

Admissions Policy





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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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Content

3	Policy tatement
4	Admission
	General Entry Requirements
6	Recruitment and Admissions of Prospective Course Participants
	Admission Complaints Procedure
7	Informal Complaint
8	Formal Complaint
	Fraudulent information used for admission

Policy Statement

The Admissions Policy at 21 Academy ensures a fair and transparent process for selecting eligible candidates for enrolment in study programmes. Candidates must meet the specified eligibility criteria outlined in the course details available on the 21 Academy website or in the specific study programme's prospectus. The General Entry Requirements establish the minimum conditions that need to be met, including academic qualifications, maturity clauses for certain age groups, and recognition of prior learning. Applications are assessed based on course-specific criteria, and prospective course participants are provided with timely and accurate pre-entry information and support.

The complaints procedure in this policy aims to address any concerns raised by applicants regarding the admission process. Complaints must be made individually and within a specified time-frame. 21 Academy is committed to handling complaints promptly, fairly, and confidentially. Valid complaints are acted upon promptly, while reasons for decisions are communicated to applicants in a timely manner. The procedure covers both informal and formal stages, allowing applicants to escalate their complaints if necessary. Furthermore, the policy emphasises the strict stance against fraudulent information used for admission, which may lead to immediate withdrawal of any offered place.

Overall, this policy promotes equal opportunities, professionalism, and transparency throughout the admissions process, ensuring a positive experience for all prospective course participants.

1. Admission

1.1. In order to be eligible for enrolment in a study programme at 21 Academy, candidates must meet the specified eligibility criteria outlined in the course details available on the 21 Academy website or in the specific study programme's prospectus.

2. General Entry Requirements

The General Entry Requirements establish the minimum conditions that need to be met.

2.1. Entry requirements: The term "pass" represents the minimum acceptable level of achievement in a specific examination. For certain programmes, 21 Academy may set different levels and grades. Generally, to be admitted to a professional learning programme/course at 21 Academy, participants should hold a relevant qualification at a level one step lower than the level of the course they are applying for according to the Malta Qualifications Framework (MQF).

2.2. Maturity Clause: This clause allows applicants who meet the following conditions to be considered for participation in a course as mature students. In addition to any other requirements, the candidate must at least:

- Have reached the age of 23 for entry to courses at MQF Level 5 or higher
- Have reached the age of 21 for entry to courses at MQF Level 4.

2.3. Applicants who apply under the maturity clause need to demonstrate academic potential and relevant knowledge and work experience. They are required to sit for an interview and asked to provide information about their career, knowledge development, employment history, any certificates, documents, and references.

2.4. Regular Course Participants: All applicants who meet the entry requirements and are deemed eligible for admission at 21 Academy will be classified as Regular Course Participants.

2.5. Concurrent Enrolment/Candidature: A course participant cannot be enrolled simultaneously in more than one qualification programme offered by 21 Academy.

2.6. EU/EEA/Home Applicants and International Applicants: 21 Academy welcomes applications from learners worldwide. For admissions purposes, applicants from EU and EEA countries are considered as nationals, while learners from countries outside EU/EEA/Home are classified as international applicants. International course participants intending to study in Malta need authorisation from Identity Malta for the duration of the programme.

2.7. Admission of students from Countries other than Malta: When 21 Academy receives a completed application, including academic records and reference letters, it evaluates the duration and nature of the candidate's primary, secondary, and university education, grading system, and recommendations for admission or rejection based on the recognised system by the Malta Qualification Recognition Information Centre (MQRIC). Academic credentials must be originals in the language they are normally issued, accompanied by certified translations if not in English. Foreign applicants must provide clear evidence of English proficiency during an online interview which is held even when the prospective students hold the necessary academic qualifications.

2.8. Overseas qualifications: Qualifications deemed equivalent to the required MQF Level, as recognised by the Malta Qualification Information Centre (MQRIC), may be considered.

2.9. Other qualifications: 21 Academy may accept other qualifications and/or relevant experience related to the applied course module as meeting the General Entry Requirements for certain courses. Applicants are solely responsible for providing evidence of equivalence for their certificates and/or diplomas. Only recommendations from the official recognition center of Malta (MQRIC) will be considered. No appeals in this regard will be entertained by 21 Academy.

2.10. Recognition of Prior Learning (RPL): Recognition of Prior Learning refers to the formalised process of awarding credit for learning undertaken prior to the start of a course at 21 Academy or learning completed alongside but not part of the applied course. Applicants bear the responsibility of supporting their claim with appropriate evidence. 21 Academy reserves the right to accept or reject any evidence provided. For more information read 21 academy's Recognition of Prior Learning Policy.

3. Recruitment and Admissions of Prospective Course Participants

3.1. 21 Academy is dedicated to providing timely, accurate, and appropriate pre-entry information and support to prospective course participants. This is achieved through various communication channels, including the 21 Academy's website and social media pages. Transparency and consistency are maintained by providing course-specific information profiles accessible in multiple locations on the website. The information includes selection criteria, main objectives, learning outcomes, MQF level, total learning hours, ECT credits, assessment procedures, expected tutor/s and a detailed time-table.

3.2. 21 Academy is committed to a fair and efficient admissions service that considers prospective course participants regardless of their background, age, disability, ethnicity, gender, religion, belief, or sexual orientation. Applicants will not face disadvantages as long as they follow the established procedure. 21 Academy adheres to the key principles of Fair Admissions, which include transparency, minimising barriers to entry, selecting based on merit, potential, and diversity, professionalism, and using reliable and valid assessment methods.

3.3. Applications will generally be assessed based on criteria specific to the applied course of study and on a first-come, first-served basis. Prospective course participants are advised to check course-specific entry requirements published on the 21 Academy website or the specific course prospectus.

4. Admission Complaints Procedure

4.1. Applicants should submit complaints individually, and complaints made by a third party will generally not be considered.

4.2. Complaints related to decisions made by MQRIC regarding qualification equivalence will not be considered.

4.3. These procedures explain how applicants can raise complaints about the admission process. In most cases, complaints can be resolved fairly and amicably without the need for a formal complaint.

4.4. 21 Academy will handle all complaints promptly, fairly, and consistently. No discrimination will be shown towards applicants who make a complaint.

4.5. If a complaint is found to be valid, 21 Academy will take appropriate action promptly. If the complaint is not upheld, the reasons for the decision will be communicated to the applicant in a timely manner.

4.6. Complaints and the parties involved will be treated confidentially. In certain circumstances, it may be necessary to disclose information to address the complaint, and the concerned parties will be informed of such disclosures.

4.7. This Complaints Procedure covers both informal and formal stages of handling complaints.

5. Informal Complaint

5.1. Most complaints can be resolved satisfactorily at this stage.

5.2. The applicant should first submit their complaint in writing on info@21academy.education.

5.3. A complaint must be submitted within 7 days of the admissions decision or the action being complained about. Complaints received after this timeframe will not be considered, unless valid reasons for the delay are provided. 21 Academy will respond to the complaint within 5 working days and maintain a record of the correspondence and actions taken. If a full response cannot be provided within 5 days, the complainant will be informed of the expected timescale.

5.4. If the complaint is regarding non-selection and 21 Academy determines that the application was fairly considered and the decision complies with the selection policy, an explanation about the context of the decision and any selection processes involved will be sent to the complainant. At this stage, the complainant will also be made aware of the Complaints Procedures if they wish to pursue the matter further.

5.5. For complaints related to other aspects of the admissions process, 21 Academy will provide written reasons for the decision.

6. Formal Complaint

6.1. If the applicant is dissatisfied with the response from 21 Academy, they should complete the Complaints Form within 7 days of receiving the response. Complaints submitted outside of this time-frame will not be considered.

6.2. The complaint should include details of the informal steps taken, the response received, the reasons for remaining dissatisfied, and the desired outcome.

6.3. 21 Academy will acknowledge receipt of the complaint within 2 working days. The nominated Appeals Board will then investigate the complaint and provide a written response to the complainant within 7 days from acknowledgment of receipt.

6.4. The Appeals Board's decision following this process will be considered final.

7. Fraudulent information used for admission

7.1. The discovery of any fraudulent information used in applications to 21 Academy courses will result in the immediate withdrawal of any offered place. Fraudulent information includes the use of fraudulent documentation or providing untrue, misleading, or incomplete information during the application or enrolment process.

7.2. If it is necessary to ask an already enrolled student to withdraw due to fraudulent information, the matter will be referred to the Head of 21 Academy before communicating any intent to the student. If the Head of Academy decides on exclusion, the applicant will not receive a refund of fees paid, and any credits or qualifications awarded may be revoked based on the severity of the deception and the view of relevant professional bodies or inquiries.



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