

Malta Business School

Code of Ethics for Staff and Tutors

Revision History			
Version Number	Revision Date	Revised by	Summary of changes
Version 0	06-02-2017	CC	Official code of conduct set up.
Version 1	21-03-2020	CC	Review. No edits
Version 2	01-10-2025	CC	Change in name. Split of code into two, a code for learners and a code for staff and tutors.

MBS Code of Ethics for Staff and Tutors

Preamble

This Code of Ethics establishes guidelines for professional conduct by those acting on behalf of Malta Business School (MBS) within their role, such as that of a tutor, members of staff whether managerial, administrative, academic or other, and other stakeholders (sometimes referred to as the education community or community). This is not an attempt to define specifically what one should and should not do, but to communicate the expectations of MBS of proper and professional conduct, free from any form of harassment and discrimination, and that reflect the MBS values.

1. Malta Business School commitments and values

This code of ethics is grounded in the mission of Malta Business School which supports: “Helping adults achieve their personal and professional development goals to create value for themselves, their organisations and their communities.” In pursuit of this mission, learners are expected to uphold behaviours and practices that reflect the highest ethical standards. The code of ethics sets out how members of the MBS community, through their conduct and relationships, contribute to sustaining an environment that reflects the school’s values.

2. Validity

This Code of Ethics remains valid until members of the MBS community remain part of MBS.

3. Introduction

We pride ourselves with providing excellent service and a remarkable learning experience. In order to keep to this commitment we honour our values of:

- **Learning** – We cannot and will not stop learning. Every mistake is an opportunity to learn and improve. Innovation cannot happen without a culture of constant learning.
- **Fairness** – Whether on the job or during studies, fairness is an uncompromising principle for us. There is no shame in admitting a mistake or giving acknowledgment to others. It shows strength of character.
- **Responsibility** – We believe in what we do and take responsibility for our actions, whether it involves the sustainability of reputation, relationships, society or the environment.
- **Care** – We believe in being compassionate towards the difficulties faced by colleagues, learners and other stakeholders. We listen to their needs, do our very best to be flexible, and guide them to reach their goals.
- **Safety** – By creating a safe and secure environment, we make it easier for all concerned to take calculated risks and try things out. The cost of a risk gone wrong should not outweigh any benefit that could be gained.
- **Excellence** - We push ourselves to reach higher standards and strive to be excellent at what we do. This goes for the quality of our programmes, our customer service and our operational processes.
- **Thinking** – We strongly believe in using that wonderful machine that we all have: our brain. This can be through thinking critically, being creative, and through problem solving.
- **Commitment** - We always strive to deliver on what we promise. We can only achieve that by being fully committed to what we do. Half measures will not cut it.

These values guide the ethical conduct of all members of the MBS community whether learners, tutors or members of staff.

Every individual shares responsibility for maintaining ethical standards. Each learner must act in line with this Code and relevant MBS policies, reflecting professionalism and legality in all dealings. For example, learners must familiarize themselves with applicable legal requirements and be fully compliant. Any queries about this should be referred to senior management at MBS.

4. Commitment to the code of ethics

The MBS community are expected to carry out their duties in a professional, responsible and conscientious manner, and to be accountable for their official conduct and decisions.

The leadership and management team of MBS will:

- Fulfil their professional duties with honesty and integrity and always act in a trustworthy and respectful manner.
- Support the values of MBS and strive to promote life-long-learning.
- Maintains the standards of education and seek continuous improvements.
- Comply with applicable laws and regulations.

All MBS members of staff have the duty of care towards learners and other staff members of the MBS community. In striving towards this goal, staff members should:

- Act in a fair and impartial way towards everyone, irrespective of colour, creed, gender or ethnicity, without discrimination.
- Be transparent and consistent in their actions.
- Carry out their actions and activities in a responsible manner.

Educators should encourage the pursuit of independent learning, critical judgment, academic integrity and ethical sensitivity in their adult learners, and should themselves demonstrate these qualities in their interactions with said learners.

- Tutors are required to follow MBS directions on how they conduct learning, by focusing on the applicability of the theory, encouraging participation, discussions and the involvement of learners during teaching sessions.
- It is essential that tutors use up-to-date materials (for example such as readings from journals and articles). Whilst tutors may make use of 'other school of thought' material, this must be in line with MBS's school of thought.
- Tutors must keep in contact with the MBS Academic team so as to keep themselves updated with MBS material and assignment briefs.
- Tutors should behave courteously towards learners and should be sensitive to students' need for feedback and consultation. The interests of learners should be given primary consideration in the relationship of trust which exists between tutors and adult learners.
- Significant industry or academic assistance or contributions from students should be acknowledged, for example, where this has given rise to publication.
- Tutors should make themselves available for individual consultation by students for reasonable periods of time, whether in person or by other means.

5. Avoiding conflicts of interest

The trust that is placed in MBS members of staff (for example tutors and administrators) requires said members to conduct themselves with honesty, fairness and propriety. This means that members of staff should avoid conflicts between their private interests and MBS responsibilities and should avoid situations where there is a reasonable basis for the perception of such a conflict. The

obligations outlined in the following paragraphs detail specific occasions when conflicts of interest might occur but is not an exhaustive list.

5.1 MBS acknowledges that tutors undertake other paid work alongside MBS tutoring duties, but it must be recognised that said tutors have a commitment to the duties of their appointment and position with MBS.

5.2 To avoid any subsequent conflicts of interest, at the start of their engagement and throughout the term of their engagement, tutors need to declare with MBS their interest with respect to any of the students and/or their employers.

5.3 Soliciting private contact with students within the scope of the duties as tutors or administrators through, among others, the distribution of personal business cards, personal details or self-promotion of one's private work is not acceptable. The staff member's relationship with the students must remain strictly professional/academic and the member of staff should therefore not seek to gain personal advantage out of this relationship.

5.4 Correspondence and communication of any form with current students should only be carried out while keeping MBS informed and updated at all times.

5.5 It would be reasonable to expect that if tutors are also involved in competing business interests with MBS then, all efforts should be made to collaborate on projects related to business and management training, market research, consulting and coaching.

5.6 A tutor must not demand fees for providing private coaching/tutoring to MBS's students. Nevertheless, in the interests of developing the academic side of clients, the Director and/or Manager may approve the giving of instruction and tutorials by tutors for remuneration in money or benefits.

6. Appropriate use of information

Staff members and tutors might gain access to information while engaged in tutoring and/or support activities. Some information may be unavailable to the learning community generally or the public. Staff members and Tutors should therefore respect the privacy of others and ensure that information of a personal nature, for instance, is accessed and used only for academic purposes and is not disclosed except where MBS policy expressly permits this. For example, information related to student health issues, family matters or private concerns.

Information of a commercial or strategic nature should also be handled with the utmost sensitivity and should not be used for personal gain. For example, online access to personal information about adult learners should not be used by any tutor or staff member for private purposes, and where a student confides in a tutor or administrator, the information should not be discussed with, or revealed to others, except where there is a necessity to take action or take decisions concerning the student who has provided the information.

All MBS information (including, but not limited to, online resources and course content) can only be used for MBS related tutoring.

7. Standards of performance

MBS staff members and tutors should endeavour to maintain and enhance their skills and expertise and keep up-to-date with the knowledge associated with their particular field or area of work. High standards of performance and a focus on client service are expected.

8. Duty to take care

MBS staff members and tutors should exercise due care in undertaking their activities, particularly where others rely on advice, guidance or information offered. In this respect, staff members and tutors have a duty to take reasonable care to avoid causing harm. For example, tutors must ensure that when giving advice to students about academic procedures, the information is up-to-date and accurate. For example, when staff are giving advice to learners about administrative processes, the information is up-to-date and accurate.

This MBS Code of Ethics sets minimum standards and expectations. Members of staff and tutors must ensure that their actions comply accordingly. If in doubt, members of staff and tutors can seek clarifications on MBS policies from senior management.

9. Acceptance of this code of ethics

All MBS members of staff and tutors agree with this Code of Ethics and will endeavour to follow and abide by these expectations.