

Chapter 1 – About the Yhank Institute

Mission, vision and core values

The mission of the Yhank Institute is to offer high-quality higher education that is fully online, accessible, inclusive, and in line with the needs of the global market. Using advanced digital platforms and innovative methodologies, the Institute intends to overcome economic and geographical barriers, promoting flexible, modern and student-centered learning.

The Institute's vision is to become an international reference point in digital higher education, promoting academic excellence, technological innovation, sustainability and social responsibility. The values that guide the Institute's action are: quality, inclusion, transparency, ethics, sustainability, continuous learning, and openness to change.

Accreditation and legal status

Yhank Institute is a registered trademark of Omniversity Edutech Ltd., a company with registered office in Malta, duly registered under registration number C 108859. The Institute is licensed to operate as a higher education institution by the Malta Further and Higher Education Authority (MFHEA), under License No. _____.

The Institute's activity is governed by the provisions of Subsidiary Legislation 607.03 – Further and Higher Education (Licensing, Accreditation and Quality Assurance) Regulations and is subject to periodic checks by the national authority to ensure compliance with the required quality standards.

Organisational structure and key contact persons

The organization of the Yhank Institute is structured to ensure operational efficiency, teaching quality and adherence to regulatory standards. The governance of the Institute is divided into management, support and control bodies, each with well-defined roles and responsibilities:

- **Head of Institute:** This is the legal and academic representative of the Institute. He supervises all educational and administrative activities and ensures compliance with MFHEA regulations.
- **Administrative Director:** Responsible for the financial and operational management of the Institute, he coordinates the administrative staff and support services.
- **Quality Assurance Manager:** Coordinates the internal quality assurance system (AQI), plans and monitors periodic reviews, collects feedback and takes care of the implementation of the PDCA cycle.
- **Internal Quality Committee:** Composed of academic, administrative and student representatives, it supports the QA Manager in defining policies and analyzing qualitative results.
- **Data Protection Officer (DPO):** Oversees the application of GDPR regulations and the security of student and staff personal data.
- **E-learning Training Manager (Online Learning Coordinator):** Oversees the design and operation of the Online Learning Platform (VLE), the accessibility of materials and educational innovation.

- **IT Director:** Manages digital infrastructures and IT systems, ensuring continuity of services, IT security and technical assistance.
- **Programme coordinators:** Academic contact persons for each course of study, responsible for the consistency between learning outcomes, contents, methodologies and assessments.
- **Student Support Services:** These include figures dedicated to guidance, tutoring, psychological support, inclusion and accessibility.
- **Student Representatives:** They participate in collegial bodies to bring the point of view of the student community and contribute to the improvement of the educational experience.

This structure allows for participatory, transparent and continuous improvement-oriented management, consistent with European standards for higher education.

The Institute's complete organizational chart is available on the official website and updated regularly to ensure transparency and accessibility to all stakeholders. <https://yhank.com/our-structure>

Chapter 2 – Studying at Yhank

Educational offer and qualifications

Yhank Institute offers higher education courses delivered entirely online, designed in accordance with the Malta Qualifications Framework (MQF) and accredited by the MFHEA. The programs are oriented towards the development of skills applicable in the global context, with a strong focus on innovation, digitization and inclusion.

Each course provides a clear articulation of learning outcomes, expressed in terms of knowledge, skills and competences, and corresponds to a certain level of the MQF. The Annual Personal Study Plan is measured in ECTS (European Credit Transfer and Accumulation System), in compliance with European standards.

Online teaching model

The training experience at Yhank is based on an innovative pedagogical model, student-centered and based on:

- **Microlearning:** Short lessons, focused on granular topics, lasting about 15 minutes, delivered asynchronously to ensure flexibility and concentration.
- **Active learning:** Courses integrate hands-on exercises, project work, case studies, and collaborative activities.
- **Self-assessment with artificial intelligence:** Interactive tests and adaptive systems allow the student to monitor their progress and receive immediate feedback.
- **Virtual labs:** Online environments for group activities, discussions, and simulations, which stimulate active participation and critical thinking.

The entire training course takes place on the Institute's VLE (Virtual Learning Environment) platform, accessible 24 hours a day and compatible with computers, tablets and smartphones.

Assessment methods and academic integrity

The assessment of learning is based on transparent criteria consistent with the training objectives of the courses. Key assessment tools include:

- Written or oral tests at a distance;
- Individual or group projects;
- Written papers and case studies;
- Automated tests or interactive quizzes;
- Participation in forums and collaborative activities.

All methods are designed to facilitate authentic verification of competencies and are accompanied by clear assessment grids. The student receives individual feedback on each test, with the possibility of improving their performance.

The Institute has a strict **policy against plagiarism and academic fraud**. All papers are checked by anti-plagiarism software. Dishonest behavior during the evaluation will result in disciplinary sanctions, which may include repetition of the activity, suspension from the course or, in serious cases, exclusion from the program.

Student Code of Conduct

Every student of the Yhank Institute is required to abide by the principles of fairness, mutual respect, academic integrity, and collaboration. The code of conduct applies both to teaching activities and to interactions on the Institute's digital platforms.

In particular, the student undertakes to:

- Use digital resources responsibly and in compliance with current regulations;
- Actively participate in training activities, at the established times and in the manner established;
- Respect teachers, tutors, administrative staff and colleagues, avoiding offensive or discriminatory behavior;
- Always recognize the sources of the information used in their papers;
- Report any problems, doubts or complaints through the appropriate institutional channels.

Compliance with the code of conduct is an integral part of the learning experience and helps to create a fair, safe and inclusive learning environment for all.

Chapter 3 – Admissions, Fees, and Personal Data

Admission requirements and enrolment procedure

Admission to Yhank Institute courses is open to candidates who meet the requirements for each program, in accordance with MFHEA standards. Entry requirements include qualifications consistent with the MQF level of the course and, where necessary, documented language skills.

The registration procedure takes place entirely online and involves the following phases:

1. Filling out the application form on the official website;
2. Uploading the required documents (certificates, resume, personal identification);
3. Any cognitive interview or preliminary test, if required by the course;
4. Evaluation of the application by the Program Coordinator;
5. Notification of admission and submission of the letter of acceptance.

Once accepted, the student is invited to confirm his/her enrolment by paying the fee and signing the training contract.

Taxes, payment methods and refunds

The amount of fees varies according to the program chosen and is communicated transparently before enrollment. Major items include:

- Enrolment fee;
- Fee for the entire course or for single modules (in case of partial enrolment);
- Any additional costs for repair exams or optional services.

Payments can be made by bank transfer or secure electronic means. It is possible to pay the total amount in instalments, according to the conditions indicated in the registration contract.

In case of early withdrawal from the course, the student may request a total or partial refund of the sums paid according to the following logic:

- **Withdrawal within 14 days from the agreement signature:** total reimbursement with deduction of administrative costs;
- **Withdrawal after 14 days from the agreement signature :** no refund.

All requests for reimbursement must be formalized in writing and sent to the Administrative Office within 15 days of the withdrawal decision.

Access to personal data and protection of privacy

The management of students' personal data is carried out in full compliance with the **General Data Protection Regulation (GDPR)** and current Maltese regulations. The data collected during the enrolment process and during the training course are stored in a secure, encrypted information system that can only be accessed by authorised personnel.

The data processed includes:

- Personal and contact data;
- Educational qualifications and career documents;
- Academic achievements, attendance, feedback, and certifications;
- Health or specific educational needs information (if provided).

Each student has the right to:

- Access your data at any time through the student portal;
- Request correction or updating;
- Withdraw consent to processing for non-essential purposes;
- Receive a copy of the data in electronic format (portability);
- Request the deletion of data at the end of the training relationship, in compliance with the retention regulations.

The data is stored for a minimum period of 40 years, as required by national standards for higher education institutions.

Chapter 4 – Student Services and Support

Reception, orientation and tutoring

Yhank Institute offers a complete online learning experience accompanied by a structured system of **support for the student from the first access**. Each student receives:

- A **digital welcome package**, with all the useful information on how to navigate the platform, access the materials and contact the academic referents.
- An **initial virtual orientation** meeting with the support team and program coordinator;
- The assignment of an **academic tutor**, available for clarification on content, timing, evaluations and study strategies.

Tutoring is active through internal messaging, video calls by appointment and periodic feedback, to ensure constant accompaniment throughout the training course.

The Institute provides information support and guidance on professional opportunities, internships and career paths, also in collaboration with international partners.

Technical support and accessibility

To facilitate active participation in digital environments, the Institute guarantees an **operational technical support service** via e-mail, chat or ticket. The service responds within 24 hours on working days, assisting on:

- Problems accessing the student portal or the teaching platform;
- Malfunctions of interactive content;
- Device compatibility;
- Credential recovery and account security.

The Institute's digital environment is designed to ensure **maximum accessibility**. Support tools for students with specific needs are integrated, including:

- Compatibility with screen readers and alternative keyboards;
- Adjusting contrast, colors and font size;
- Text transcriptions and subtitles for videos and audio lessons;

- Personalized assistance on request for the use of technologies.

Any specific needs must be communicated at the time of enrolment or at any time via the "Request for support measures" form, available on the student portal.

Well-being, inclusion and psychological support

Yhank Institute recognizes the importance of students' **psychosocial well-being**, especially in an online study setting. The Institute promotes a welcoming environment, respectful of diversity and attentive to individual needs.

The following initiatives are planned:

- **Remote psychological listening service**, accessible by appointment and managed by qualified professionals;
- **Active inclusion policies**, aimed at students with disabilities, SLD, complex family situations or other vulnerabilities;
- **Awareness campaigns on mental well-being**, periodically promoted through the educational platform and institutional channels.

All services are guaranteed in respect of confidentiality and in accordance with privacy regulations.

Student representation and participation

Students are encouraged to actively participate in the life of the Institute, including through structured forms of representation. Student representatives:

- They participate in the meetings of **the Internal Quality Committee**;
- They collaborate in collecting feedback on the training experience;
- They can propose improvement initiatives and extracurricular activities online.

The procedure for electing representatives is communicated via the VLE portal. All enrolled students have the right to vote and can stand as candidates, according to the procedures established in the internal regulations.

Chapter 5 – Students' Rights and Responsibilities

Fundamental rights of students

The student is an active part of the Institute's quality assurance system, participating in surveys, focus groups, and structured consultations provided for by the review and continuous improvement processes.

Students of the Yhank Institute, as members of the academic community, enjoy the following fundamental rights:

- **Right to quality education:** Every student has the right to receive an education that complies with the expected academic standards, delivered with criteria of transparency, equity and consistency with the approved study plan.

- **Right to access educational resources:** The student has continuous access to the digital platform, training content, library resources and online learning tools, as specified in **ANNEX K – Digital resources and infrastructure**.
- **Right to the protection of personal data:** According to the **European General Data Protection Regulation (GDPR)** and the official document "**YHANK Regulation on the Data Protection**", the student has the right to confidentiality, transparency in the use of data, and the possibility of accessing or correcting information concerning him/her.
- **Right to an inclusive and non-discriminatory environment:** The Institute actively promotes equal treatment and the enhancement of diversity, ensuring equal access to services regardless of gender, ethnicity, religion, sexual orientation or social condition.
- **Right to academic and technical support:** The student has the right to receive assistance from tutors, technical contact persons and service managers, as established in the QA policies (see **ANNEX I**) and in the **Internal Quality Assurance Manual**.
- **Right to express opinions and feedback:** Students can actively participate in the evaluation of the training experience through surveys, focus groups and representation in collegial bodies (see also **Quality Management Policy – Stakeholder Engagement**).

Student responsibilities

Adherence to the academic community also implies precise duties and expected behaviors on the part of students. Each student undertakes to:

- **Comply with the academic code of conduct:** Act with integrity, avoiding any form of plagiarism, unauthorized copying or misconduct during evaluation activities, as required by the **QA policy**.
- **Actively participate in teaching:** Interact with digital platforms, complete the planned activities on time and collaborate constructively on synchronous or asynchronous activities.
- **Use IT tools responsibly:** Do not compromise the security of the systems, do not disseminate inappropriate content and do not use the Institute's resources for purposes unrelated to teaching activities.
- **Update your personal data:** Ensure that your personal and contact details are always correct, to allow effective management and compliance with privacy regulations (see **ANNEX J**).
- **Communicate in a respectful manner:** Maintain appropriate and respectful language towards tutors, staff, and other students, whether in forums or in private messages or online meetings.
- **Contribute to the improvement of the Institute:** Proactively participate in satisfaction questionnaires, consultations and initiatives that promote continuous improvement.

Consequences of violations

In the event of a serious or repeated breach of the responsibilities listed above, the Institute may take graded disciplinary measures, which include:

- Formal warning;
- Cancellation of the activity or evaluation involved;
- Temporary suspension of access to the platform or services;
- Definitive expulsion from the program.

All measures are taken in compliance with the adversarial principle and the possibility of appeal, as set out in the **policy on the handling of complaints and appeals (see next chapter)**.

Chapter 6 – Policies and Procedures

Quality assurance and continuous improvement

Yhank Institute adopts an internal **quality assurance system (IQA) that complies with the standards established by the MFHEA, as described in document "2 – Internal Quality Assurance Manual" and in "ANNEX I – Quality management policy"**.

The main procedures envisaged include:

- Periodic monitoring of courses, training activities and student results;
- Structured collection of feedback through surveys and focus groups;
- Evaluation of the performance of teachers and support services;
- Annual reviews of academic programs and updating of institutional documentation;
- Active involvement of students and external stakeholders in planning and evaluation.

The improvement cycle is based on the PDCA (Plan-Do-Check-Act) principle, which allows timely action to correct critical issues and enhance strengths.

Handling complaints and appeals

The Institute has adopted a transparent and accessible procedure for the **management of complaints, reports and appeals**, in line with the provisions of **Chapter 13 of the IQA Manual** and the MFHEA regulations.

Students may file a complaint when they believe that:

- a service has not been provided correctly;
- there have been irregularities in the assessment;
- have experienced inappropriate behavior by staff or other students.

The phases of the procedure are:

1. **Informal reporting:** direct contact with the academic contact person or tutor;
2. **Formal complaint:** completion of an online form available on the student platform;

3. **Evaluation of the complaint:** analysis by the quality manager and, if necessary, by a special commission;
4. **Written answer within 15 working days:** with the possibility of appealing if the student is not satisfied with the outcome.

Appeals against academic decisions (e.g., evaluations, exclusions, RPL outcomes) follow a similar process, but are handled by the **Appeals Committee** composed of members independent of the initial evaluation.

Ethical use of artificial intelligence

Yhank Institute promotes the responsible integration of AI technologies in teaching, assessment and student support, according to the principles expressed in the "**ANNEX H – Ethical use AI policy**".

Students' use of AI-powered tools must meet the following criteria:

- **Transparency:** any use of generative tools (e.g. chatbots, automatic assistants, text or image generators) must be declared, especially if used in the drafting of evaluated papers;
- **Individual responsibility:** the output produced by AI systems cannot replace the student's critical thinking or be presented as original work;
- **Integrity:** Improper, fraudulent, or excessive use of AI is considered a violation of the code of conduct and may result in disciplinary sanctions.

The Institute provides AI tools for **self-assessment** and personalized assistance, but use is subject to internal tracking and regulation.

Institutional rules and regulations

All students are required to comply with the **internal regulations**, available in full on the digital portal, which govern:

- the organization of academic programs;
- admission, attendance and assessment requirements;
- the methods of recording and storing data;
- the structure of the research activities (see also **ANNEX L – Plan for creative research and development**);
- the rules of conduct and disciplinary responsibility.

Any changes to the regulations are promptly communicated to students by institutional e-mail and publication on the platform.

Chapter 7 – Useful information and contacts

Academic calendar

The academic calendar of the Yhank Institute is structured to allow maximum flexibility for adult students and professionals. The teaching sessions are organized in a modular way and open periodically during the academic year, according to the active programs.

Each year is divided into:

- Opening periods for enrolment and orientation;
- Phases of delivery of online modules;
- Due dates for evaluation activities and projects;
- Window for the submission of complaints and for resit sessions;
- Final phase for the certification of the results and the issuance of the qualifications.

The updated calendar can be consulted in the "Documentation" section of the student portal, together with the administrative deadlines (payments, RPL requests, etc.).

Student Portal and Online Resources

All official materials and communications are accessible through the **Virtual Learning Environment (VLE)**, a centralized platform that offers:

- Access to educational content and video lessons;
- Forums and spaces for interaction with tutors and students;
- Personal calendar and deadlines;
- Forms for formal requests (assistance, complaints, RPL, special supports);
- Notifications and institutional communications.

The digital assets available include:

- External platforms with free access (Google Scholar, PubMed, DOAJ, etc.);
- Proprietary resources uploaded by the Institute (slides, e-books, factsheets, case studies);
- Internal repositories with downloadable documents, templates and formats.

The access credentials are provided at the time of enrolment and remain active until the end of the training course.

Institutional contacts

To facilitate communication and timely resolution of any problems, the student can contact the following contact persons:

- **VLE Technical Support:** ✉ _VLE@yhank.com_____
- **Admissions and Enrollment Office:** ✉ __admission@yhank.com_____
- **Quality Manager:** ✉ __quality@yhank.com_____

Program Coordinators

Contact details can be found in the "Staff" section of the portal.

- **Tutoring and student support:** ✉ ___studentsupport@yhank.com_____

- **Data Protection Officer (DPO):** ✉ ____dpo@yhank.com_____

If you have any urgent concerns, there is also a quick request form that can be viewed within the VLE's personal dashboard.

Official Disclaimer

This *Student Handbook* is for informational and guidance purposes only. While it offers an organic summary of the main policies, procedures and services of the Yhank Institute, it **does not in any way replace the official documents approved** by the Institute and deposited with the Malta Further and Higher Education Authority (MFHEA).

All students are required to **consult official quality documents regularly**, including:

- The *Internal Quality Assurance Manual*;
- Approved *institutional policies* (QA Policy, RPL Policy, AI Policy, Data Protection Regulation, etc.);
- Internal *and contractual regulations*;
- The *official communications published on the VLE portal*.

In the event of any discrepancies between the contents of this document and the official versions of the policies, **the content of the original institutional documents always** prevails. Any regulatory update or procedural change will be made known through the official channels of the Institute and promptly published on the student portal.

All institutional documents are subject to annual review. The updated version is published on the VLE portal and takes precedence over any previous or simplified versions.