities, online tools, and highly qualified tutors, striving to deliver excellent quality lectures to its students. It aims at providing a vast array of courses with the aim of increasing student knowledge and skills, thus enabling them to progress professionally whilst enhancing their CV.

# Handbook Purpose

The purpose of this Handbook is to provide you with all of the knowledge you will need to prepare for and participate in 21 Academy's study programmes, be it if they are delivered in-class or online. Please make sure you that you have read it through thoroughly before the starting the study programme or before travelling to Malta if you are joining us in-class from abroad.

## Advisory 21 Ltd

21 Academy is run by Advisory 21 Ltd. which offers a range of services with its focus being data privacy advice, management of funded programmes, debt recovery, and also offers educational and training programmes through 21 Academy. The company was founded in 2017.

It is niche and that means it focuses on what it delivers to its clients. For Advisory 21 Ltd. it is not about what it does but also how it delivers what it does.

The company makes every effort to offer assurance and comfort to its clients and aims to provide cost effective and timely advice. Its team of experienced employees have a great passion about the power of training and understand that people are a company's biggest asset. It strives to use the employees' knowledge and experience to create bespoke training programmes that inspire.

## 21 Academy

The aim of the Academy is to provide opportunities for its clients and students to enhance their knowledge of their specific industry related issues, learn new skills which are increasingly necessary to handle today's challenges, to understand better their full potential and enhance their CV.

21 Academy is licensed as a Higher Education Institution with the Malta Further and Higher Authority with License Number 2018-017. Courses, webinars, and workshops are delivered both at the Academy's premises and online. The tutors delivering courses and training are professionals in their respective fields and have been delivering training for a number of years.



# Academy Information

**Address:** 21 Business Centre,  
20, Triq in-Nutar Debono,  
Naxxar, NXR 2525 MALTA

**Contact number:** +356 2099 5486

**Email:** [info@21Academy.education](mailto:info@21Academy.education)

**Website:** [www.21academy.education](http://www.21academy.education)

# The Administration Team



**Name:** Angelito Sciberras

**Role:** Head of Academy

Angelito has worked in the Health Care, Journalism, Marketing, Sports, and Administration fields. Has a vast experience in Human Resources, Customer Care and Event Management. Angelito has developed and delivered training programmes for employees in the IT field and in Data Privacy particularly GDPR.

He is a Director at Advisory 21 and has been instrumental in the growth of the firm. He advises on data privacy and lectures at the University of Malta on the subject. He also acts as an external Data Protection Officer to a number of Public Authorities and private organisations. In August 2021 he was appointed as a member of the Maltese Electoral Commission.

Angelito co-authored the book GDPR for HR Professionals which was published in May 2018. He attained a Master in Business Administration from the University of Suffolk and is currently widening his horizons by studying Liberal Arts and Sciences at the University of Malta.



**Name:** Ingrid Eomois

**Role:** Director of Studies

Ingrid has extensive experience in higher education and cultural relations. She led the British Council in Malta as a Country Director for the past decade and initiated and implemented a large number of projects and educational visits between educational institutions in Malta and the UK.

Ingrid has worked with a number of partners both in education and culture: Ministry of Education, Education Malta, Malta Arts Council, Esplora and Spazju Kreattiv, among others. She ran an examinations service for the universities in the UK.

Ingrid has Master's degrees in Marketing Communications and Theatre Studies and recognised qualifications in Digital Marketing, Business Coaching and Gender and Inclusion.

# The Administration Team



**Name:** Pierre Sciberras

**Role:** Office Administrator

Pierre has worked in the telecommunications sector and in the marine fuel industry. He has volunteered in a local football club and for ten years was a local councilor in his locality with 4 years' experience as a deputy mayor.

As the Office Administrator at 21 Academy he provides administrative support, coordinating resources, facilitating communication, and ensuring efficient operations within the institution. His duties contribute to the smooth functioning of the Academy, supporting both the academic staff and students in their educational journey.

Pierre likes to travel and follows mostly local football. He is interested in local current affairs.



**Name:** Alexia Gatt

**Role:** Administrative Assistant

At the age of eighteen, Alexia pursued a Bachelor's degree in Psychology to gain personal growth and understand the perspectives and learning styles of diverse individuals. This experience greatly influenced her ability to customize teaching materials and approaches when working as a Learning Support Assistant, specifically assisting students with learning difficulties.

After working for seven years in the educational field at Stella Maris College Gzira, Alexia pursued a Diploma in General Studies, focusing on English and Geography. Subsequently, she worked as a Tax Assistant, where she built strong relationships with clients and consistently delivered efficient and professional work. She pursued a Diploma in Tax Compliance.

Alexia joined 21 Academy in January 2023.

# All Students

# The Malta Qualifications Framework

Courses and qualifications accredited by the Malta Further and Higher Education Authority (MFHEA) are linked to the Malta Qualifications Framework (MQF). Each programme's workload is measured in ECTS. The courses/qualifications are focused on learning outcomes, and each level descriptor is based on stated knowledge, abilities, and competencies that the course participant will obtain after successfully completing the course.

MQF Levels		
21 Academy Offers courses at these levels	8	Doctoral Degree (i)
	7	Master's Degree Post-graduate Diploma Post-graduate Certificate
	6	Bachelor's Degree
	5	Undergraduate Diploma Undergraduate Certificate
	4	Matriculation Certificate Advanced Level Intermediate Level
	3	General Education SEC Grade 1-5
	2	General Education Level 2 SEC Grade 6-7
	1	General Education Level 1 School Leaving Certificate
	II	Introductory Level B*
	A	Introductory Level A*
<b>Note</b> * These are not yet included in legislation i A Full VET Level 1 qualification should enjoy the same parity of esteem as a Full Secondary School Certificate and Profile (SSC&P) Level 1. ii A Full VET Level 2 qualification should enjoy the same parity of esteem as 4 Secondary Education Certificate (SEC) subjects at Grade 6 and 7. iii A VET Level 3 qualification should enjoy the same parity of esteem as 6 Secondary Education Certificate (SEC) subjects at Grade 1 to 5. iv A VET Diploma should enjoy the same parity of esteem as the Matriculation Certificate.		

21 Academy is licensed to offer courses at MQF levels 5 to 7. Some are offered in the form of Certificates (30 ECTS), Diplomas (60 ECTS), Bachelor Degrees (180 to 240 ECTS) or Master Programmes (60 to 120 ECTS). Different qualifications require different ECTS to be attained. ECTS credits represent the workload and defined learning outcomes of a given course or programme. One ECTS is equivalent to 25 hours of total learning, including at least 5 contact hours. The rest of the hours, are made up of self-study, supervised placements, and assessment hours. Not more than 60 credits may be attained in one academic year of a full-time course.

In some cases, the separate modules within study programmes are available as separate Exit Awards. This means that students can opt to attend individual modules without committing to the full programme of studies of the qualification. When courses are offered at any of the MQF Levels without meeting the number of ECTS required to be a qualification they are called an Award.

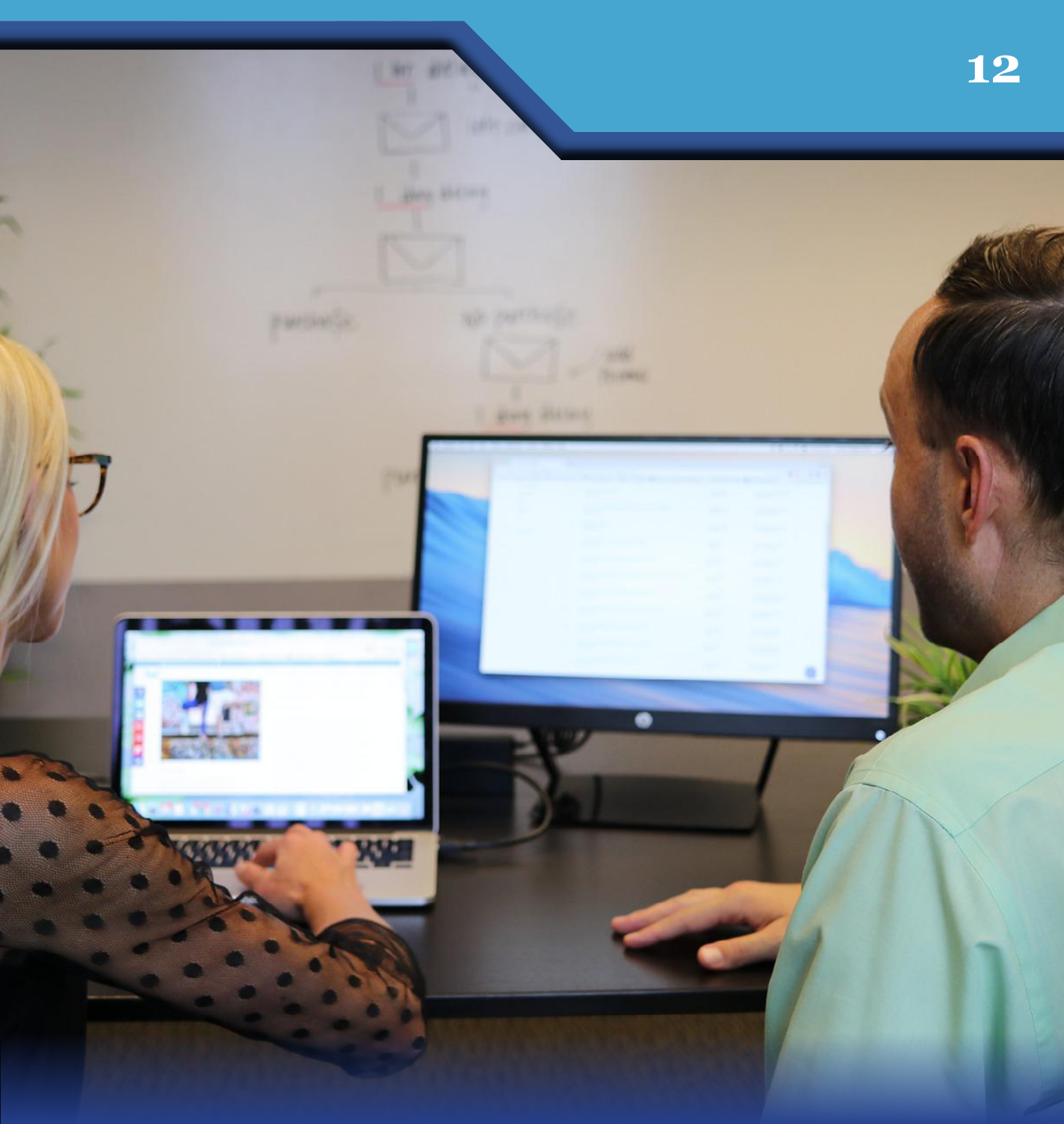
MQF Level	Examples of Qualifications	'Qualification' Minimum Credits Required	'Award' Credits Required
Level 8	Doctoral Degree Third Cycle Bologna Process	NA	NA
Level 7	Masters Second Cycle Bologna Process Post-Graduate Diploma Post-Graduate Certificate	90-120 60 30	Less than 30
Level 6	Bachelor <sup>(1)</sup> /Bachelor (Hons) <sup>(1)(4)</sup> First Cycle Bologna Process	180-240	Less than 180
Level 5	Short Cycle Qualification Undergraduate Higher Diploma Undergraduate Diploma Undergraduate Certificate VET Level 5 Programme <sup>(5)</sup>	120 90 60 30 60-120	Less than 60
Level 4	Pre-Tertiary Certificate VET Level 4 Programme <sup>(5)</sup> MATSEC Certificate	30 120 NA	Less than 120
Level 3	VET Level 3 Programme <sup>(5)</sup> General and Subject Certificate	60 NA	Less than 60
Level 2	VET Level 2 Programme <sup>(5)</sup> General and Subject Certificate	60 NA	Less than 60
Level 1	VET Level 1 Programme <sup>(5)</sup> General and Subject Certificate	40 NA	Less than 40
Introductory Level A	Preparatory Programme	30	Less than 30
Introductory Level B	Pre-entry Basic Skills Course	30	Less than 30

Each Level on the MQF is expressed in terms of knowledge, skills and competences, in accordance with the Malta Qualifications Framework for Lifelong Learning Regulations.

**Knowledge** is the comprehension of fundamental, factual, and theoretical information and is typically linked to formal education.

**Skills** involve the use of knowledge and understanding that have been learned in various circumstances.

**Competences** refers to a person's capacity, such as the ability to perform tasks under close supervision, independently, and with responsibility.



## Enrolling to a course offered by 21 Academy

21 Academy is aware that deciding to join a study programme may not be the easiest of decisions. Potential students need time to think and to understand what they will be committing themselves to.

It is thus why the academy does not commit students to a study programme before they actually sign an agreement with the Academy. Before entering into the agreement, the Academy would have ascertained that the potential student fulfils the eligibility criteria and that the students have chosen the payment terms that suit them best.

#### Step 1 – Submitting the **Start Enrolment Process** form

By submitting the form, you will kick start the process for enrolment during the next intake of the relevant study programme.

#### Step 2 – Receiving a **Provisional Acceptance Letter**.

Once 21 Academy is in receipt of your Start Enrolment Process form you will be issued with a provisional acceptance letter and asked to submit further details to prove your eligibility.

#### Step 3 – Submitting the **Verification of Student Profile** form

21 Academy's provisional acceptance letter will include a link to an online form which you would be asked to fill. This form will include your personal details which we need to include in the student's agreement as well as information on your qualifications or other eligibility criteria.

Once you submit this form, you may be asked to separately submit electronic copies of your qualifications as well as that of an identification document.

#### Step 4 – The **Student's Agreement**

Once the academy confirms that you fulfil the eligibility criteria you will be asked to sign a agreement with the academy which will also include your preferred payment terms.

#### Step 5 – Submitting a signed copy of the **Student's Agreement**

It is only after you have submitted the signed copy of the Student's Agreement that you would have committed to join the study programme. This commitment is important for the Academy as 21 Academy commits to a maximum number of students in every intake and thus does not take more students after the maximum number has been reached. This means that last minute cancellations would have precluded others from joining as well as a financial impact on the Academy.

#### Step 6 – **Acceptance Letter**

21 Academy will issue an acceptance letter upon receipt of the signed agreement and will then issue the relevant invoice/s according to your chosen payment terms.

#### Step 7 – **Course Resource Centre**

Once you have been accepted as a student and closer to each modules' starting date you will receive access to the Course Resource Centre from where you will have access to in-depth information about each lecture to be delivered in the study programme, the suggested reading material as well as the lectures' notes/ presentations.

Non-Resident students should not travel to Malta unless they hold a copy of the student's agreement and the acceptance letter.

# 21 Academy's Policies and Procedures

21 Academy has a number of Policies and Procedures that it implements in order to ensure that, it provides a safe environment to both students and staff as well for students to be informed on their rights and how these can be entertained. Most of these policies are publicly available on the Academy's website [www.21academy.education](http://www.21academy.education) and should be reviewed in detail by all students enrolled in studying with us. Others are made available to the students, through the respective Course Resource Centre, after joining any of our study programmes. These are:

- Academic Dishonesty and Plagiarism Policy and Procedure
- Assignment Extension Policy
- Complaints Procedure Policy
- Deferral, Suspension and Cancellation of Studies Policy
- Equality Policy
- Periodic Programme Review Policy
- Recognition of Prior Learning Policy
- Re-sit Policy
- Reissue of Certificate Policy
- Student Code of Conduct
- Student Disciplinary Policy and Procedure
- Students Privacy Notice
- Whistleblower Policy

# Your Course and Assessment Methods

Our course prospectus' outline how we will provide the training to you, such as classroom or online teaching, as well as the methods of assessment that will be used to determine whether you have acquired the expected knowledge outcomes set.

Assessment methods vary, depending on the study programme as well as module, but are usually assignments, presentations, reflective notes, self-assessments, oral examinations, or multiple-choice exams.

Students will be provided with:

- An Orientation PowerPoint (not for study programmes leading to an Award)
- Access to the Course Resource Centre
- Academy's announcements
- Links to 21 Academy's Notices, Policies and Procedures
- Link and password to connect to the online sessions when study programme is held online
- Detailed course timetable
- Lecturers' bio
- Expected Learning Outcomes of each session
- Recommended reading lists - session specific
- Access to online textbooks, journals, legislation, web resources
- Information on how to research, plan, draft and submit assignments
- Assignments/Presentations/Oral Exams rubrics
- Lecture Notes and Presentations, when made available by the respective tutors
- Assignment Questions
- Information on Referencing styles

## Study Programme Timetable

Course Timetables are given to students in advance and are made available in the respective course page on the 21 Academy website. The latest course timetables can also be found in the Student Resource Centre and it is this timetable which is updated, if and when needed, once the course delivery is in progress. Each student is given access to this area upon their enrolment with the Academy.

Last minute changes in the timetable are communicated to students through email, WhatsApp messages (only if student consents to such communication), SMS, and/or the Course Resource Centre depending on which method proves to be the most efficient according to the expected impact of the changes. In rare but urgent circumstances these can be communicated through a telephone call.



## Your tutors

21 Academy engages professional experienced tutors to deliver its' courses. These tutors strive to provide students with an engaging lecture experience. They are professionals in their respective field of expertise. Our tutors are the face and heart of the Academy, and they are committed to help all the students achieve their highest potentials. 21 Academy is not only proud of its academic team but it also boasts to have a code of ethics which informs those acting on behalf of the Academy how they should conduct themselves. The code of ethics also reiterates 21 Academy's values and morals so that our tutors understand the standards they are accountable to uphold.

A full list of all of the current 21 Academy's tutors can be found [here](#). On the other hand, your specific course resource centre will include information about all the tutors that will be delivering lectures during your learning experience with us.

# Attendance

Students are expected to attend all sessions; however, 21 Academy recognises that due to personal circumstances such as illness and/or family, or work, obligations, a student may be unable to attend certain classes. As much as possible and unless there are exceptional circumstances, attendance must be that of at least 80% of the total sessions.

A manual attendance record, where attending students are expected to sign, is used for in-class sessions while attendance for online sessions is automatically recorded once student registers for each session when they join the virtual class. The online system also registers the time the student joined the class.

## Session Attendance (in-class or online)

Whether you are attending online or in-class you are expected to;

- Ask questions
- Respect and listen to your colleagues
- Respect and listen to the tutor
- Be prepared for class
- Respect others when they are talking
- Share new ideas
- Respect others' property
- Keep your workspace tidy
- Be on time
- Use equipment properly
- Have a good attitude
- Use positive language
- Contribute to discussions
- Be respectful of others' ideas
- Cooperate with your classmates particularly during group work
- Be creative
- Be honest
- Use technology appropriately
- Be proud of your work

## In-Class Attendance

Students need to present a professional image when they are at the Academy premises. They must be punctual and be fully aware of their personal hygiene and presentation as it is a reflection of the Academy's and their own professionalism.

You can connect to our free wi-fi when you are onsite, and you will find a QR Code to get access to the service. We also provide free charging stations for your devices.

Please help us to keep the premises clean. Use the appropriate disposal bins made available at our premises and remember that others may be using the same facilities soon after you leave.

Hot beverages and water are available at no cost. Always avail yourself to the service at any time during your visit to our training centre but keep in mind that there are others who need the same services.

Smoking is not permitted inside the premises. Smoking designated areas are made available either outside the premises or in our backyard. Please use the appropriate disposal boxes.

## Online Attendance

21 Academy delivers online courses via the Zoom Platform. When attending such programmes, students will be provided with a link that will ask them to register their attendance. All fields in the registration form should be filled in diligently including Name, Surname and Email Address. Incorrect information at this stage may lead to attendance not being recorded. Once they enter the virtual classroom, students are required to keep their camera on at all times.

Had you been in class you would not have been allowed to chop your head off or cover your head with a bag... always leave your cameras on, unless you have some exceptional reason not to. We would want to see you and we want to know that you are still there. The more the lecturer sees of you and your reactions to what is being said, the easier it is for the lecturer to deliver an effective lecture.

As much as possible avoid using the chat box for asking your questions. Unmute yourself and ask your question, you would not have been sending a WhatsApp message or an email to the lecturer had you been following the lecture in-class.

Online lectures are recorded. In the event that a student is unable to attend a lecture, there is the possibility of being sent a link to the recording of the lecture so that this can be followed. Links remain valid for 7 days.

# Using Zoom and Joining your virtual class

In order to join a meeting, students need to:

- Click on the Zoom link that is made available by 21 Academy in the Course Resource Centre.
- If you do not yet have Zoom installed, follow the prompts to download and run Zoom
- Enter the meeting ID if prompted and click to join the audio conference.
- Click on the Start Video button to start your video
- Mute and unmute your microphone. The host also has the ability to mute you. If you click on the arrow next to the mute button, you will have additional options for audio settings.



# Submitting Assessments

Course work as set out by each module a student has signed up for must be submitted according to the timeline advised by the academy. Assessments can take the form of assignments and reflective notes amongst others. Students that need information on how to plan, draft and submit their assignment can follow the 21 Academy presentation on Writing and Submitting your Assignment.

Assessments should be sent accompanied by the respective submission form. These should be submitted in pdf format and saved directly to pdf, and not scanned. A PDF copy of presentations should be submitted to the Academy at least 30 minutes before the start of the session when it is meant to be delivered.

Submissions will be scanned for plagiarism. Before being submitted, submissions should be checked using Turnitin - which provides a detailed report and also indicates the sentences which are showing as copied and pasted. Such sentences should be paraphrased.

The similarity percentage should be kept very low and definitely below 20%. Submissions with more than 20% similarity, including quotes, should be reviewed and rephrased.

# Referencing

The referencing styles used at 21 Academy are APA or Harvard. There are some exceptions to this in cases where the work being submitted is related to Law Study Programmes. When this is the case the Oscola referencing style is required.

Please check your respective Course Resource Centre for the expected referencing style and notes on how to reference accordingly.

# Plagiarism, cheating and collusion

Plagiarism, cheating, and collusion are not tolerated at 21 Academy. Students are expected to be honest at all times and submit only original work or work that has been properly referenced and contains acknowledgements of all texts and resource materials used in the creation of the work.

You will be required to sign a declaration that the work submitted is your own and that you have not cheated, plagiarised, or cooperated with any other student(s) when submitting your assessments.

If a student is suspected of plagiarising, cheating, or colluding, 21 Academy will take the necessary steps to determine whether this has occurred by comparing work to electronic reference materials, internet resources, and the work of other students, using electronic plagiarism detection software, and comparing work to various academic databases, among other methods.

You will be given the opportunity to react to the claims if you are found to have plagiarised, cheated, or collaborated. If it is confirmed, we will have to take disciplinary action against you, which will almost certainly result in you having to retake the assessment.

Disciplinary action may result in your enrolment being suspended or cancelled.

# Requests for an Extension of an Assignment Submission Deadline

Requests for an extension of an assignment submission deadline are to be made in writing to [info@advisory21.com.mt](mailto:info@advisory21.com.mt) by sending a filled in copy of the Assignment Deadline Extension form that is available in the Course Resource Centre. Extensions should only be requested in compassionate or compelling circumstances. Please refer to 21 Academy's Assignment Extension Policy for details on how and when such requests may be made.

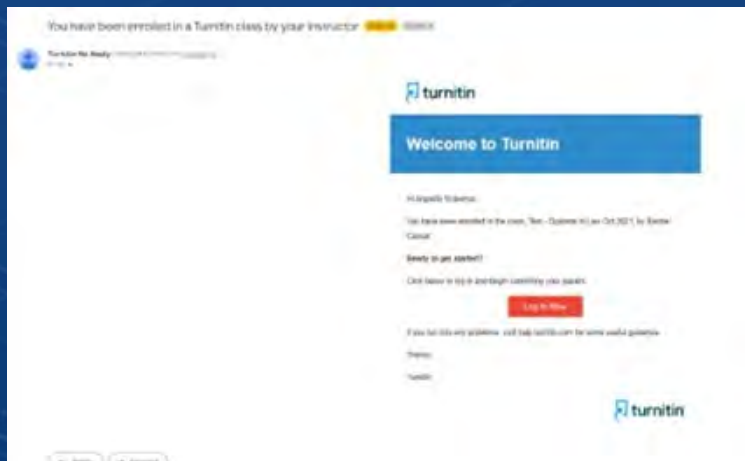
# Turnitin

To facilitate the assignment submission process, 21 Academy has introduced the use of the Turnitin Software. As of October 2022, all assignment submissions will happen via this system.

Below is a step-by-step guide with regards to the process of using your account and submitting your assignments.

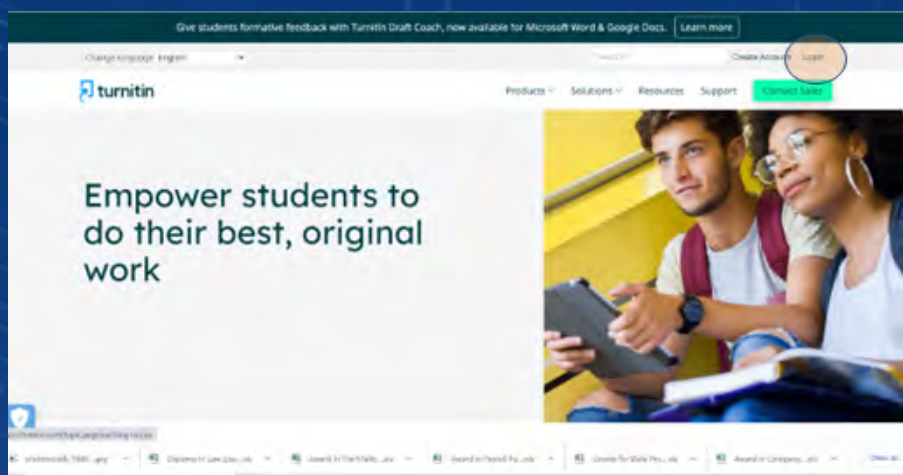
## 1. *Creating your Turnitin account*

- 21 Academy will create a student account for you
- You will receive an email on the email address provided to us that will ask you to create a password for your account



## 2. *Using Turnitin*

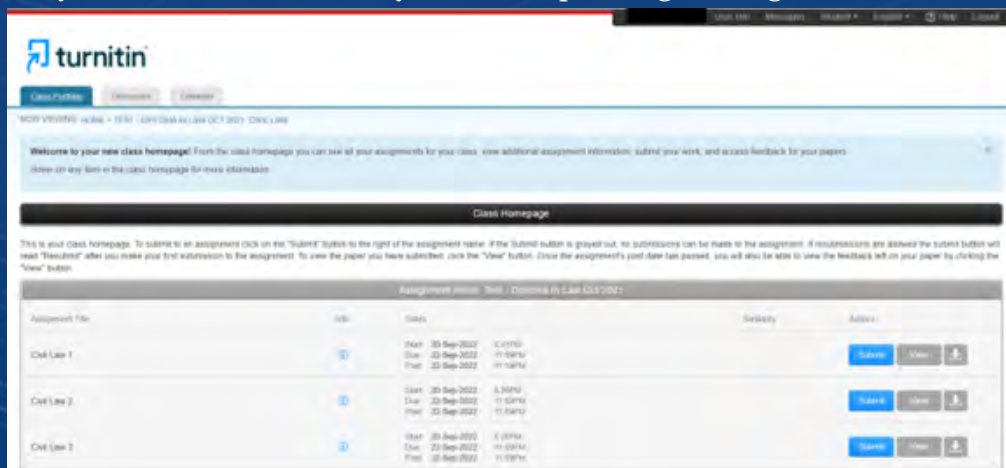
- Go to [www.turnitin.com](http://www.turnitin.com)
- Click on 'Login' on the top right-hand corner of the webpage



- Fill in your details as per email received via the system



- Log into the system and select the class you will be uploading an assignment for



- Select 'submit' next to the assignment you wish to upload



- Insert your details and the Assignment Question Number

Submit: Single File Upload - STEP 1

First name

Last name

Submission title

[What can I submit?](#)

Test - Civil Law.pdf

We take your privacy very seriously. We do not share your details for marketing purposes with any external companies. Your information may only be shared with our third party partners so that we may offer our service.

- Upload your assignment, and click on 'Upload'

Submit: Single File Upload - STEP 1

First name

Last name

Submission title

[What can I submit?](#)

Test - Civil Law.pdf

We take your privacy very seriously. We do not share your details for marketing purposes with any external companies. Your information may only be shared with our third party partners so that we may offer our service.

- Wait for the document to upload

Submit: Single File Upload - STEP 1

Processing: Test - Civil Law.pdf

**Author:**  
 Angelito Sobremas

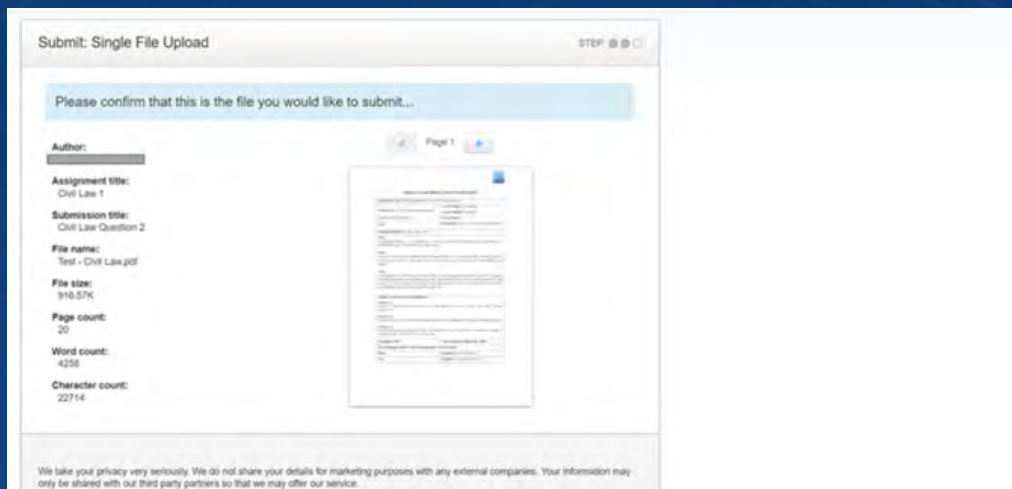
**Assignment title:**  
 Civil Law 1

**Submission title:**  
 Civil Law Question 2

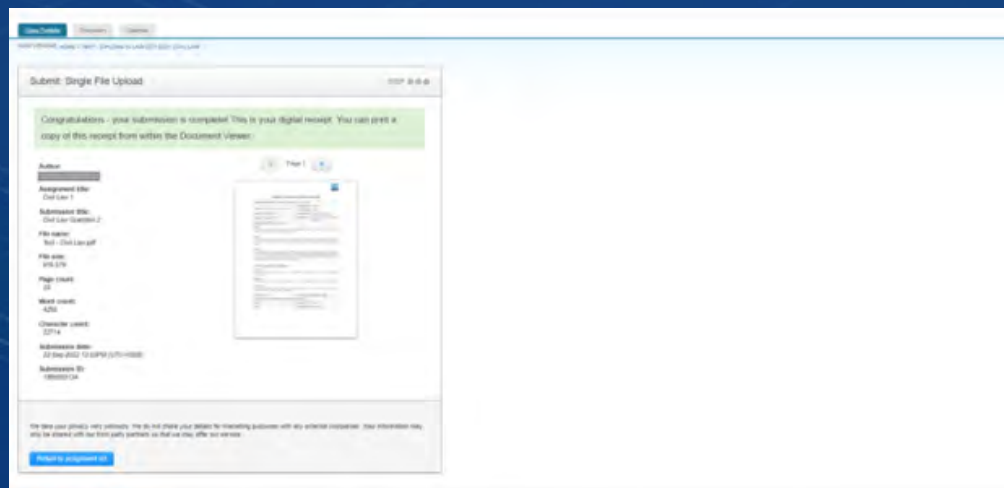
Please wait... you will be asked to confirm to complete the process.

We take your privacy very seriously. We do not share your details for marketing purposes with any external companies. Your information may only be shared with our third party partners so that we may offer our service.

- Once the document uploads, click 'confirm' on the bottom left



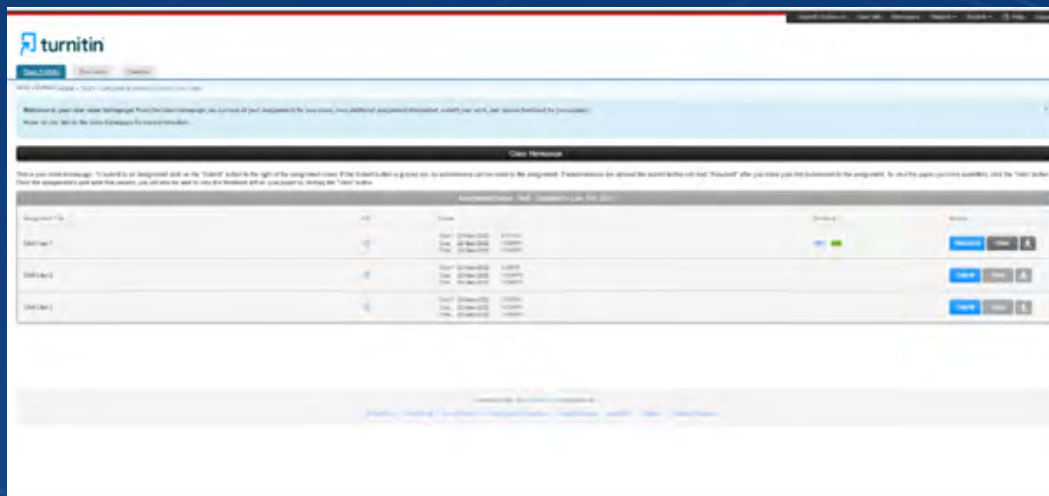
- The system will generate a digital receipt for your submission



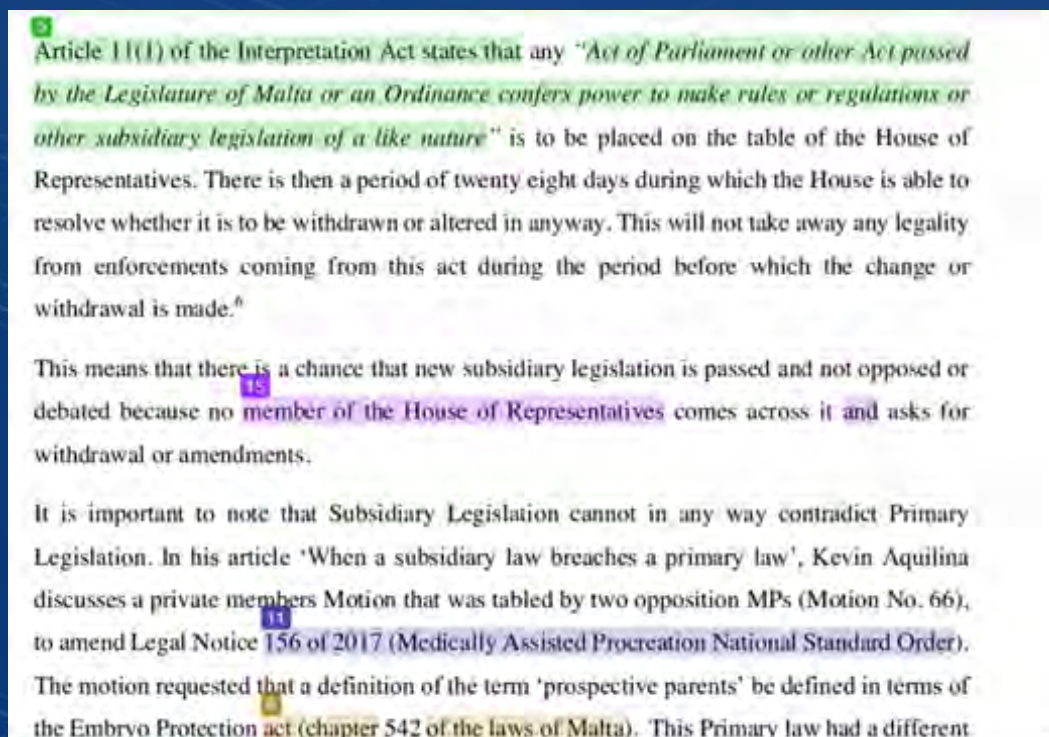
- You will then receive confirmation of submission via email



- Once the system processes your upload, you will be able to see the similarity percentage on Turnitin under the class Portfolio tab



- You can download the similarity report by clicking on the % icon. The report will highlight the similar sections as per below



- At the end of the downloaded document, you will be able to identify the sources that the similar sections relate to

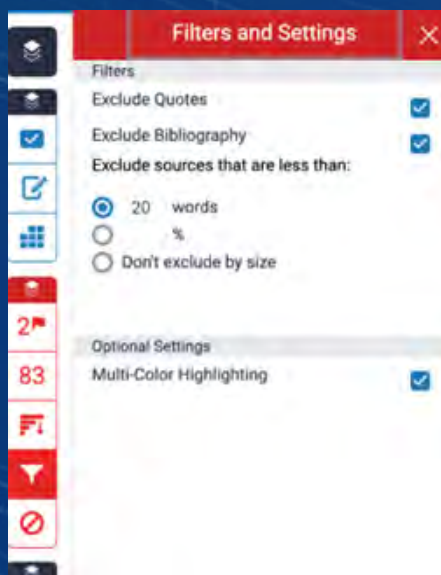
**ORIGINALITY REPORT**

<b>35%</b>	<b>13%</b>	<b>8%</b>	<b>29%</b>
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

**ORIGINAL SOURCES**

1	Submitted to (school name not available)	14%
2	Submitted to University of Malta	5%
3	Submitted to Leeds Beckett University	3%
4	timesofmalta.com	3%
5	www.robertmusumeci.com	2%
6	Kevin Aquilina. "The Parliament of Malta: parliament's lawmaking function under section 65(1) of the Constitution", Commonwealth Law Bulletin, 2012	1%
7	www.um.edu.mt	1%
8	www.constitution.org	

- You can choose to exclude the Bibliography from the parameters to be included in the similarity analysis



### 3. *Resubmission*

- You can resubmit an assignment as many times as you wish before the deadline communicated to you on the Assignment submission form.
- The similarity percentage will update with each new submission. Always remember that this needs to be below 20% including direct quotations
- The uploaded version of the assignment at the time of the deadline will be considered as the final submission.

### 4. *Keep in Mind*

- Your upload should include the Assignment Submission Form. This will NOT be counted as part of the word count or for similarity purposes
- Uploaded documents should be in PDF Format. These should NOT be scanned
- Assignments uploaded after the submission deadline will be considered as late submissions and may result in a grade deduction, UNLESS a request for an extension has been made and approved by 21 Academy's Administration prior to the deadline. This request should be made via the appropriate Form available in the Student Resource Centre
- You have the possibility to download a copy of the document version you have downloaded

# Rubrics

Assignments, reflective notes, oral exams and presentations are graded using a rubric that measures student understanding of the topic as well as submission appearance and presentation. It is a performance-based assessment tool. Tutors will use the rubric to assist them to allocate scoring while it allows students to understand what is required in the assignment and how it will be graded.

Similar rubrics are used for presentations, oral exams as well as reflective diaries.

Assignment Record Sheet		COURSE NAME			
Student:		ID:		Intake:	
Question No:		TOTAL MARK:			
Assessor:		Similarity Score:		Signature:	
	5 marks	4 marks	3 marks	2 marks	0 marks
Cover Page	Title, Student's Name, Teacher's Name, Course Intake month and year, Submission Date, Neatly finished-no errors	Evidence of four	Evidence of three	Evidence of two or less	No cover page
Citations	All cited works, both text and visual, are done in the correct format with no errors.	Some cited works, both text and visual, are done in the correct format. Inconsistencies evident	Few cited works, both text and visual, are done in the correct format.	Work is cited but not using the expected style.	No citations
Appearance	Creative and attractive cover, clear organization, readable and neat, title page, table of contents.	Contains title page, table of contents	Poorly organized and difficult to read; lacking neatness.	No organization, missing significant criteria.	Absent structure and organization.
Support	Uses evidence appropriately and effectively, providing sufficient evidence and explanation to convince.	Begins to offer reasons to support its points, perhaps using varied kinds of evidence. Begins to interpret the evidence and explain connections between evidence and main ideas. Its examples bear some relevance.	Often uses generalizations to support its points. May use examples, but they may be obvious or not relevant. Often depends on unsupported opinion or personal experience, or assumes that evidence speaks for itself and needs no application to the point being discussed. Often has lapses in logic.	Depends on clichés or overgeneralizations for support, or offers little evidence of any kind. May be personal narrative rather than essay, or summary rather than analysis.	Uses irrelevant details or lacks supporting evidence entirely. May be unduly brief.
	61 - 80 marks	41 - 60 marks	21 - 40 marks	01 - 20 marks	0 marks
Content	Excels in responding to the assignment question. Interesting, demonstrates sophistication of thought. Central idea is clearly communicated, worth developing; limited enough to be manageable. Assignment recognizes some complexity of the subject: may acknowledge its contradictions, qualifications, or limits and follow out their logical implications. Understands and critically evaluates its sources, appropriately limits and defines terms.	A solid assignment, responding appropriately to the question. Clearly states a central idea, but may have minor lapses in development. Begins to acknowledge the complexity of central idea and the possibility of other points of view. Shows careful reading of sources, but may not evaluate them critically. Attempts to define terms, not always successfully.	Adequate but weaker and less effective, possibly responding less well to assignment question. Presents central idea in general terms, often depending on platitudes or clichés. Usually does not acknowledge other views. Shows basic comprehension of sources, perhaps with lapses in understanding. If it defines terms, often depends on dictionary definitions.	Does not have a clear central idea or does not respond appropriately to the assignment question. May be too vague or obvious to be developed effectively. Student may misunderstand sources.	Does not respond to the assignment question, lacks a central idea, and may neglect to use sources where necessary.

# Results

After students submit the required course work, or sit for any of the assessment methods, these are corrected and verified by 21 Academy's assessors. As much as possible, we strive to publish results within 4 weeks from the submission deadline, however this is usually dependent on the number of assignments being submitted at one time. Results are sent to students via email. Once the results are confirmed and sent out, a student has 1 week to appeal the results in writing via email sent to [info@advisory21.com.mt](mailto:info@advisory21.com.mt). Once the 1 week to appeal results is over, results are resent and will also include a class average.

## Appealing assessment decisions

Students may appeal against an assessment decision. Appeals should be made within one week from the publication of the result. They should be made in writing by sending an email on [info@21Academy.education](mailto:info@21Academy.education). The appeal will be acknowledged in writing within a maximum of two working days, and the student will be contacted by the Academy's Administration staff who will assist the student accordingly.

## Re-sits

It will almost always be possible able to retake any method of assessments if a pass mark is not obtained on the first attempt. The exception is for self-assessment and multiple-choice exams . Once results have been confirmed, 21 Academy will contact the student to discuss options and inform of when it will be possible to retake the assessment method/s.

There will be alternate questions for the same module. If possible, students are expected to re-sit the exam and/or rewrite the assignment during the same academic year but definitely not later than 6 months after the publication of the result. A re-sit fee, in line with the Academy's Re-sit Policy, will be applicable if there are no extraordinary circumstances to be considered.

# Feedback

We value your feedback because it helps us make sure our services are meeting your needs. Please assist us by filling out the feedback forms the academy gives you at various points during the course.

Please feel free to contact us at any time with your thoughts via email at [info@21Academy.education](mailto:info@21Academy.education) to set up a meeting with the Director of Studies or Head of Academy.



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