



# Internal guidance on student representation in the EUAA Academy

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| <b>Author/Reviewer</b> | <i>Signature on file</i> |                             |                |
| <b>Approver</b>        | <i>Signature on file</i> |                             |                |
| <b>Authoriser</b>      | <i>Signature on file</i> |                             |                |
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## 1. Introduction

The EUAA Academy ('Academy') strives to implement a learner-centred approach<sup>1</sup> and encourages the active involvement of learners and students<sup>2</sup> in all aspects of their learning experience. The Academy provides a safe and inclusive learning environment where learners can engage in discussion and raise practical challenges, including matters concerning their studies<sup>3</sup>. Feedback is sought on the quality of the programme delivery, the expertise of trainers, and the practical applicability of the learning to the learners' professional tasks.

As students are enrolled on study programmes for at least one academic year, they are a valuable source of detailed feedback on the quality of the educational experience. They are actively encouraged to provide their individual and collective perspective on the educational process throughout the training cycle.

The Academy views students as partners in the governance and quality assurance processes. Every student has the opportunity to contribute to enhancing the quality of their learning experience on their chosen academic programme of study. To ensure that students' voices are heard through both formal and informal channels, those enrolled on study programmes nominate and elect student representative(s).

In line with the Malta Further and Higher Education Authority's [External Quality Assurance Provider Accreditation Manual for Higher Education Institutions](#), the Academy provides for the participation of student representative(s) in its governance structure<sup>4</sup>. Student representatives act as a link between students and the Academy and enable the student community to influence its learning and wider experience.

## 2. Purpose and scope

The purpose of this Internal Guidance is to define the role and responsibilities of student representatives and their participation in the Academy's processes. It describes the key principles governing student participation, the appointment of student representatives, including the nomination and election process, and the expected tasks and code of conduct of appointed student representatives.

This guidance provides transparency regarding the role of student representatives and ensures that their engagement supports the continuous improvement of the Academy's activities.

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<sup>1</sup> Pursuant to point 7.1 of the Annex to Management Board Decision No 102 of 7 March 2022 on the [EUAA's Training and Learning Strategy](#).

<sup>2</sup> The term 'learner' is used as an overarching term to refer to individuals engaged in a learning process, specifically those following training modules or short courses. The term 'student' is used to refer to persons enrolled on a master's programme.

<sup>3</sup> In line with point 5.3 of the Annex to Decision of the Executive Director No 059 of 1 April 2022 on the [Training Quality Assurance Framework](#).

<sup>4</sup> As laid down in the Decision of the Executive Director No 8 of 24 June 2026 establishing the EUAA Academy and its higher-level governance structure ('ED Decision No 8/2026').

### 3. Key principles

Student participation is governed by the following principles.

- **Inclusiveness:** All student voices should be represented.
- **Transparency:** Clear communication channels and processes should be established.
- **Accountability:** Student representatives act in the interest of the student body.
- **Constructive engagement:** Feedback is solution-oriented.
- **Confidentiality:** Sensitive information is handled appropriately.

### 4. Selection and appointment of student representatives

The Academy ensures that the appointment of student representatives is open, transparent, and equitable and operates in line with, *inter alia*, the provisions laid down in Article 3(5) of ED Decision No 8/2026 and in point 5 of the Annex to Administrative Circular No 7 of 22 July 2026 on the establishment of the standing committees of the Academic Board of the EUAA Academy and their terms of reference.

#### 4.1. Nomination and election process

Student representative(s) are elected by other eligible students through a general vote held among all enrolled students.

- The nomination and election process is communicated to all students in advance of their induction to the programme to ensure that all students are aware of the opportunity to stand as candidates and/or participate in the election.
- A call for candidates is issued at the beginning of each academic year.
- Candidates may provide a statement of motivation for their candidature, that is made available to all students.
- A formal, independent, democratic, transparent, and non-discriminatory nomination and election procedure is organised during the first week of studies for students across all cohorts.
- Students may nominate themselves (self-nomination), or may be nominated by their peers (peer nomination) and may accept or reject the nomination.
- Where more than two students are nominated, an election is held.

#### 4.2. Election and appointment

The election procedure commences immediately after the nomination procedure. The election is held online via the Academy portal. Following a presentation by the candidates, students have up to four EUAA working days to vote. Students receive an email on their Academy email account with a link to vote. Voting choices remain anonymous. The process may be re-opened if the results are inconclusive.

The elected student representative(s) is/are notified in writing and is/are required to accept or decline the appointment. As member(s) of the Academic Board and certain standing committees, student

representatives must sign a confidentiality undertaking and declaration of absence of conflicts of interest, as applied to Board members under Article 8 of ED Decision No 8/2026.

Where there is more than one student representative per academic year, they should decide among themselves who will act as an alternate in situations where only one representative is required.

## 5. Roles and responsibilities

### 5.1. Student representatives

Students are represented on the Academic Board and its relevant committees, ensuring that student voices are heard at all levels of decision-making within the Academy.

Student representatives are responsible for representing the best interests and varying needs of their peers. They gather feedback, both positive and negative, on the student experience. They share this feedback with Academy staff, and work in partnership with them to share good practices, identify issues, suggest solutions, and contribute to positive change.

Student representatives should:

- be fully engaged and active in their role;
- maintain regular and meaningful dialogue with their peers;
- represent their cohort by relaying its concerns and suggestions at the appropriate level;
- participate as partners in decisions about the student experience;
- refer matters raised through the representation system to the relevant committees;
- ensure they are fully prepared for meetings;
- attend relevant meetings to provide an insight into the student experience and work with staff to improve it;
- enable students and staff to address challenges and co-develop solutions;
- communicate relevant information and updates to their peers.

#### *5.1.1. Specific tasks related to quality assurance and accreditation*

Student representatives may be required to take an active role in relation to quality assurance and accreditation processes.

As part of the self-assessment process, student representatives may be asked to contribute to the drafting of reports. Their role is to provide an honest and constructive perspective on how effectively the Academy is managing its responsibilities.

They may also be asked to coordinate the completion of anonymous questionnaires among their cohort. The questions may cover matters, including academic and staffing issues, communication between the Academy and students, the quality of services, and the standard of facilities.

### 5.1.2. Code of conduct

Student representatives must familiarise themselves with the content of the [Code of Conduct for participants in training activities](#)<sup>5</sup> and comply with it at all times. In their role as student representatives, they must perform their tasks in an objective and impartial manner, to the best of their ability, maintain the quality of their work, and dedicate sufficient time to the tasks assigned to them. They must strive to work in a collegial and cooperative manner with all relevant stakeholders and be open to and respond positively to constructive feedback. They must refrain from using their role for personal gain or in a manner which is detrimental to the reputation of the Academy. They must not disclose any confidential information to unauthorised persons and are encouraged to seek support and guidance where necessary.

## 5.2. The EUAA Academy

The Academy is committed to engaging students in improving their educational experience. To this end, the Academy performs the following tasks.

- Facilitates the nomination and election process.
- Provides induction, training, and guidance to student representatives. This includes role expectations and tasks, communication protocols and available tools, meeting procedures, confidentiality and ethics, main policies and documents under the EUAA's Training Quality Assurance Framework, and access to continuous support from a designated contact person in the Quality Assurance and Accreditation Sector.
- Ensures that student representatives are included in all relevant decision-making committees and the Academic Board. The chairpersons of the committees and the Board should empower the student representatives to raise issues and make a meaningful contribution to the discussions.
- Sets up regular student – Academy liaison meetings organised by the Quality Assurance and Accreditation Sector so that representatives can report on the feedback they have received.
- Ensures that students are effectively engaged in the design and implementation of the quality management structures and processes.
- Supports in the drafting and distribution of questionnaires where appropriate.
- Acts upon student feedback in a timely manner and ensure that the results are communicated back to the students.
- Engages students in monitoring, reviewing and evaluation procedures to ensure that objectives remain aligned with strategic goals. This includes measuring whether the study programme responds to the changing needs of students and their operational environment.

## 6. Participation in standing committees of the Academic Board

As mentioned above, student representatives participate in standing committee discussions and contribute to the work of the committees to which they are appointed in an independent, constructive, and professional manner, while respecting the confidentiality and ethical obligations applicable to committee members.

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<sup>5</sup> Decision of the Executive Director No 76 of 30 May 2022 on the Code of Conduct for participants in the EUAA's training activities.

## 7. Documentation and record keeping

Unless otherwise prescribed in applicable internal acts, records pertaining to the role of student representatives such as meeting minutes, documents and reports are to be maintained by the Office of the Registrar. These records should be treated as confidential.

The Academy adheres to the applicable EU regulation governing data protection, namely Regulation (EU) 2018/1725<sup>6</sup>.

Student representatives may contact the Agency's Data Protection Officer on [dpo@euaa.europa.eu](mailto:dpo@euaa.europa.eu) to raise questions about the handling of their personal data.

Questions regarding this Internal Guidance or student representation may be addressed to the Registrar on [registrar@euaa.europa.eu](mailto:registrar@euaa.europa.eu).

## 8. Summary of changes

| Version no. | Changes |
|-------------|---------|
| 01          | New IG  |

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<sup>6</sup> Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC, (OJ L 295, 21.11.2018, p. 39).