



# Student Handbook Malta

# Student Handbook - Contents

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# 1 Welcome to Atlas Language School Malta

Hello and welcome to Atlas Language School Malta! We hope you have a great learning experience with us. Here are some of the people who work at Atlas Language School:

**Cliff Van Niekerk**  
School Manager



**Jane Galloway**  
Director of Studies



**Marbella L. Quintero**  
Front of House Manager



**Dimitrina Kaisheva**  
Accommodation Manager



**Mila Stojilkovic**  
Senior Teacher



and all **Atlas teachers!**



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We are proud of having a multicultural staff, many of whom have travelled widely and have taught English internationally. Therefore, we understand what it is like to be new to a country and what help is required when you first arrive. Our helpful and dedicated staff will try to assist you in any way they can and offer advice on settling into life in Malta.

This Student Handbook has been written to help you in your time here with us at Atlas Language School. It will provide you with a guide on how we at Atlas Language School work, what is required of you as students, plus answer many questions you may have about your time here. We hope you find it useful! Please read it carefully and, of course, if you have any questions do not hesitate to let us know. We are always happy to help!

**Cliff**  
**School Manager**

## **A note from our Director of Studies**

At Atlas Language School we have built a great team of teachers who provide a professional language learning experience in a warm, personal and motivating environment. Our teachers have worked around the world in places as far as Japan, Korea and Australia to places nearer home such as Spain, Italy, Denmark and France. They bring with them not only their qualifications but also a wide range of key experiences and knowledge of different cultures and learning styles.

Teaching methodology at Atlas is based on the communicative approach and a focus on language use, rather than just memorising form (grammar). We believe that learning a language means developing active, engaged learners who are able to take control of their learning and link their classroom learning experience to life outside the class. As such, each day you have two Sessions:

- Session A focuses on grammar, structure and vocabulary development. These are taught with an emphasis on developing your reading and writing skills.
- Session B focuses on interactive communication with an emphasis on effective real-life communication and ways of practicing and achieving it (listening and speaking skills).

The lessons are based on a course book, but our teachers aim to personalise the lessons making them relevant to you. We also use a variety of supplementary materials such as newspapers, magazines, audio and video files, songs, etc. In linking your classroom learning experience to life outside the class a lot of these materials will have a focus on Maltese and British life and culture.

***Jane***

***Director of Studies***

## 2 Atlas Language School Malta

Atlas Language School is located in a beautiful building in Pembroke on the outskirts of St Julian's, a picturesque seaside town on the east coast of Malta with stunning views onto the Mediterranean. The school has spacious bright classrooms, computer access, and a large cafe and student area where you can relax after class. There is a maximum of 15 students in each class, ensuring a high level of individual attention. We offer a variety of courses at different levels and have a team of qualified and experienced teachers who are committed to your learning success. Most courses are structured to allow students time to explore the sights of Malta and to become immersed in the local culture and lifestyle.



**The school address is:**

Triq Alamein,  
Pembroke PBK,  
1770, Malta



### **Courses:**

- General English Fluency – 20 lessons (50 minutes)/week (offered in the mornings as well as in the afternoons)
- General English Fluency Plus – 26 lessons/week, combining 20 lessons of General English in the morning with 6 extra lessons in the afternoons
- General English Fluency Intensive – 26 lessons/week, combining 20 lessons of General English in the morning with 6 lessons of individual training in the afternoons
- General English with IELTS / Exam Preparation – 26 lessons/week
- Private Lessons

For a full list of our courses please see our brochure or [website](#).

## Classes - Timetable:

### General English Fluency:

| MONDAY - FRIDAY |   |
|-----------------|---|
| 9.00 - 10.40    | <b>GE20 MORNING A:</b><br><b>New Students:</b><br>Placement Test & Induction<br><b>Current Students:</b> Review & Recycle |
| 10.40 - 11.05   | BREAK   |
| 11.05 - 12.45   | <b>GE20 MORNING B:</b><br>Introduce the week's objectives<br>Grammar, Vocabulary and<br>Functional Languages              |

### General English Fluency PM:

| MONDAY - FRIDAY |   |
|-----------------|---|
| 1.30 - 3.10     | <b>GE20 AFTERNOON A:</b><br><b>New Students:</b><br>Placement Test & Induction<br><b>Current Students:</b> Review & Recycle |
| 3.10 - 3.20     | BREAK   |
| 3.20 - 5.00     | <b>GE20 AFTERNOON B:</b><br>Introduce the week's objectives<br>Grammar, Vocabulary and<br>Functional Languages              |

### General English Fluency Plus:

| MONDAY - FRIDAY |   |
|-----------------|---|
| 9.00 - 10.40    | <b>GE20 MORNING A:</b><br><b>New Students:</b><br>Placement Test & Induction<br><b>Current Students:</b> Review & Recycle |
| 10.40 - 11.05   | BREAK   |
| 11.05 - 12.45   | <b>GE20 MORNING B:</b><br>Introduce the week's objectives<br>Grammar, Vocabulary and<br>Functional Languages              |
| 12.45 - 14.00   | LUNCH   |
| 3.30 - 4.00     | PLUS CLASSES (Tue & Thu)  |

### General English Fluency Int.:

| MONDAY - FRIDAY |   |
|-----------------|---|
| 9.00 - 10.40    | <b>GE20 MORNING A:</b><br><b>New Students:</b><br>Placement Test & Induction<br><b>Current Students:</b> Review & Recycle |
| 10.40 - 11.05   | BREAK   |
| 11.05 - 12.45   | <b>GE20 MORNING B:</b><br>Introduce the week's objectives<br>Grammar, Vocabulary and<br>Functional Languages              |
| 12.45 - 14.00   | LUNCH   |
| 3.30 - 4.00     | INT CLASSES (2 days/week)   |

As a courtesy to your teacher and other students please arrive on time. Students who arrive more than 15 minutes late will not be admitted to class. For Session B, no late arrivals are allowed.

If you have any questions about your class or if there is anything you'd like to discuss about your class please speak to the Director of Studies, Jane. Jane is based in the Teachers' Room. You can also contact Jane on [jane@atlaslanguageschool.com](mailto:jane@atlaslanguageschool.com)

As part of our General English courses, you have access to our electives and Social Programme (further information on page 6). The elective classes give you the opportunity to focus on additional areas of language learning. They include Conversation Classes, Pronunciation Workshops and much, much more. Please register for these at reception.



## **Your Level and Assessment:**

- Pre-arrival assessment:

Before commencing your course you will be asked to complete an **Online Placement Test**. This is a 20 to 30-minute grammar and vocabulary test which gives us an initial estimate of your English level. This test will help us determine whether you have the required English level to register on your chosen course.

- Assessment on arrival:

On your first day at Atlas, you will have a short speaking interview in which we will assess your spoken grammar, vocabulary and pronunciation so that we can more accurately determine your level of English. You will then be placed in a class suitable for your level; from Elementary (CEFR A1) through to Advanced (CEFR C1).

On your first day you will be welcomed by our support staff and our Director of Studies. Please feel free to ask them any questions.

On arrival, either to your accommodation or to school, you will receive a Welcome Pack containing an introduction to the school, helpful hints and tips on studying and living in Malta as well as a map.

- During your course:

During your course your progress is assessed through regular testing by your teachers, so we can make sure you are in the correct class and we can help you to maximise your learning.

Each week you will either take a written test so your teacher can assess your understanding of the grammar and vocabulary taught that week, or you will make a presentation so your teacher can assess your speaking. Your teacher will be happy to discuss this with you.

Students who want to change level during a term must take the Level Test. Details on this are on your classroom noticeboard. Please speak to your teacher or with the Director of Studies.

## **Atlas Language School Certificate:**

An attendance certificate with the level of language proficiency is issued to all students who successfully complete their course. The Certificate states which course the student completed, the dates the course ran, and the level the student attained, based on the Common European Framework of Reference (CEFR). You can refer to our Terms and Conditions for further information.

## Accreditations:



Atlas Language School Malta is recognised by the ELT Council in Malta - Ministry for Education and Employment.

## 3 Social Programme

Every Friday the social and cultural activities for the following week are posted on the Wall Newspaper. Keep an eye on this newspaper for upcoming events and trips. Social and cultural activities provide an excellent opportunity to practise and improve your English.

On Monday there is an Orientation tour for all new students. Please meet at the time mentioned in your Welcome Letter in the cafe and we will take you around the area to show you some places we think are important to see at the beginning of your stay and to help you feel familiar with the local area.

We organise trips or sports activities throughout the week, so please keep an eye on the notice boards. If you'd like to go on any of the trips or do any of the sports activities you'll need to go to reception and put your name on a sign-up list. We also organise weekend trips and evening activities, so please keep an eye on the notice boards for those.

If you would like to plan your own trips or activities you can always ask for advice at reception. We are always happy to help!

If you are under 18, you may need your parents' permission to go on some trips. Please ask at reception for details.



## 4 Useful Phone Numbers

### **Malta Country Code:**

Malta International dialling code is + 356.

Malta does not have any village, town or city codes. If you are phoning from abroad to Malta, insert the international code immediately followed by the number.

### **Atlas Language School Malta:**

Phone: + 356 2138 2045

Opening Hours: 8.15 am – 5.00 pm on Mon

8:30 am – 5:00 pm from Tue to Fri

### **Medical, Health, Allergy and other Conditions :**

Students must provide Atlas Language School with accurate information on any relevant allergies, intolerances or medical conditions and disabilities, as well as on any conditions related to learning or special needs.

Atlas Language School needs to know the course of action to be taken in cases of emergencies. Please refer to the Medical & Special Educational Needs Form attached below (p.9).

### **Police, Fire, Ambulance:**

Police, Ambulance, Fire Brigade & Civil Protection: 112

112 can be called from any phone even if it does not have a SIM card. The 112 operator will answer you in 5 seconds on average and will only answer you either in Maltese or English.

You can call 112 from anywhere within the EU (European Union).

### **Further Emergency Numbers:**

- Malta Police Force: 2122 4001-7
- Crime Stop: 119
- Lost Property: 2122 4781
- Civil Protection Department: 2393 0000

### Public Hospitals:

- Mater Dei Hospital  
Msida  
Phone: 2545 0000
- Mount Carmel Hospital  
Attard  
Phone: 2141 5183
- Sir Paula Boffa Hospital  
Floriana  
Phone: 2122 4491
- St. Vincent de Paul Residence  
Luqa  
Phone: 2122 4461

### Private Hospitals and Clinics:

- St James Hospital:  
Sliema (Capua) & Eye Clinic  
Phone: 2329 1000
- St Anne's Clinic:  
Birkirkara  
Phone: 2149 3553
- DaVinci Hospital:  
Birkirkara  
Phone: 2149 1200
- St. Mark's Health Clinic:  
Msida  
Phone: 2123 9488

### Public Health Centres:

- Birkirkara Health Centre  
Tumas Fenech Street  
Phone: 2123 1231
- Floriana Health Centre  
F.S. Fenech Street  
Phone: 2124 3314
- Gzira Health Centre:  
Meme' Scicluna Square  
Phone: 2133 7244



# Medical & Special Educational Needs Form:



## Medical & Special Educational Needs

If you have any existing **sickness, disability, allergy, mental health issue, special educational need**, or any other relevant medical information, please fill in this form and return it to Reception.

| Student details                                 |  |
|---|--|
| First name of student                           |  |
| Last name of student                            |  |
| Date of birth                                   |  |
| Mobile phone number of student while in Ireland |  |
| Email address of student                        |  |

| Emergency contact details |  |
|---------------------------|--|
| First name                |  |
| Last name                 |  |
| Relationship to student   |  |
| Phone number              |  |
| Mobile phone number       |  |
| Email address             |  |

Please tick (✓) yes or no and give additional details if and where required.

### MEDICAL DETAILS

|   |                              |                             |
|---|------------------------------|-----------------------------|
| 1. Do you have any allergies (e.g. to pets, food, medication, etc.)?                              | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| If yes, please list allergies:  |                              |                             |
| 2. Do you have any medical condition or illness that requires medical treatment?                  | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| If yes, please specify in detail:   |                              |                             |
| 3. Are you taking any medication at present?  | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| If yes, please provide the name of the medication:  |                              |                             |
| If yes, can you take/administer the medication yourself or do you need assistance?                |                              |                             |
| 4. Do you have a history of anaphylaxis (life threatening allergic reaction requiring an EpiPen)? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| If yes, do you carry an EpiPen?   |                              |                             |

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|   |                             |
|---|-----------------------------|
| 5. I agree that in the case of an emergency I should be attended by a doctor or hospitalised or operated in an emergency, and may be given medication according to a qualified doctor's advice. |                             |
| YES <input type="checkbox"/>  | NO <input type="checkbox"/> |
| If required, please specify which actions Atlas staff or the host family should take in a case of an emergency:   |                             |

### SPECIAL EDUCATIONAL NEEDS

|   |                              |                             |
|---|------------------------------|-----------------------------|
| 1. Do you have any special educational needs or conditions that affect your learning (e.g. autism, dyslexia, visual or hearing impairment, etc.)? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| If yes, please specify in detail:   |                              |                             |
| 2. Are there any additional relevant requests or information about your health and learning that Atlas staff should know?                         | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| If yes, please specify in detail:   |                              |                             |
| 3. Would like to speak to a member of Atlas staff in confidence?  | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

This information is confidential and will be dealt with with utmost care on a need to know basis.

Please sign below and return to Reception as soon as possible.

Signature of student: \_\_\_\_\_ Date: \_\_\_\_\_

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## 5 Getting Around



The relatively small size of the Maltese Islands makes getting around easy and hassle-free. The public bus service in Malta is a good way to get around as buses serve the major tourist areas. Do not rely on the last bus to get home - it may be full or it may not arrive.

All the road signs are in English and driving is on the left - please be careful and remember to look both ways.

A regular ferry service links Malta to Gozo, taking about 20 minutes each way - this service is weather dependent - it may not operate if the sea is rough.

## 6 Accommodation



### Homestay:

Many students find staying with a homestay a very rewarding experience as it offers a unique insight into local culture and provides a great opportunity to improve your English by practising it in a natural everyday context. All of our homestays are personally inspected by our Accommodation Department and are chosen for their experience and friendliness. All of our homestays are within walking distance to public transport and provide their guests with two meals (half board: breakfast and dinner) every day.

### Apartments:

For students who do not wish to stay at a homestay we have a number of modern, fully serviced apartments available for short-term rent. This type of accommodation is self catering and no food is provided. Due to demand, residential accommodation generally needs to be booked well in advance of your arrival.





## 7 Living in Malta

The Maltese archipelago, situated in the southern part of the Mediterranean, south of Sicily and east of Tunisia, is made up of seven islands - the largest three being Malta, Gozo and Comino. Malta has a population of just under 500,000 people. The official languages are English and Maltese. The Maltese are world renowned for being friendly and helpful and their relaxed way of life.

There is a lot to do in and around the Mediterranean from snorkelling in crystal-blue waters, swimming in the sea and secluded coves, to sailing, canoeing, kayaking or virtually any water sport you can think of.

Malta is remarkably rich in historical and cultural value and is home to no less than 3 UNESCO World Heritage Sites. Valletta, the capital of Malta, is one of these sites and was also the European City of Culture in 2018. There is something to interest everyone from temples, ruins, medieval castles, ramparts, gardens to World War II shelters, baroque churches, and much, much more.

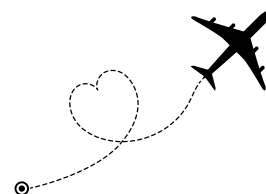
Religious feasts or 'festas' are an important part of Maltese culture and tradition and are held throughout the year across both Malta and Gozo. Festas are an iconic part of the Maltese summer with church ceremonies, massive firework displays, processions with marching bands and great revelry. As a Catholic country, many of these celebrations have their basis in religion, but each locality has its own special festival.

### **Access to the rest of Europe:**

Sicily is only a 90-minute catamaran journey away, while Rome is less than an hour by air. Major cities such as Paris, Geneva, and Athens are easily accessible from Malta's International Airport and this serves as a hub from which you can explore the rest of Europe. There are airlines to suit all budgets, for easy and inexpensive travel to other European countries.

To learn more about our great island check out the websites below:

- [www.visitmalta.com](http://www.visitmalta.com)
- [www.whatson.com.mt](http://www.whatson.com.mt)



## Malta Seasons/ Weather:

**Summer:** The summers are considered hot with the hottest months being July, August and September, when the average temperature is 32°C, often reaching the high 30s and feeling hotter. Humidity averages around 75%, but is often considerably higher.

**Winter:** During the winter, which lasts from around December to March, the daytime temperature hardly ever drops below 10°C. The coldest months tend to be January and February with an average temperature of 10 - 15°C. It can rain in Malta, particularly during the winter months when thunderstorms make up most of the rainfall. If you are to be in Malta during winter, wear layers and make sure you bring warm clothes, sweaters, a jacket or a coat and suitable footwear. The weather can be very changeable, so be prepared for everything!

## Shopping in Malta:

- **The Point Shopping Mall:** This Mall is Malta's largest retail complex spanning four floors of international brands. Here you will find top international fashion, jewellery and technology brands and also a supermarket! There is also a good choice of eateries and it is possible to spend the entire day in the Mall.

Location: Tigne Point, Tas-Sliema TP 01

- **Bay Street Shopping Complex:** An interesting shopping centre in Malta in the popular tourist destination of St Julian's and not far from the school. Bay Street offers a great combination of global branded stores, independent boutiques, cafes, restaurants, entertainment activities and also a four star hotel. The entertainment area, which is called Multimaxx, has Laser Tag, Virtualmaxx, Arcademaxx and a multilevel arena for some rocking music and dance.

Location: St. George's Bay, St. Julian's

- **Plaza Shopping Centre:** This urban shopping mall is the main shopping complex in Sliema. A popular and vibrant place with a variety of retail stores, food courts and cafes, which is spread out over 9 floors surrounding an atrium in the centre. If you want a break from shopping, then you can also take a stroll along the promenade. Some noteworthy brands which you will find here are UCB, Promod, La Senza, Bortex and many more. They also have a bookshop and a hair / beauty salon if you want to relax. Be sure to shop in the nearby streets where you will find the latest trends in clothing in shops such as Zara, Next and Marks and Spencer.

Location: Bisazza Street, Sliema SLM 1640

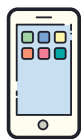




## 8 Services

### Mobile Operators:

- GO Mobile: 7970 7970
- Melita: 2727 5000 & 2727 2727



### Government Departments:

- Central Visa Unit:  
Valley Road, Msida  
Phone: 2590 4550
- Government Information Services:  
Phone: 153
- Passport Section/Registration:  
Phone: 8007 2386 / 2220 9100
- Education Customer Care:  
Phone: 2598 0000
- Consumer Protection:  
Phone: 2395 2000
- Social Security:  
Phone: 2590 3000



### Taxi Services / Transport:

- Bolt - Use App
- Ecabs - Use App

### Transport:

Malta International Airport, Luqa:

- General Enquiries: 2124 9600
- Flight Information: [www.maltairport.com](http://www.maltairport.com)  
or call 5230 2000 (Each call costs €1.00)

### Malta / Tallinja Transport:

- Public Transport: Use App or call 2122 2203

### Money / Banks:

- HSBC Sliema: 2380 2380
- Bank Of Valletta: 2134 4110
- Malta Financial Services Authority (MFSA): 2144 1155



## 9 Health Insurance

Health cover is compulsory for international students wishing to obtain a student visa to study in Malta. You must have paid for health cover in order to be granted a visa into Malta. This health cover must remain in force during your whole stay. You can arrange to pay for this health insurance cover through Atlas Language School or make your own arrangements.

Atlas organises Health Insurance through Guard.Me Insurances. This must be arranged before students arrive in the country. Please contact the school for details.

Students from the EU should travel to Malta with their European Health Insurance Card to cover public medical care.

If you are sick and it is not an emergency, you should visit a doctor (GP) or a medical centre. The doctor and pharmacy closest to the school is St Andrews Clinics / St Andrew's Pharmacy, 40 Triq Il-Qasam, Swieqi, SWQ 3020. Doctors charge for appointments.

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### What happens if you become sick?

- Phone or visit the doctor or medical centre and make an appointment. If you cannot attend your appointment, you must phone to cancel.
- Go to your appointment. Your doctor will ask questions about your health and may give you a prescription for medicine. Some medicines may be covered by your Health Insurance, but not all. Ask the customer service officer at the Health Insurance centre which medicines are covered.
- Get a medical certificate. If you are away from your classes, you will need to prove you were sick. A medical certificate from your doctor will show that you were unable to attend classes. There is an extra charge for this certificate.
- Pay your bill. Normally you will need to pay all of the fees yourself. Depending on your Health Insurance policy you may be able to claim back some of the fees at a later date.



**Medicines:**

If you are sick, your doctor or GP might prescribe medicine. Prescription medicines are available at chemists and pharmacies.

If you normally take any prescription medicines, you should have a letter from your regular doctor with details about your condition and the medicine(s) you are taking. This will help if you need treatment or medicines for your medical condition.

**Prescription Medication:**

Medication prescribed by your doctor is not free. You must pay the pharmacy. Depending on what type of Health Insurance policy you have, you may be able to claim back the cost from your Health Insurance Provider.

**Pharmacies:**

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a pharmacy or a chemist to obtain the medication.

**Dental, Optical and Alternative Therapies:**

Dental, optical and alternative therapies are generally not covered by your Health Insurance and may be expensive compared to your home country.

## 10 Working in Malta

Non-EU students who are studying in Malta for longer than 90 days can apply for an employment licence allowing them to work in Malta.

### Conditions:

- You may only apply for an employment licence after you have obtained a study visa for the period beyond the first 90 day study visa.
- You need a job offer and to complete the Application Form together with your employer.
- You must continue to attend your classes – minimum of 15 hours a week.
- You can only work a maximum of 20 hours per week.
- You cannot stop studying and only work.
- If you change jobs / employer you will need to apply for a new licence with your new employer.

### How to apply:

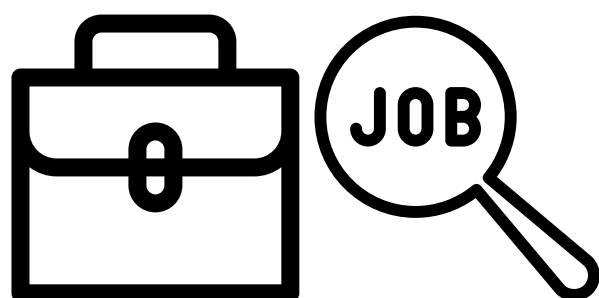
1. Students must apply for their study visa first and wait for it to be approved before applying for an employment licence.
2. Find a job in Malta and receive a formal job offer from employer.
3. Submit the employment application to Jobsplus (the employer will need to complete a form as part of the application with details of the job offer).
4. Pay the application fee.

For more information please visit this [website](#).

The employment licence takes approximately 4-6 weeks to be granted, after which the student can begin working.

### Finding Work:

Students can look for work on the official Maltese Government Jobseekers Website [Jobsplus](#).



### **Obtaining a student visa:**

Should students need to stay longer than 90 days they will need to apply for a long-stay student visa which is granted for a maximum of 365 days and covers the duration of the course in Malta. This should be done at least 8 weeks before the expiry of the first visa. Once the visa has been applied for, you will not be able to travel out of Malta until the visa is granted.

Should students need to stay longer after that they have to apply for a Temporary Residence Permit to cover the remaining days / weeks. This should be done at least 8 weeks before the expiry of their student visa.

### **Where to apply for a student visa once in Malta:**

Central Visa Unit, Central Visa Unit, Identity Malta Head Office, Valley Road, Msida.

### **Documents needed to apply:**

- Schengen Visa Application Form;
- GDPR Form;
- Original and full copy of passport (including blank pages and front and back covers);
- Two passport size colour photos (3.5cm x 4.5cm);
- A Letter of Acceptance from the school;
- An Attendance Letter from the school;
- Proof of funds. Students need to have enough money to cover their whole stay, that is €18 daily if their accommodation is already paid for or €26 daily if accommodation is not yet paid for;
- A copy of the bank / credit card the student is using in Malta;
- An ATM cash withdrawal receipt of the same bank card in Malta;
- Proof of address. If you are staying in Atlas accommodation, this will be included in your Student Acceptance Letter. If you are renting you need to provide a 'Rental Declaration Form' along with a copy of your landlord's ID and your rent/lease agreement;
- Insurance which must cover the student's entire stay in the Schengen Zone;
- Return flight details / tickets to the Schengen area.



## 11 Managing your Finances

### Exchanging Money:

The currency in Malta is the Euro (€). Money exchanges can change your country's currency into euro. You can exchange money at dedicated money exchanges at the airport or at any bank. Rates will vary between different banks and exchanges, so check before you exchange money to get the best rates.

### Banks and ATMs:

There are a number of major banks that operate across Malta, such as HSBC or the Bank Of Valletta. All banks have Automatic Teller Machines throughout Malta.

Banks in Malta are generally open from 09.00 am to 2.00 pm Monday to Friday.



## 12 Safety Tips

### Mind Your Money:

- Make arrangements to store your excess cash, passport and other valuables locked in your suitcase in your accommodation.
- Don't carry all your money together. Only carry what you intend to spend on that day.
- If you have to carry excess cash or valuables, we recommend using a discrete money belt inside your clothing.
- Be careful when withdrawing money from cash machines. Please try to use an ATM attached to a bank during bank opening hours.

### Out and About:

- It is a legal requirement to carry your student ID card in Malta. Some students like to carry a photocopy of their national ID or passport and leave the original cards at home.
- Be careful with your bag when out and about in Malta. Use a handbag or shoulder bag that can be held securely.
- Keep to populated areas and avoid deserted streets at night. We recommend you share a taxi home with other students.
- Don't wear expensive jewellery or leave belongings exposed.
- If you are travelling to a remote area, please inform somebody where you are going.



## 13 Studying at Atlas Language School

### **Enrolment Dates:**

New students should refer to their Student and/or Welcome Letter(s) for enrolment dates. The enrolment dates are also included on the Invoice received.

### **Continuity of Enrolment:**

Enrolment of a current student will be terminated if:

- The student or their agent notifies Atlas Language School of their wish to terminate their enrolment.
- The student withdraws from their nominated course.
- Atlas Language School terminates the student's enrolment, suspends or excludes the student in accordance with the provisions of our Policies and Procedures.
- The student has completed all course requirements.

### **Refusal and Cancellation of Enrolment:**

Atlas Language School may cancel an enrolment, refuse to enrol, or refuse to re-enrol a person / student for the following reasons:

- Beginner level of English.
- Misconduct (refer to the section on Code of Conduct).
- Failure to satisfy the minimum academic requirements for the chosen course(s).
- Failure to arrive on the commencement date.
- The student has gained admission by misrepresentation, falsification of documents or other fraudulent means.
- Failure to fulfil the normal admission or enrolment requirements.
- Non-payment of tuition fees.
- Cancellation of a student's visa.
- Non-attendance or consistently low attendance.
- Other reasons as deemed by the Manager of Atlas Language School.



## 14 School Policies

This section includes important school policies such as refund policy, holiday policy and other additional policies. By registering with Atlas Language School, students agree to these policies. Failure to agree or abide by these policies and conditions may result in your registration being cancelled without refund.

## 15 Cancellation and Refund Policy

### **Course Cancellations Due to Reasons other than Visa Rejections:**

Tuition fees are non-refundable once a student has commenced their course. If a student cancels their course more than 30 days before the course commences, all fees will be refunded.

If a student cancels their course less than 30 days before the course commences, fees will be refunded with the exception of the registration fee (€65). This clause does not apply to group bookings - please refer to the Terms and Conditions in your group quotation.

No refunds are given if a student cancels their course after the course has commenced.

No refunds will be given if Atlas Language School cancels a student's enrolment due to unsatisfactory attendance or unacceptable behaviour.

### **Course Cancellations Due to Visa Rejections:**

All the penalties mentioned above will be charged without exceptions, also in the case of visa refusal or delays.

### **Refund Procedure:**

1. Enquiries regarding refund calculations must be made in writing to the Admissions Manager ([admissions@atlaslanguageschool.com](mailto:admissions@atlaslanguageschool.com)).
2. If a refund is valid, it will be processed and funds transferred to the original account within 30 days.

**CANCELLED**



3. Students, parents/legal guardians have up to 30 days to lodge a formal grievance from the date they receive the remittance advice of their refund. This must be done in writing and addressed to the School Manager, Cliff Van Niekerk. The School Manager will consider the formal grievance. After consideration of all the available evidence, the School Manager may decide to:

- a. uphold the grievance and issue a refund of the appropriate amount, or
- b. dismiss the grievance.

4. If the grievance is not resolved to the satisfaction of the student, parents/legal guardians or nominee, a copy of the written complaint together with the reasons for the grievance should be forwarded to the Directors for review.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under the relevant Consumer Protection Laws.

### **Accommodation Cancellation:**

#### **Homestay:**

- If homestay accommodation is cancelled more than 30 days before arrival, all accommodation fees will be refunded.
- If homestay accommodation is cancelled less than 30 days but more than 7 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement (€65).
- If homestay accommodation is cancelled less than 7 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€65) and one week's accommodation.
- If homestay accommodation is postponed less than 7 days before arrival, the student will be charged for one week's accommodation. For students starting in the first week of January, all changes must be done at least 7 days before the winter holidays start, otherwise this penalty will be charged accordingly.

All the penalties mentioned above will be charged without exceptions, also in the case of visa refusal or delays.



**Apartment:**

- If residential accommodation is cancelled more than 30 days before arrival, all accommodation fees will be refunded.
- If residential accommodation is cancelled less than 30 days but more than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€65).
- If residential accommodation is cancelled less than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€65) and one week's accommodation.
  
- If residential accommodation is postponed less than 14 days before arrival, the student will be charged for one week's accommodation. For students starting in the first week of January, all changes must be done at least 7 days before the winter holidays start, otherwise this penalty will be charged accordingly.

**Please note that:**

- No refund will be made if a student makes alternative arrangements during their stay.
- No allowance will be made for absence from accommodation during the time arranged or for late arrival or early departure.

All the penalties mentioned above will be charged without exceptions, also in the case of visa refusal or delays.

**Airport Pickup Cancellation:**

If a student does not arrive at the airport due to a cancelled or missed flight, or at the agreed pick-up point, without notifying Atlas Language School, no refund of the pickup fees can be made. This fee is chargeable at the time of booking. If it is not paid in full, it will be charged on arrival.

## 16 Holiday Policy

Holidays can only be taken in one week blocks (from Monday to Friday). Students must notify the office in writing / by email, and receive acknowledgement / approval, 1 full week (5 school days) in advance of their intended holiday.

Please note that holidays will not be granted after the school week has already begun.

### **Holiday Policy for EU students:**

One week of holiday is allowed for every 12 weeks of course. To request a holiday, students must send an email to [jane@atlaslanguageschool.com](mailto:jane@atlaslanguageschool.com) and/or [admissions@atlaslanguageschool.com](mailto:admissions@atlaslanguageschool.com) at least 1 full week before they want to take the holiday. This request will be logged on the school online system.

### **Holiday Policy for non-EEA students:**

For courses between 13 and 23 weeks, 2 weeks of holidays can be requested. For courses of 24 weeks or more, 4 weeks of holidays can be requested. To request holidays students must send an email to [jane@atlaslanguageschool.com](mailto:jane@atlaslanguageschool.com) and/or [admissions@atlaslanguageschool.com](mailto:admissions@atlaslanguageschool.com) before their appointment with the visa office and at least 10 school days before they wish to take the holiday. Holidays can only be booked in full weeks, from Monday to Friday.

If the student is staying in our accommodation then they have to pay for any accommodation extensions if required. Accommodation extensions are subject to availability and cannot be guaranteed. If students take a holiday break during the course it cannot be guaranteed that they can join the same class upon their return.



## 17 Attendance and Punctuality Policy

### **Attendance:**

The attendance of all students enrolled at Atlas Language School is monitored closely to ensure that everyone in class is following the whole course and able to maximise their opportunities for success. Maintaining a good attendance rate as well as arriving to class on time is key for students to achieve their academic progress targets. Attendance is taken in each lesson by the teacher and entered into our school database at the beginning of the following week. Students are requested and strongly encouraged to attend 100% of classes to ensure successful academic outcomes in their studies. Any class session missed regardless of cause reduces the opportunity for learning and can adversely affect a student's achievement on their course. Missing a series of classes can also disturb the learning of other students because the student who was absent will have some gaps in knowledge that are required building blocks for learning further language items. Monitoring of attendance involves reviewing the completed class attendance registers, reviewing medical certificates and the sending of attendance concern emails by the school. Every day, teachers check attendance for each lesson and record it in the class register. The attendance is also recorded on our school database.

### **Punctuality:**

Morning course: Session A: 9.00 am to 10.40 am // Session B: 11.10 am to 12.50 pm.

Afternoon course: Session A: 1.30 pm to 3.10 pm // Session B: 3.20 pm to 5.00 pm.

To have full attendance marked for any one day a student must be present for both sessions. Students can enter the class up to 15 minutes late if this happens occasionally. Arriving up to 15 minutes late every day is not permitted. If this happens, students will be asked to leave the class to meet a member of the Academic Management Team to try to resolve the issue.

Arriving more than 15 minutes late to the first session, students may not enter the class and must wait until the second session. Students are marked absent for that first session. For Session B, no late arrivals are allowed. Students who arrive late to the second session are not admitted to class and are marked absent. Leaving a session early means the student is marked absent for that session.



Atlas Language School endeavours to intervene with the students to improve attendance by counselling students when their attendance begins to fall. Caution and warning emails will be sent out offering counselling to ascertain reasons for low attendance and suggest ways of improving it.

It is the responsibility of the individual student to ensure that the contact details Atlas Language School holds are up-to-date. When contacting students, the first communication from the school will be by email. Atlas Language School reserves the right to also contact students by phone if the student does not respond to emails.

Students who do not meet the attendance requirements may not be eligible to receive an end-of-course certificate and are putting themselves at risk of being expelled.

**Expulsion:**

Should a student be removed from the class for a total of three times due to low attendance as described above, the student can be expelled by the school. The student will receive an email that she/he is in danger of being expelled with instructions on how to arrange a meeting with the Director of Studies. The final decision to expel a student after this meeting, or if the student does not respond, is at the discretion of the director of Atlas Language School. By this stage we will have given the student every opportunity to discuss with us if there are any particular reasons for their low attendance. The decision will be issued by email. If a student is expelled from Atlas Language School, the student must stop attending classes immediately.

If the expulsion is not contested by the student, this will be reported to the student's agent (where applicable), parents (where applicable) and immigration authorities (if visa-required). The student will not receive a certificate for the course and no refunds will be issued. If a student contests the expulsion, the student may appeal by responding by email within 5 working days of receiving the notification of expulsion. The final decision will be made within 5 working days and the student will be informed by email.

If the appeal is successful, the student may continue the course the following Monday. When a student wants to appeal and comes to see the Academic Management on Monday morning the student may be allowed to continue classes until a final decision is made. In all other cases classes missed during the period of appeal cannot be recovered.

### **Visa-required Students:**

We closely monitor the attendance of visa-required non-EEA students on Academic Year courses to ensure that they meet the requirements of their student visa as set out by Identity Malta. Atlas Language School have mandatory attendance requirements of a minimum 85% attendance for all enrolled visa-required students. If a student's attendance falls below 75%, this will be communicated to the immigration authorities. This may have negative implications on the students current and future permission to stay in Malta or the Schengen area.

There is no mechanism by which visa-required students can make up uncertified absence(s) through additional classes, either during or at the end of the programme. Attendance rates are available to Identity Malta on request.

### **Excused Absences:**

Atlas Language School students may be excused for their absence under exceptional circumstances, e.g., for health / medical reasons or based on compassionate grounds (bereavement). The application for being excused must normally be accompanied by documentary evidence (e.g., medical certificates from a registered medical practitioner).

### **Sick Leave:**

In the event that a student is unable to attend lessons due to illness, all students must:

- Notify Atlas Language School by email ([jane@atlaslanguageschool.com](mailto:jane@atlaslanguageschool.com)).
- Produce a doctor's certificate to Atlas Language School.

Once this certificate is produced, the sick leave will be recorded on our online school system and the student's attendance will not be affected by the period of the certified illness-related non-attendance. In the event that no doctor's certificate is produced, the student will be marked absent for the days that they are ill and not attending lessons.

Please Note: Sick days will not be added to the end of the course period.

### **Serious illness of a family member:**

In the event that a student is unable to attend lessons due to serious illness of a family member, the student must:

- Notify Atlas Language School by email ([jane@atlaslanguageschool.com](mailto:jane@atlaslanguageschool.com));
- Produce evidence of the family member's illness (e.g., doctor's certificate) to Atlas Language School.

Once evidence is produced, the Admissions Department will assess the case and respond to the student. If the request is accepted, the student's attendance will not be affected and the leave will be recorded on our online school system. In the event that no evidence is produced, the student will be marked absent for the days that they are not attending lessons.

**Bereavement:**

In the unfortunate event of a death of a close family member, students can be excused for their absence. The student should:

- Notify Atlas Language School by email (jane@atlaslanguageschool.com);
- Produce evidence of the bereavement. A student's attendance will not be affected and the leave will be recorded on our online school system.

In the event that no evidence is produced, the student may be marked absent for the days that they are not attending lessons.

**Putting a course on hold:** Under exceptional circumstances, if it is necessary for a student to return to their home country due to serious illness or death of a close family member, students may apply for their course to be put on hold for a certain period of time. In this case students must:

- Notify Atlas Language School by email (jane@atlaslanguageschool.com).
- Produce evidence of illness or the bereavement of the family member. The Admissions Department will assess the student's case and notify the student if and by when the student can take the remainder of their course.

**Under 18 year old students:**

Students who are under the age of 18 attending a full-time course in our adult centre are required to be punctual and attend 100% of the classes. Should an under 18 year old not be on time or not able to attend class they must inform the school by email (jane@atlaslanguageschool.com) or phone stating the reason and their whereabouts. The school may contact the student's parents/guardians and/or the agency as the student might not be supervised during their absence. Any U18 year old students arriving late for lessons will not be barred from entering the class as adult students are. U18 year old students are indicated in class registers and teachers must report if they leave before the scheduled end of the lesson.

If a student under the age of 18 is absent, the school will follow the following procedures until the student's well being is ensured: contact the student, contact the accommodation provider, contact the parents/guardians and/or agent, involve the local police station.

# 18 Policies and Guidelines for Students Staying in a Homestay

Homestays are known for their friendliness and warm welcome. Polite manners are very important in Malta so using “Please” and “Thank you” is the norm and is expected. Our carefully selected homestays fully understand the difficulties you might have using the English language and of settling into a new culture and that sometimes misunderstandings can happen. If there is ever anything you do not understand or are unhappy about do not be afraid to ask.

Always be aware of your environment and try to fit in by being respectful and taking the rules seriously. Do not smoke in the accommodation, balconies, yards or terraces adjoining the property.

**Safety:** Always lock the accommodation the way that has been explained to you and make sure you understand the accommodation alarm if applicable. Let the person in charge know if you are going to stay out late so that they do not worry unnecessarily. Exchange phone numbers. If you are returning home late, please be respectful and as quiet as possible.

**Mealtimes:** Breakfast (toast and/or cereal, tea, coffee, fruit juice) and dinner are included in the package. Please communicate any allergies or dislikes to the family but be open minded about trying new foods as this is part of the experience. Please let the person in charge know well in advance should you either be home late for dinner or eating out. Self-catering is normally not an option.

**Showers:** You should limit showers to less than 10 minutes, once a day unless you have a special reason to require a second shower, such as after sport or going out for a social night. Please be aware you are usually sharing the bathroom with other people and leave the bathroom the way you find it. Shower gel, shampoo etc. are not supplied.

**Weather:** The climate can be quite hard to get used to. In summer it can be very hot and in winter, you might initially feel cold. Please think about the clothes you pack and take this into consideration.

**Payment:** Please always pay through Atlas or your agent where applicable and do not ask the homestay to come to private financial arrangements.



**Visitors:** If you wish to invite a friend over to visit, you should ask your host's permission first. Guests should not be brought to your room without the permission of Atlas Language School.

**Pets:** Atlas cannot accept any pets into homestays. We might be able to accommodate certified guide dogs. Please contact the school in advance.

**Laundry:** Your homestay will either wash your clothes on a specified day or explain how to use the washing machine.

**Sickness:** Please inform your homestay and Atlas if you are sick and unable to go to school and whether you need to see a doctor. It is not acceptable to stay at home on weekdays unless you are actually sick.

**Under 18-year old Students:** Should you not have reached your 18th birthday there are a few things to remember:

- Buying and consuming alcohol (when you are under the age of 17) is prohibited.
- Buying cigarettes is prohibited.
- Please agree on a curfew with your homestay. This must be no later than the last bus.
- Adhere to family rules.
- Should the family have to go away for a weekend it is not possible for an underage student to stay in the house by themselves. We will relocate you with an alternative family.

**Code of Conduct in a Homestay:** During your time in an Atlas homestay you must:

- Be respectful to everyone in your homestay and respect the rules.
- Try and speak English as much as possible.
- Inform the homestay well in advance should you not be home for dinner, stay out late, not come home at night, etc.

# 19 Policies and Guidelines for Students Staying in Apartments

The below rules and regulations are designed to contribute towards an enjoyable, safe, harmonious and peaceful living experience in our student apartments. We ask all of our students to be respectful and to take these rules seriously.

- Parties are not allowed at any time.
- Guests are welcome in the residence but are NOT allowed to stay overnight. Guests can only be other students at Atlas and must leave the premises by 21:00. No more than 2 guests can be in the accommodation at the same time. If a guest stays overnight without permission, that will result in your immediate eviction. No accommodation fees shall be refunded in such a case.
- Noise must be kept to a minimum after 22:00, including the bedrooms.
- Smoking is prohibited inside the accommodation, on balconies, terraces or yards adjoining the property.
- Illegal drugs are not permitted to be kept or consumed on the premises.
- It is forbidden to hang/stick anything to the internal/external walls of the property.
- Entrance doors must be kept locked properly at all times.
- You are not permitted to move to another bedroom without first seeking permission from Atlas staff.
- Atlas is not responsible for damage or loss of personal belongings.
- Atlas cannot be held liable for any personal injury to any tenant or tenant's guests in the student residences.
- Aggression and/or violence of any kind towards other tenants or members of Atlas staff will not be tolerated and may result in immediate eviction.
- Atlas staff members or hired technicians may require access to your room during day time hours for maintenance purposes. Notice will be given where possible.
- The accommodation will be cleaned weekly. If you are a long-term resident of 4 or more weeks in a single room, alternative arrangements may be made. Daily tidying and washing of dishes is the responsibility of each student.

- Think of the environment! Only use as much electricity, gas and heating as you actually need.
- Do not leave your air conditioning unit on in an empty room.
- Electricity and water are extremely expensive on the island of Malta. Misuse of electricity and water services may be subject to an additional charge.
- Waste: Please separate your rubbish accordingly - paper, plastic, regular waste and glass - and make sure you put your rubbish out on the correct days only. Please speak with the Accommodation Manager if you need extra information about waste and recycling.

Atlas staff are entitled at any time to verify that the rules are respected and are allowed to enforce them. Any failure in respect of the above may result in a warning or possible immediate eviction from the accommodation.

Check-out time is at 10am on the morning of your departure. A member of Atlas staff will check your room, take your keys and reimburse the €100 refundable deposit. If you are leaving before 8am, please advise the school well in advance and we will make arrangements for key return.

We hope you enjoy your stay in the residence. We are happy to help and answer any questions you might have.

## 20 Code of Conduct



At Atlas Language School we value:

- Difference and diversity;
- Cooperation;
- Respect;
- Tolerance;
- Academic debate;
- Freedom of expression balanced with social responsibility.

While on campus or engaged in any Atlas Language School sponsored activity, all students, staff, contractors and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

Atlas Language School aims to provide a quality education and training service in which all students are encouraged to strive for excellence and fulfil their potential. Unacceptable behaviour can hinder the academic progress or work performance of others.

The purpose of the Code of Conduct is to clearly define student and staff rights and responsibilities that relate to appropriate behaviour. The intent is to foster a learning environment in which all students and staff can participate safely and effectively.

### **Teaching and Learning Code of Behaviour:**

In order to achieve a happy, healthy and positive working and learning environment, where a sense of mutual respect is fostered, all staff and students are expected to follow the rules set out in our Teaching and Learning Code of Behaviour.

- We aim to provide a fully immersive environment so students can meet a variety of people from around the world and maximise their opportunities to practise their English. Please speak in English inside the school and on Atlas-organised trips at all times. Not speaking English in the school limits your learning opportunities, and damages the learning environment for others.
- Arriving late, even by 5 or 10 minutes, can be disruptive for the class so please be on time! Students who arrive late may miss opportunities to review work or might need the teacher to start a presentation again. If you are late once or twice, the teacher can make an exception, but if you are consistently late the teacher will not admit you to class and you will have to wait until the next break to enter the classroom.

- Participation in all classroom activities and staying on task are essential for success. So as not to annoy or distract other learners, mobile phones, tablets, and any other electronic devices must be turned off during class time unless the teacher has specifically permitted their use for a particular purpose or period.
- Atlas Language School is a language teaching organisation with an international outlook. We value difference and diversity, cooperation, and freedom of expression balanced with tolerance and social responsibility. While in school or engaged in any Atlas-sponsored activity, all students, staff and visitors are expected to behave in a considerate and courteous manner when dealing with others. You should at all times treat staff members and fellow students with respect and politeness.
- Atlas prohibits discrimination towards any group or individuals in any form, inclusive of, but not limited to age, gender, sexual orientation, race or nationality, ethnic or ethos-religious background.
- Teachers are responsible for setting the tone within the learning environment and upholding the principles of respect, cooperation and equal opportunity. The Academic Manager is responsible for assisting students and staff in resolving complaints of unacceptable behaviour and discrimination in the learning environment by ensuring fair processes are understood and adhered to.

### **Unacceptable Conduct:**

Disciplinary action will be taken against students for breaching Atlas Language School's rules and directions concerning acceptable and unacceptable behaviour on campus as well as on course related activities.

Unacceptable behaviour includes but is not limited to:

- Disobeying any reasonable direction by an Atlas Language School staff member.
- Not observing class rules set by the teachers.
- Smoking in the building (you may only leave the building to smoke during breaks).
- Swearing, abusing or disrespecting other students or staff.
- Endangering the lives of others.
- Selling, consuming, distributing and/or being in under the influence of drugs and/or alcohol whilst attending classes.
- Wilful damage to or theft of Atlas Language School property, or property entrusted to the School's care.
- Accessing, storing, processing or transmitting any information deemed to be threatening, obscene, pornographic or harassing in nature.

- Unauthorised use of Atlas Language School intellectual property including School name, logo, training manuals/materials, trademarks, designs, confidential information and copyright material.
- Behave in a manner that interferes with the learning of others.
- Failure to return library or other property loaned by Atlas Language School property by the required date.
- Viewing or distributing offensive material via the Internet, email or other means.
- Discrimination, harassment and victimisation.
- Bullying and intimidation.
- Making racist or sexist comments.
- Behaving in a disruptive manner such as swearing, yelling or using offensive language.
- Stealing, vandalising or causing wilful damage to Atlas Language School property.
- Assaulting or attempting to assault anyone while on Atlas Language School premises.
- Inappropriate possession of guns, knives or other weapons while engaging in Atlas Language School activities.

### **Consequences of Unacceptable Conduct:**

Where behaviour is unacceptable, disciplinary action can be taken. A teacher can ask a student to leave the classroom or refuse entry to a classroom if behaviour is disruptive or dangerous. The teacher issuing the suspension will advise the Director and Director of Studies immediately and complete an report. The Director and Director of Studies will discuss the reason for suspension with the student and will give the student a reasonable opportunity to be heard in respect to the misconduct. At this point the school will:

- Modify or dismiss the charge;
- Reprimand and warn the student against repeating the behaviour;
- Recommend that further action be taken.

A student may also be suspended by the director for behaviour that threatens the safety of others, interferes with the duties of staff or other students' study, damages or threatens Atlas Language School's property, or the good order of Atlas Language School.

Violence, intimidation, theft and harassment are not consistent with a safe and supportive learning environment and will not be tolerated. The police will be contacted if needed.

### **Disciplinary Appeal Process:**

If the student wishes to appeal the decision made they must complete a Student Complaints and Appeals Form within 7 days of the decision being made. The appeal will be dealt with in accordance with the school's Complaints Policy and Procedure.

## 21 Access and Equity Policy

At Atlas Language School we have an open access policy and encourage participation in our courses from the whole of the community. We seek to meet the needs of individuals and the community through the integration of access and equity guidelines to ensure all people are provided with the opportunity to participate and successfully achieve their outcomes.

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Atlas Language School prohibits discrimination towards any group or individuals in any form, inclusive of, but not limited to:

- Gender;
- Marital Status;
- Pregnancy;
- Parental status;
- Race or nationality, ethnic or ethos-religious background;
- Age;
- Impairment (physical, mental or illness);
- Lawful sexual activity;
- Political belief or activity;
- Trade union activity;
- Association with a person having any of these attributes.



## 22 Additional School Policies

### **Mobile Phones:**

Mobile phones should be switched off during class unless being used for a learning activity approved by your teacher. Urgent messages may be left at Reception and can be passed to you in your break time. In the event of an emergency, messages will be passed on immediately.

### **Course Book Policy:**

All students are required to have the coursebook materials for their classes. A new coursebook costs €40 from the Academic Department.

Don't write in the coursebook until you are satisfied with the level of the class that you have been assigned to. If you change level in the first week of your course, and the coursebook is in good condition with no writing in it, you can exchange it for the coursebook you will need in your new class.

If you change level part-way through or at the end of a term, you must buy a copy of the coursebook used at the level you are moving to.

### **Notebook Policy:**

All students are required to bring a notebook to class. We recommend that you use the pages at the front of the notebook for in-class exercises and task notes, and use the pages from the back as a vocabulary notebook. See our free downloadable 'Keeping a Vocabulary Notebook' study guide for some ideas on how to notice and record vocabulary, how to organise your notebook, and how best to use it to remember and reuse the vocabulary you learn. Should you arrive at school without a notebook or pen, you can purchase these from Reception before your class begins.

[Keeping a Vocabulary Notebook.](#)

### **Smoking Restrictions:**

It is illegal to smoke inside the school building or in the grounds of the school building.

### **Changes to Personal Details:**

Atlas Language School needs to keep all student records up to date. Should you change your name, address or contact number please inform us immediately.



**Valuables:**

Atlas Language School cannot be held responsible for items of value that are stolen or go missing. Please try not to bring these items to Atlas Language School. Keep your purse, wallet, or other items of value with you at all times. Students who are found to have in their possession the property of other students or staff, without the express permission of that other person, risk expulsion from Atlas Language School and further legal action.

**Academic Conduct:**

Students are expected to perform academically in order to maintain enrolment. Students having difficulties with their English language studies will be provided with counselling and given additional assistance. It is a requirement of international student visas that students meet course requirements, including satisfactory academic achievement.

**Further Conditions:**

1. Registration will be confirmed for each student only upon receipt of completed Booking Form and full payment of fees.
2. We do not accept responsibility for costs incurred due to flight delays or cancellations.
3. We do not take responsibility for loss or theft of belongings. Students found to have in their possession the property of other students or staff, without the express permission of that person, risk expulsion from Atlas Language School and further legal action.
4. Refunds or partial refunds will not be given for Public Holidays, for days missed during the course, for late arrival or early departure, or due to adverse weather conditions.
5. During peak times classes may be held at additional premises and at different times.
6. If a student wishes to return to their home country or take holidays elsewhere during the term of their English Language Programme they are free to do so, but no credit will be given for missed study time.
7. In the event that students are unable to attend lessons due to illness, these sick days will not be added to the end of the course period.
8. Promotional Photographs and Videos: Atlas or its representatives may take photographs and videos of classes or other school activities during a student's time with us, which may be used for promotional purposes. If students do not wish to appear in any promotional materials, please advise us at the time of booking.

## 23 Complaints and Appeals Procedure

The following procedures should be followed if a student has a complaint about any aspect of their time at Atlas Language School.

- If a student has an issue with the lessons they are attending, they should first speak to their teachers. Where a student is dissatisfied with the teacher's response or does not feel comfortable discussing matters with the teacher, they should go see:
  - Jane Galloway (Director of Studies), who is located in the Teachers' Room or
  - Cliff van Niekerk (School Manager).
- In relation to any non-academic issues, students can speak to any member of the following teamspeople:
  - Accommodation: Dimitrina Kaisheva, Admin Office.
  - Student Welfare: Marbella Lossada Quintero, Reception.
  - School Manager: Cliff Van Niekerk, Admin Office.

1. The person responsible records the issue of concern or complaint and makes suggestions / takes action to resolve the issue.
2. If the student is not happy with the results, they have the further right of appeal, to be done in writing to the relevant manager. This written statement must explain the issue and include all the relevant information.
3. The person responsible for this service will respond to the complaint in writing, including the reasons for his/her decision, within 5 working days from the date of the complaint. The decision will be agreed with one of the Directors of Atlas Language School prior to informing the student both verbally and in writing.
4. If the student is not satisfied with the solution provided, they are advised to take the matter to an independent agency, such as the ELT Council.



## 24 Fire and Emergency Evacuation Procedure

All our employees are trained as part of the induction process and during fire drills. There is also at least one Fire Warden on duty in the building at all times.

If you are in class and hear the fire alarm you should follow your teacher's instructions and follow them calmly to the nearest exit. If you are not in class and hear the fire alarm you should leave the building by the nearest available exit. Proceed to the designated assembly point and report to your teacher or an Atlas staff member. In every room and hallway, there is a floor plan which clearly shows the nearest available exit and alternative exit.

When hearing the fire alarm, teachers leave with their class and gather at the designated assembly point. It is important that teachers check that all students are present. Any missing students/staff should be reported to a Warden.

In normal circumstances, exit should be made through the regular classroom doors. In the event of fire outside a classroom, or in the hallway, exits may be via alternative corridors or via the Fire Exit doors.

### **Evacuation Procedure:**

1. The alarm is activated;
2. During the sounding of the alarm, please follow your teacher to the closest exit;
3. If you are in class please leave all belongings (bags, coats, etc.) behind you;
4. If you are not in class proceed to the nearest exit on your own;
5. Once outside please proceed to the assembly point;
6. When the "all clear" has been given, by the Warden, students and staff can return to the building.



## 23 Privacy Notice



This privacy notice explains the information used by Atlas Language School and our website. This privacy notice only refers to information collected by Atlas Language School.

This notice describes:

- What personally identifiable information is collected from you through our forms, communications and website;
- What choices are available to you regarding the use of your data;
- The security procedures in place to protect the misuse of your information;
- How you can correct any inaccuracies in the information;
- Information Collection, Use, and Sharing.

We are the sole owners of the information collected on our website. We only have access to information that you voluntarily give us via email through our online forms or other direct contact from you. We will not sell or rent this information to anyone. We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organisation, other than as necessary to fulfil your request.

**Your access to and control over Information:** You may opt-out of any future contact from us at any time. You can do the following at any time by contacting us via email. You can also contact us to:

- See what data we have about you;
- Change / correct any data we have about you;
- Ask us to delete any data we have about you;
- Express any concern you have about our use of your data .

**Security:** We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

While we protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job are granted access to personally identifiable information. The computers/files in which we store personally identifiable information are kept in a secure environment.

If you feel that we are not abiding by this privacy policy, you should contact us immediately by email.

### **What student information do we collect and why do we use it?**

- We need to collect information from you when you book an English course with us. You will be asked for your name, nationality, date of birth, contact details and medical emergency contacts.
- You may also be asked for your passport or visa details if required, and specific medical and dietary information regarding your accommodation or study needs.
- During school activities, photographs may be taken of students. School photos may be used on our managed social media pages and marketing materials.
- All your personal information and photos will be kept securely and only used:
  - To enrol you in our school;
  - To process transactions;
  - To help with visa applications;
  - To book accommodation;
  - To provide student ID cards;
  - To officially promote Atlas Language School.

Atlas Language School requires permission to use this information or any photographs taken of you. You may request this data at any time or tell us to remove it from our school records unless it is kept for legal reasons.

### **Data Protection Statement:**

**What do we use your information for?** Any of the information we collect from you may be used in one of the following ways:

- To personalise your experience (your information helps us to better respond to your individual needs);
- To improve our school (we continually strive to improve our language programmes based on the information and feedback we receive from you);
- To complete financial transactions;
- Your information will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without consent, other than for the express purpose of enrolling you on one of our programmes, personalise your experience (course, SP, accommodation) or officially promote Atlas Language School;
- To administer our health & safety records;
- To reply to emails;
- To be able to act appropriately in cases of emergencies.

## **Your personal data – what is it?**

- Personal data is information which can be used to identify you.
- Identification can occur because of data controlled by Atlas Language School.
- The processing of personal data is governed by the General Data Protection Regulations, GDPR.

## **Atlas Language School may collect and store:**

Date of birth; contact details; nationality; gender; emergency phone number; payment information; passport and visa details (if required); medical conditions, special educational needs, allergies, and any requirements you state; test and examination results, school photos and videos.

## **Who are we?**

Atlas Language School is the data controller. This means Atlas Language School decides how and why your personal data is used and kept.

## **How do we process your personal data?**

Atlas Language School complies with GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

## **We use your personal data for the following purposes:**

- To provide our booking team with relevant information to successfully enrol students on our language programmes and accommodation options;
- To help our academic team and teachers place students in a class at the correct level;
- To process financial transactions and operate the language school;
- To maintain our student, employee, agent and homestay files;
- To maintain our health and safety records;
- To maintain our own financial accounts and academic records;
- To meet our accreditation requirements;
- To assist non-EEA students in applying for a student visas in Malta;
- To provide mandatory student ID cards
- To order Medical Insurances where requested and required;
- To maintain attendance records for immigration services;
- To promote the school and communicate with students regarding events and news.

### **Article 6 of GDPR - Lawfulness of processing:**

- With the consent of the data subject.
- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract (see Terms and Conditions).
- Processing is necessary for compliance with a legal obligation (financial records are kept to meet our legal tax obligations, student records are kept for our accreditation requirements and immigration authorities).
- Processing is necessary to protect the vital interests of the data subject or another person (health and safety obligations).
- Processing is necessary for the legitimate interests of the data controller except where such interests are overridden by the interests, rights or freedoms of the data subject (to promote the language school and communicate information to students).

### **Article 9 of GDPR - Processing of special categories of personal data:**

- Explicit consent of the data subject.
- Processing is necessary for the establishment, exercise or defence of legal claims or where courts are acting in their judicial capacity (visa applications and visa requirements for non-EU students).
- Processing is necessary for reasons of substantial public interest on the basis of EU or Member State law (health and safety records, visa applications and visa requirements for non-EU students).
- Processing is necessary for the smooth operation of any student insurance policies.

### **Sharing your personal data:**

Your personal data will be treated in the strictest confidence and will only be shared with relevant staff of Atlas Language School, or to meet its legal requirements. We will only share your data with third parties with your express consent.

### **How long do we keep your personal data?**

In order to meet our operational obligations, we keep your personal data indefinitely, unless you request your data to be removed from our system.

### **Your rights and your personal data:**

Unless subject to an exemption under GDPR you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which Atlas Language School holds about you;

- The right to request that Atlas Language School corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for Atlas Language School to retain such data;
- The right to withdraw your consent to data processing at any time;
- The right to request that the data controller provides the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable), unless required for legitimate or legal reasons;
- The right to lodge a complaint with the Data Protection Commissioner.

#### **Transfer of Data Abroad:**

Your personal data may only to be transferred to countries or territories outside the EU with your express consent if required.

#### **Further processing:**

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

**Contact Details:** To exercise all relevant rights, queries of complaints please in the first instance contact:

Alan Brennan, Director at:

Atlas Language School

Portobello House,

Dublin D02 YH79,

Ireland

+353 1 4782845

info@atlaslanguageschool.com

Office of the Data Protection Commissioner

Malta Office

Floor 2, Airways House, High Street

Sliema, SLM 1549

Malta

+356 2328 7100

idpc.info@idpc.org.mt