

Public Authority	Ministry for Education (MFED)
Description of the department/directorate/entity's structure	Organisational Structure
Description of the department/directorate/entity's functions and responsibilities	Mission Statement
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	<p>Office of the Permanent Secretary</p> <ul style="list-style-type: none"> • Ombudsman files • Copy of contracts, agreements and MoUs • Documentation and correspondence relating to administration issues • Copy of all documents signed by the PS, except those inserted in MFED/personal files • Performance Plans and Reviews • General correspondence • Attendance sheets of PS office staff <p>Directorate for Educational Services</p> <ul style="list-style-type: none"> • Documentation and Correspondence relating to administrative issues • General correspondence • Policy Documents • Calls for Applications • Minutes of DES Management Meetings • Minutes of ELC Meetings <p>Directorate for Curriculum, Lifelong Learning and Employability</p> <ul style="list-style-type: none"> - Directorate for Learning and Assessment Programmes <ul style="list-style-type: none"> • Registry files

- MoUs
- Contracts for Service

- Directorate for Research, Lifelong Learning and Employability

- Research Documents and policies
- Staff leave records
- Adult Educator Records
- Lifelong Learning course participant's records
- Lifelong learning Course programmes

Department for Strategy and Support

- Finance Section

- Documentation and Correspondence relating to Finance Section issues
- General Correspondence
- Ministry and Department Files
- Documents related to Boards Committees
- Bills
- General Procurement and Finance files
- Contracts documents
- Financial records including pay slips, tax and national contributions
- Invoices and Payments

- Human Resources Directorate

- Personal Files
- Allowances
- Study Leave
- Discipline
- Progressions, placements, and promotions
- Calls for Applications

- Work-Life Balance
- Standard Operations Procedures (SOPs)
- Personal Records Sheets
- Vacation Leave and Sick Leave Cards
- Students' Maintenance Grants Unit (SMGU)
 - SMG system
 - Hard copies applications received from students with some persons with disabilities, students residing at the Corradino Correctional Facility, asylum seekers etc..
 - Monthly SMG Board Grids containing cases referred and subsequently discussed during the SMGB meetings
 - Documentation related with the cases referred for the attention of the SMG Board
 - Monthly attendances of students attending at Post-Secondaries Institutions and Recourse Centers
 - Overpayment letters and database
 - Exception from Fees Letters
 - Records of failed transactions, therefore, records of grants and stipends payment affected by the issuance of checks
 - Records of executed grants
 - Parliamentary questions
 - SOPs
 - Court cases
- Logistics & Transport
 - (a) Travel Section
 - Ministry Files
 - Travel Files (Abroad)
 - Travel Files (Gozo)

	<ul style="list-style-type: none"> • Certification of Staff Attendance sheets • Travel applications • Quotations and Requisition Orders in relation with Travel requirements, such as Gozo Travel Tickets and Air Travel Tickets • Travel Insurance Policy cover (Tender and Contract) <p>(b) Logistics Section</p> <ul style="list-style-type: none"> • Agreements between 3rd Parties and Schools for use of School Facilities. • Agreements between SportMalta and MFED re. use of sport facilities. • Files: ERDF 332 – Quality Education for the Society of Tomorrow (Quest). • Files: ERDF 09.044 – INVEST. • Staff Lists – Maintenance and Cleaners • Lists of CWSF Workers, ERL Workers and RSSL Workers and List of Watchmen, • Requisition Orders and Quotations • School infrastructure details • School Plans • Programme of works re school infrastructure • Staff Attendance • CCTVs and Lifts in schools • Transport Schedule • Driver’s Petrol Allowance • ERA applications for Education Drivers <p>(c) Precincts Section</p> <ul style="list-style-type: none"> • Programme of works related to the Head Office
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infrastructure.

- Quotations and Requisition Orders in relation to the purchasing of various items which need to be replaced or as requested by the Employees/Officers who work within the MFED Head Office.
- Files opened related to the purchasing of new AC units.
- File opened to service the fire extinguishers.
- File opened for Pest Control exercise.
- File opened in relation to the lift service/ maintenance agreements.
- File for the refurbishment of the One Stop Shop (Servizz.gov) which includes: New fire alarm system, New forced ventilation system in the boardroom, New AC drain pipes, New intruder alarm system, CCTV's, signage and an overall facelift of the area including new office furniture.
- File regarding the works which are carried out by MFED technical Staff and for outsourced works which are not included within the tender document for the building of a New Childcare Centre, Wellness Centre and a Cafeteria.
- Attendance Sheets related to Messengers and the Staff of the Maintenance Section including CWSF workers.
- Payments of Invoices in favour of all the Private Companies who supply new material and provide their services within the MFED building.
- Certification of Attendance sheets.
- Plans related to the Reserved Parking Bays which are situated outside MFED Head Office.

(d) School Transport Section

	<ul style="list-style-type: none">• School Transport Applications of minor students compiled by Parents/ Legal Guardians that contain data re minor, parents/legal guardian, school attending and routes• Data re fleet of vehicles used for the provision of school transport services in Malta and Gozo• Data re drivers providing services of school transport in Malta and Gozo• Contracts signed between MFED Management and Service Providers for the provision of school transport services• Contract management documentation such as but not limited to general correspondence, amendments to contracts, payments and other documentation related to contract management.• Files opened related to the operations of free school transport• Attendance Sheets related to employees at section• Electronic platform that contains data described above in relation to the provision of free state school transport <p>(e) Cleaning Section</p> <ul style="list-style-type: none">• State Schools' Cleaning Tender Files, one for each school (including the insertion of Cleaning Staff Attendance Sheets, Invoices, copies of Staff Payslips and receipts of payments)• Certification of Staff Attendance sheets re the cleaning staff and watchmen• Quotations and Requisition Orders in relation with Cleaning Services within MFED• Tender's File re the Cleaning Services• Tender's File re the Cleaning Products
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(f) Registry Section

- Managing (IN/OUT) MFED Files
- Managing (IN/OUT) Personal Files
- Certification of Staff Attendance sheets
- Quotations and Requisition Orders in relation with the Records Section requirements, such as Printing items, Storage equipment, File covers, etc.

(g) Stores Section

- Requisitions for stationery and cleaning items
- Requests for textbooks to Primary and Secondary Schools
- Certification of Staff Attendance sheets
- Reconciliation with the Rented Storage Space Contractor's Officials regarding the stationery and cleaning items
- Quotations and Requisition Orders in relation with stores items

(h) Transport Section

- Fleet Management Portal.
- Quotations and Requisition Orders in relation to the leasing of vehicles.
- Files opened related to the purchased/transferred vehicles (MFED owned).
- Tender document re vehicle mechanical repairs.
- Tender document re vehicle electrical repairs.
- Tender document re vehicle body works.
- Contracts related to the leasing of vehicles.
- Files regarding collisions (one for each respective collision).
- Issuing of Fuel requisitions.
- Payments of Invoices in favour of Fuel Suppliers.

	<ul style="list-style-type: none"> • Payments of Invoices in favour of the Rental Companies. • Parliamentary Questions raised for information regarding MFED and Leased Vehicles. • Vehicle Logbooks. • Renewal of road license disks. • Diary to schedule all the Transport requests. • Certification of Attendance sheets. • Drivers' logbooks to record the performed journeys. • Towing services membership. • Vehicle Road Worthiness Test (VRT). <p>(i) Inventory Section</p> <ul style="list-style-type: none"> • Ministry Files • Inventory Files (Written-Off Forms) • Inventory Files (Reports re Stolen Equipment / Items) • Certification of Staff Attendance sheets • Quotations and Requisition Orders in relation with Inventory requirements, such as Inventory Stickers, Printing items, etc. <p>Information Management Unit</p> <ul style="list-style-type: none"> • Web Forms • Networking documentation • ICT Procurement (Hardware and Software) • IT Assets (both CORP and Schools) • Access Rights, new workstation deployments • User Manuals, Guides related to specific IT Systems or processes <p>Examinations Department</p> <ul style="list-style-type: none"> • Examination registers and results (Local Public Examinations and foreign examination boards results). • Minutes of the Board of Local Public Examinations.
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- Other administrative and financial documents (including application forms) are kept by the Department according to GDPR and National Archives legislations.

Directorate for Quality and Standards in Education

- Correspondence linked to generic emails (QAD and DQSE email addresses)
- Correspondence related to complaints and follow ups.
- Circulars issued by the DQSE and the QAD
- PQs with replies
- Requisition forms for Stores (Stationary and cleaning Products)
- Invoices sent from rental photocopiers suppliers
- Copies of requisition forms for Gozo Tickets issued from Travel Section – used by Education Officers and Senior Staff
- School files related with 15.25 % School Grant Applications – Assistance to Church and Independent Schools related to Capital Expenditure in the Implementation of Educational Reforms for All Children to Succeed
- External Review Reports: Childcare Centres
- External Review Reports Schools (3-16 – State and non-state schools)
- Application for Summer Schools
- Applications for new Childcare Centre Registrations
- Application for New school Licences
- Documents related to Planning Authority consultations.
- Reports for site visits in relation to applications and compliance visits

Directorate for International Relations and Programme Implementation

- Policy documents and related working documents on themes that fall within the portfolio of the Ministry for Education
- Briefing Notes and speaking notes for use by Government Officials
- Explanatory Memoranda, Briefing Notes and Background Notes for the

Minister and Instruction - Notes for the Permanent Representative of Malta to the EU and other Maltese representatives attending European and other international fora

- Documents issued by the EU institutions and other international fora
- Reports detailing discussions and negotiations within EU fora
- Standard Operating procedures
- Bilateral Agreements / MOUs with third countries related to Education
- In accordance with Manual of Procedures for Projects' Implementation 2014-2020, Retention of Documents for 2014-2020 Programming Period, individual files are kept of ERDF and ESF projects, containing documentation related to the project's life cycle.
- Procurement files related to the INVEST project containing documents which were required during the procurement cycle of the contracts.

Scholarships Unit

- Regulations and Applications for the Scholarship Schemes

Council for the Teaching Profession

- Applications for permanent, temporary and renewed warrants and relative documentation, including proof of qualifications, performance reports, references and complete criminal records of all applicants
- Teacher's register, including copies of warrants and relative digital block chain certification
- Structure and composition of the Council.
- Information about the Council and its members.
- Generic queries and correspondence

University of Malta

- Personal files of employees
- Disciplinary files
- Files related to procurement (Tender/Quotations/ Account)

- Policy documents
- Files relating to research of students and lecturers
- Files relating to publications
- Files relating to procedures within university
- Files relating to students
- Travel/Conferences
- Examination papers & Results
- Minutes of Meetings
- Internal & External Memos
- Collective Agreements
- Documents Pertaining to Litigation
- Agreements with third Parties
- Documents pertaining to Data Protection

Malta College for Arts, Science and Technology (MCAST)

- Policy and strategy documents, reports, and related working documents on themes relating to the College
- National and International Agreements (Memoranda of Understanding) and related exchange of information documents
- Student records at Office of the Registrar and/or at Institute level including applications, attendance records, assessment and examination results, stipends records and transcripts
- Reports as submitted by the various departments such as the annual reports.
- Financial documents as well as audited financial statements.
- Policy and procedures related to quality assurance in the various areas – academic, administrative, MG2i as well as the student handbook.
- Documents pertaining to course provision such as the prospectus, learning outcomes for each course etc.

- Applications pertaining to Human Resource management, such as applications for external and internal calls for applications.
- Customer care queries received by email on generic addresses
- Outsourcing agreements entered by MCAST with third-parties
- Documents filed in accordance with the Companies Act
- Dossiers related to procurement
- Personal files of all employees
- Circulars send to all staff and students
- Publications and communication material published by the College.

Foundation for Tomorrow's Schools (FTS)

- HR
- Financial
- Administrative

Foundation for Educational Services (FES)

- Accounting policies
- Information related to payments and negative balances related to Klabb 3-16 and Skolasajf
- Information related to refunds related to Klabb 3-16 and Skolasajf
- Files related to employees information
- Information on portal related to recruitment
- Information on portal related to application for Klabb 3-16 and Skolasajf
- Information related to waiting lists, rosters and timetables in Childcare
- Information related to payments and negative balances related to Klabb 3-16 and Skolasajf
- Files related to procurement
- Files related to other administrative aspects

Institute for Education (IFE)

- The different categories and the list of documents that fall within this category are listed in the [Records Retention Schedule](#) Annex 1

National Literacy Agency (NLA)

- General correspondence
- Parliamentary questions and replies thereto
- General procurement files
- General administration files
- Financial records
- Recruitment files
- Employees' personal files
- NLA Board meetings minutes
- NLA Senior Management meetings minutes
- NLA circulars
- NLA services application forms
- Data protection consent forms
- Contact lists of stakeholders
- Databases of service users contact details
- Databases of services rendered
- Statistics of services rendered
- Record of services offered online (including videos and photos)
- Record of assessments and other research carried out by NLA
- Contracts and memoranda of understanding undertaken by NLA

English Language Teaching (ELT) Council

- Legal Notice
- Files related to Licensed ELT Schools
- Files related to procurement, general correspondence with other entities/organizations (both public and private) and policies.
- Applications related to English Language Teaching (ELT) Permits, SEPTT

exams, TEFL Cert Courses, Teacher Trainers, Distance Learning Provider Licences, Home Tuition Provider Licences, ELT School Licences and Annexe Licences.

National Book Council

- General Correspondence
- Parliamentary Questions
- General Procurement Files
- Recruitment Files
- General Administration Files
- Press Releases
- HR Files
- Board Minutes
- Applications
- Personal Files
- Public Lending Rights
- Malta Book Festival
- Malta Book Fund
- National Book Awards
- Film Adaptation Fund
- Accountancy books

Education Malta

- Yearly report on the operations of Education Malta Foundation
- Business Plan and estimated of Expenditure (published yearly together with the Report of Operations)
- Certificate of Income Tax Exemption in terms of the Article 12(2) of the Income Tax Act (Cap.123) of the Laws of Malta

Malta Further and Higher Education Authority (MFHEA)

- Malta Qualifications Recognition Information Centre

- Leaflet – Apply Online
- Leaflet – Recognition of a qualification
- MQRIC Official Notices
 - MQRIC information page web portal
 - MQRIC online application web portal
 - 2016 Referencing Report
- Mutual Recognition of Professions
 - Guidelines for Competent Authorities
 - List of regulated professions and competent authorities
- Provider Licensing and Programme Accreditation
 - Communications for Providers
 - Fee Structure for Accreditation and Licensing of Providers and Programmes
 - List of Licensed Providers and Accredited Programmes
 - Accreditation of Educational Institutions, Programmes and Courses
 - ECVET Conversion Manual
- Quality Assurance
 - The National Quality Assurance Framework for Further and Higher Education (General Public)
 - Internal and External Quality Assurance in Further and Higher Education
 - National Quality Assurance Framework for Further and Higher Education
 - External Quality Assurance – Provider Audit Manual of Procedures
 - Implementation of Quality Assurance in Vocational Education and Training (VET) Institutions – A Manual for VET Providers

- Step by step guide to Internal Quality Assurance
- EQAA Reports
- NQAF Standards with amendments to cover online and blended learning
- Validation of Non-formal and Informal Learning
 - Validation Assessment Centre Informational Guide
 - The National Occupational Standards (NOSs)
 - Recognition of Prior Learning (RPL) Guidelines
 - Recognition of Prior Learning (RPL) Scoping Report
- Research and Policy
 - Results of Survey on the Implications of Covid-19 on Further and Higher Education Institutions in Malta
 - EUROSTUDENT VII - 2018-2020
 - EUROSTUDENT VI - 2016-2018
 - EUROSTUDENT V - 2012-2015
 - EUROSTUDENT IV - 2008-2011
 - EUROGRADUATE SURVEY – 2017 -2019
 - Student Engagement in School Life & Learning - 2015-2017
 - Postgraduate Scholarship Tracer Study 2015
 - Employee Skills Survey 2015-2017
 - Graduate Tracer Study 2014 – 2016
- Malta Qualifications Framework
 - Leaflet on the Malta Qualifications Framework
 - Promoting the Malta Qualifications Framework through Accreditation, Recognition and Validation
 - MQF – EQF Report
 - MQF Impact Review Final Report 2021

	<ul style="list-style-type: none"> - Resources <ul style="list-style-type: none"> • Strategies • Referencing Report • Annual Reports <p><i>Some of the information listed is exempt from disclosure under the Freedom of Information Act (Cap. 496).</i></p>
<p>Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their personal capacity)</p>	<p>Office of the Permanent Secretary</p> <ul style="list-style-type: none"> • Strategies • Policies • Internal Audit documents • Annual Financial reports of MFED entities • Memoranda and internal circulars <p>Directorate for Educational Services</p> <ul style="list-style-type: none"> • <i>Documentation on Procedures for</i> <ul style="list-style-type: none"> ○ Customer Care Service ○ Student Registration ○ Addressing Attendance Policy ○ School Transition ○ Gozitan Staff serving in Malta ○ Finance Admin in Schools ○ School Outings ○ School Trips Abroad ○ National Annual Examinations ○ Use of School Premises by Third Parties ○ Opening and Closing of School Premises ○ Schools' Risk Assessment ○ Maternity Risk Assessment

- Administration of Medication in Schools

Directorate for Curriculum, Lifelong Learning and Employability

- Directorate for Learning and Assessment Programmes
 - National Strategies
 - National Policies
 - EU documentation
- Directorate for Research, Lifelong Learning and Employability
 - National Strategies related to Adult Education and Early School Leavers
 - Standard Operating Procedures for staff and Life Learning Participants

Department for Strategy and Support

- Finance Section
 - Internal Circulars
 - SOPs & Guidelines
 - Financial Budgets
 - Public Administration Act
 - Public Procurement Regulations
 - Public Service Management Code
 - DIER
 - Manual on Allowances
 - Circulars issued by Ministry for Finance and Employment
 - Circulars issued by Treasury Department
- Human Resources Directorate
 - PSMC
 - Manual on Special Leaves
 - Manual on Work-Life Balance Measures
 - Manual on Resourcing Policies and Procedures

- Manual on Disciplinary Procedures
- Manual on Staff Development in Public Administration Manual Regarding Positions of Assistant Director, Senior Manager, Manager and Assistant Manager in the Public Service
- Manual on Industrial Relations and the Selection and Appointment Process under Delegated Authority in the Malta Public Service
- Manual on Allowances
- Students' Maintenance Grants Unit (SMGU)
 - Legal Notice 308 of 2016
 - Malta Government Undergraduate Scheme Regulations
 - SMG Board decisions
 - SMG Board Memos
 - SMG Board Minutes
 - Correspondence with and between SMG Board members on urgent decisions required.
 - National Budgets and documentation
 - Ombudsman recommendations
- Logistics & Transport
 - (a) Travel Section
 - PSMC
 - Travel Manual (Guidelines)
 - Standard Operations Procedures (SOPs)
 - Public Procurement Regulations and Procedures
 - (b) Logistics Section
 - SOP 10 – Use of School Premises by Third Parties.
 - SOP Breakfast
 - SOP Uniforms

	<ul style="list-style-type: none">• Public Procurement Regulations and Procedures.• PSMC.• Manual of Procedures for Projects Implementation Cohesion Policy 2014-2020. <p>(c) Precincts Section</p> <ul style="list-style-type: none">• PSMC.• Public Procurement Regulations and Procedures.• SOP Uniforms for Messengers. <p>(d) School Transport Section</p> <ul style="list-style-type: none">• SOPs• Free School Transport Policy• Data Protection policy documents• Instruction manuals for the use of electronic platform <p>(e) Cleaning Section</p> <ul style="list-style-type: none">• PSMC• Standard Operations Procedures (SOPs)• Public Procurement Regulations and Procedures <p>(f) Registry Section</p> <ul style="list-style-type: none">• PSMC• Standard Operations Procedures (SOPs)• Public Procurement Regulations and Procedures <p>(g) Stores Section</p> <ul style="list-style-type: none">• Stores Standard Operations Procedures (SOPs)• PSMC• Public Procurement Regulations and Procedures <p>(h) Transport Section</p> <ul style="list-style-type: none">• User Manual on the Fleet Management Portal.• Manual on Transport and Travel Policies and Procedure.
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	<ul style="list-style-type: none">• PSMC.• Public Procurement Regulations and Procedures (Section J of the Financial Regulations).• Reconciliation of fuel requisitions on the Fleet Management Portal. <p>(i) Inventory Section</p> <ul style="list-style-type: none">• PSMC• Inventory Manual (Guidelines)• Standard Operations Procedures (SOPs)• Public Procurement Regulations and Procedures <p>Information Management Unit</p> <ul style="list-style-type: none">• Networking diagrams and related documentation• IT Access Rights• eRFS relating to devices, access, etc.• IT tangible and intangible assets• Internal IMU SOPs• RFQs, Direct Orders and Tender / Contracts relating to IT Hardware / Software <p>Examinations Department</p> <ul style="list-style-type: none">• Departmental Manual, which includes all departmental policies, standard operating procedures, guidelines, regulations, and other general information. <p>Directorate for Quality and Standards in Education</p> <ul style="list-style-type: none">• Guidelines and SoP related to the 15.25% grant and per capita grant• Documents and SoPs related to external review and compliance visits• Documents, SoPs and guidelines related to applications for registrations and applications for new licenses. <p>Directorate for International Relations and Programme Implementation</p>
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- Standard Operating Procedures relating to the work carried out by the International Relations Unit within IRPID.
- Operational Programme I (2014-2020) – Fostering a competitive and sustainable economy to meet our challenges – ERDF Cohesion Fund
- European Commission’s Guide to Cost-Benefit Analysis of investment projects 2014 – 2020
- Eligibility Rules of ERDF
- OPI Annual Implementation Report
- Manual of Procedures for Projects Implementation
- Manual of Procedures Implementation Progress Report
- OPI Indicator Definition
- Operation Programme II (2014-2020) – Investing in human capital to create more opportunities and promote the wellbeing of society – ESF
- Eligibility Rules of ESF
- OPII – Annual Implementation Reports
- OPII Indicator Definition
- Template for data collection on data on participants – Annex I, Annex II and Annex III
- EU Guidance on European Structural and Investment Funds 2014 – 2020
- Anti-Fraud Strategy
- Anti-Fraud Policy
- Circulars and Internal Notes issued by the Managing Authority

Scholarships Unit

- Endeavour Scholarship Scheme Regulations
- Malta Arts Scholarships
- Malta Sports Scholarships Scheme
- TESS-Tertiary Education Scholarship Scheme
- Veterinary Scholarship Scheme

Council for the Teaching Profession

- Code of Ethics and Practice (2012)
- Legislation (Education Act, L.N. 179 of 2008, ACT XIII of 2012)
- Outline of Procedure to Practise the Teaching Profession
- Eligibility for a Teacher's Warrant
- Guidelines on the application process and appeals process
- Documentation relative to Inquiries into professional misconduct Being conducted by the Council

University of Malta

- Procedures for Admissions to University
- Regulations for Examinations
- Procedures of the Council, Senate and Faculty Boards
- Procedures relating to Foreign Students
- Procedures related to Matsec

Malta College for Arts, Science and Technology (MCAST)

- The Student Handbook
- The yearly prospectus
- Academic Manual of Policies and procedures
- Administrative Manual of Policies and Procedures

Foundation for Tomorrow's Schools (FTS)

- Files on each employee
- Recruitment files
- Industrial Tribunal case files
- Ombudsman complaints case files
- HR Policies and Procedures Manual
- Staff Training and Development Policy
- Work-Life Balance Policy
- Occupational Health & Safety and Mental Health Wellbeing Policy

- Bullying and Intimidation Policy
- Sexual Harassment Policy
- Parliamentary Questions
- Media queries
- PA Correspondence
- Correspondence Files
- Tax and National Insurance Cards
- Procurement Records including Documents and information on key experts
- Accounting Records
- Inventory and Stock Records
- Yearly Financial Statements
- Audit Documentation
- Visiting Records on Site

Foundation for Educational Services (FES)

- Employee Handbook
- Operations Manual Childcare
- Operations Manual Klabb 3-16
- Operations Manual Skolasajf
- SOP recurrent balance (with Finance Department)
- Skolasajf Programme Manual
- Klabb 3-16 Monthly Programmes
- SOP – Answering Facebook Requests for Childcare Service
- SOP – Answering Client’s Email and Telephone Calls
- SOP - A better transition between services given in Primary schools
- SOP – Confirmation of Slots for Social Cases
- SOP – In case of COVID cases in Centres
- SOP - Childcare online interaction with parents and their children

- Files for Tenders
- Files for Request for Quotations
- Files for Purchase Orders
- Other Administrative aspects such as guarantees, entity car, Skolasajf related files.
- Policies - IFRS compliant accounting policies and financial statements
- SOP - Recurring balance
- SOP - Portal management of refunds
- SOP - Portal management of transfers of balances

Institute for Education (IFE)

- [Annual Reports](#)
- [Policies and procedures adopted at the Institute](#)
- [All application forms with a brief about each](#)
- [Frequently Asked Questions of issues faced by each department](#)
- [Information about courses](#)
- [Tuition fees](#)
- [Micro placement in Industry process and procedure including handbooks](#)
- [Dissertations process and procedure](#)
- [Malta Journal of Education \(yearly publication of the Institute for Education\)](#)
- [Letter Circulars issued by the Institute for Education](#)
- [EU projects in which the Institute for Education participated in](#)
- [1st Annual Symposium organized by the Institute for Education](#)
- [2nd Annual Symposium organised by the Institute for Education](#)

National Literacy Agency (NLA)

- Public Service Management Code
- Manual for Public Sector Entities

- Manual on Industrial Relations and the Selection and Appointment Process under Delegate Authority in the Malta Public Service
- Public Administration Act
- Public Procurement Regulations
- Manual on Special Leaves
- Manual on Work-Life Balance Measures
- Manual on Resourcing Policies and Procedures
- Manual on Staff Development in Public Administration
- Manuals of Procedures, Applications, and other documentation related to the management of EU Funds
- Universal Structure for National Literacy Agency, Institute for Education, Malta Libraries, and National Book Council
- Data Protection Policy
- Retention and Access Policy
- Standard Operating Procedures
- National Policies and Strategies related to Literacy and Language in Education

English Language Teaching (ELT) Council

- [Policy Manual](#)
- Education Act – Chapter 327 of the Laws of Malta
- Legal Notice 221 of 2015 – The English Language Teaching Council Regulations Legal Notice 221 of 2015

National Book Council

- ISBN Users Manual
- Manual for Authors and Publishers

Education Malta

- Nil

Malta Further and Higher Education Authority (MFHEA)

	<ul style="list-style-type: none"> • Internal Memos • Standard Operating Procedures
<p>Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent</p>	<p>The FOI officer of the MFED may be contacted by e-mail foi.mfed@gov.mt or by telephone 25981233.</p> <p>FOI Requests may be submitted by e-mail to foi.mfed@gov.mt, through the FOI Portal www.foi.gov.mt via the e-ID or through the online form.</p>
<p>Details of Internal Complaints Procedure</p>	<p>An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may submit a complaint to the Public Authority by e-mail to foi.mfed@gov.mt, through the FOI portal www.foi.gov.mt via the e-ID or through the online form.</p> <p>The complaint should be addressed to the Ministry's Principal FOI Officer, who shall bring the complaint to the attention of the officer responsible (i.e. the most senior official within the department). The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta).</p>

	<p>The officer responsible shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant's complaint is related to the format of the information provided or to an extension of the deadline for the submission of the notification indicating whether a request would be met or not by the Ministry, and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed.</p> <p>An applicant may also make use of the Internal Complaints Procedure to report failure to meet deadlines or to send notifications.</p>
Other Information	<p>Working Hours Monday - Friday Winter: 07:45 – 12:30 & 13:15 – 17:15 Summer: 07:30 – 13:30</p> <p>Payments in cash can be made at the Accounts Section of the Ministry for Education, Great Siege Road, Floriana. Payments can also be made by cheque payable to Permanent Secretary MFED.</p>
Public Authority Contact Details	<p>Ministry for Education Great Siege Road Floriana VLT 2000 Tel: 2598 0000 Email: info.education@gov.mt</p>