



## Your Student Handbook

*Welcome and thank you for choosing Maltalingua!*



*We think you have made an excellent choice!*

## Introduction

We hope you have a safe flight and comfortable journey to Malta.

**This guide will provide you with valuable information during your time in Malta.**

**Please take some time to familiarise yourself with this booklet.**

On behalf of all of us at Maltalingua we hope your time with us will be a productive and enjoyable one.

Your Maltalingua Team

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*Our mission is to provide a high-quality service for international students to develop their English language learning in a dynamic environment that values excellence in language education and being committed to meeting the needs of individuals.*

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## Useful information

Here is some information that you might find useful:

<b>Welcome Talk</b>	On your first Monday, please come to the school for the welcome programme which starts at 8:00 on the Monday morning
<b>Materials for lessons</b>	Please bring a notebook and a pen with you. All other materials will be provided.
<b>Public holidays</b>	Please note that the school is closed on public holidays. Maltalingua will try to make up for lost teaching time.
<b>Emergency contacts</b>	Maltalingua: (+356) 2742 7570 (8:30 – 17:30, Monday to Friday) Maltalingua Emergency: <b>(+356) 9914 8982</b> (evenings and weekends) St. Julian's police station (next to McDonalds): (+356) 2133 2196 Emergency (Police, Ambulance, Fire): <b>112</b>
<b>Hospital</b>	Mater Dei Hospital (+356) 2545 0000 <a href="http://www.materdeihospital.org.mt">www.materdeihospital.org.mt</a>
<b>Doctor</b>	Please ask us for the details of our trusted doctor.
<b>Taxi transfers</b>	Please ask us for the details of our trusted taxi company.
<b>Bus routes</b>	There are several buses which you can use to get around Malta. You can buy your ticket directly from the bus driver. Bus stops are only a few minutes away on the sea front of St. Julian's and Sliema.
<b>Supermarkets</b>	Supermarkets are open Monday – Sunday until about 19:30. Times may vary on Sundays. There are various supermarkets such as Park Tower and Scott's all within short walking distance from the school.
<b>ATM</b>	The closest ATM cash machine (BOV) is in Balluta Bay down the hill from St. Julian's Bay Court apartments. There are also some in Spinola Bay near to McDonalds.
<b>Pharmacy</b>	The closest pharmacy is the St Julians Bay Pharmacy next to the Park Towers supermarket complex (behind the school). On Sundays, the pharmacy at the airport is open for emergencies from 7:30 until 22:00
<b>Currency</b>	Euro €
<b>Activities</b>	Check out <a href="http://www.whatson.com.mt">www.whatson.com.mt</a> and <a href="http://www.visitmalta.com">www.visitmalta.com</a> to see what's on in Malta now. On Mondays, Maltalingua will introduce you to all activities organised by the school.

## Your Service Team

If you have any questions, please feel free to contact any one of the following personnel. We are here for you and always happy to help.



**Amanda Vassallo**  
School Principal



**Tania Assuncao**  
Director of Studies



**Katie Ryan**  
Assistant Director  
of Studies



**Julian Micallef**  
Operations Manager

# First Day at School

## Welcome presentation and orientation

On your first Monday (or Tuesday if Monday is a public holiday), we need you to come to the school for the welcome programme which starts at **8:00 on the Monday morning**, which includes:

- a welcome presentation with more information about Malta and Maltalingua
- an introduction to the school's leisure programme

After a short break, your first class starts at 09:00. Please check the class lists in the entrance hall for your name and the room number. If you have any questions or problems finding the room, please ask a member of staff.

## Student cards

You will be given your Maltalingua student card in the welcome meeting. Please complete your details and attach your photograph. It is always a requirement in Malta for all students to carry their student cards. You may also get discounts at restaurants and shops in the St. Julian's and Sliema area. A list of the discounted places can be found in the entrance hallway.



## Welcome Party

Every Monday afternoon, we give you a tour of the school and host a Welcome Party at the school for all students. Everyone is invited, so it is a good time to meet the existing students and Maltalingua staff. We will provide some drinks, some Maltese delicacies and a great atmosphere!

# Teaching Methodology

## How do we teach at Maltalingua?

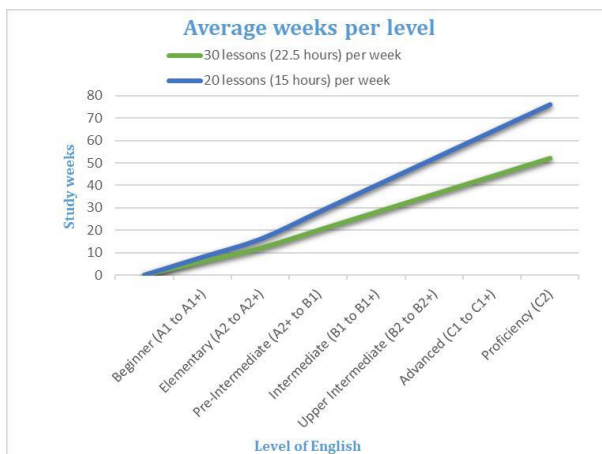
Our primary goal is to develop your English communication skills. This is achieved by focusing on all areas of listening, reading, speaking, writing, grammar, vocabulary and pronunciation. Your teachers will set targets and there will be a lot of opportunities to practise your English in the classroom with your classmates. The teachers will also give you feedback and homework and check your progress.

We can also give you some tips to help you develop your English faster:

- **Don't be shy – everyone makes mistakes. The biggest mistake is not to practise at all!**
- **Let us know if you need extra help – your teacher will be happy to talk to you individually.**
- **Outside of the classroom, try to practise your English as much as possible.**
- **Look at your Maltalingua student pack for additional study tips.**

## Our English levels

We have seven English levels from A1 to C2 which are based on the Common European Framework.



# Self-study and Study Advice

## Library

The lending library is available during school opening times. If you would like to borrow a book or a DVD, please ask at the reception. These English books are a great way to practise your English, and they come in different levels so there will be something for everyone. We require a deposit of €10 which you will get back once you return the book or DVD.

## Course material and extra studying

All course material is included and will be provided by your teacher every day. If you would like to buy a book for extra studying to take home, you can get one of these books in the library at a price of €35. Check with the Director of Studies which level will be best for you.



## Exam advice (IELTS, Cambridge exams etc.)

Maltalingua is happy to advise you about internationally recognised exams that can be taken to assess your English. Please speak to the Director of Studies or the Assistant Director of Studies.

# Lesson Times

Lessons take place every day from Monday to Friday.



## Course Schedules

### Standard General English & Standard Business English



*(20 lessons / 15 hours per week)*

### Intensive General English, Intensive Business English & IELTS Exam Course



*(30 lessons / 22.5 hours per week)*

Please note that at certain times of the year class times are subject to change. As per our terms and conditions, the school reserves the right to introduce a double banking system whereby students will alternate mornings and afternoons. Should there be a need to amend these times students will be informed the week before.

**Private lessons:** Private lessons are usually scheduled immediately after your Standard or Intensive course. For more information about times and rooms, please check the class lists in the entrance hall.



# School Facilities

## Wi-Fi and Internet Studio

Our Internet studio is available during school opening times. We also offer headphones to use Skype.

There is a free Wi-Fi network at the school. Please check in the main hallway for the Wi-Fi password.

## School Cafe

Our cafeteria offers a good variety of fresh salads, sandwiches and snacks as well as drinks such as water, soft drinks and coffee.

### Café Opening times (seasonal):

Monday: 08:00 - 14:30

Tuesday to Friday: 08:30 – 14:30



## Swimming pool and roof garden

You can also spend your free time in the roof top garden where you can enjoy the sun, meet other students, practise your English and relax in the pool.



## Our Accommodation – Apartments

We provide students with the option of living in shared self-catering ‘comfort’ school apartments close to the school. We try our best to have a good mix of nationalities, ages and genders.

Try to practice your English as much as possible – even if there are students with the same mother-tongue as you!



To ensure a good living environment please familiarise yourselves with the **signs on the apartment notice boards**.

1. Please **keep your apartment clean**. You and the other students are responsible for keeping your apartment clean. The entire apartment will be cleaned, and bed linen changed once per week by an external cleaning company. Do not leave anything lying around on the floor, otherwise the cleaners will not be able to clean your apartment properly.
2. **Do not change your room without asking the school**. Other beds are reserved for other students who typically arrive over the weekend. Speak to us on Monday morning if you would like to make changes.
3. New arrivals, your room will be available from 3pm. This allows our housekeeping staff to prepare your room and ensure you have clean linen
4. There are strict rules in Malta regarding the **collection of rubbish**. It is important that rubbish is taken out on the appropriate day (see apartment notice board). This is especially important in the summer when it is hot, as the rubbish will start to smell and attract cockroaches and bugs.
5. It is strictly forbidden for anyone to stay in your apartment who has not booked or paid for a bed.
6. Please advise Maltalingua of any problems or damage immediately.
7. Please respect the other Maltalingua students.
8. If everyone is considerate and cleans up after themselves, your stay at the apartment will be much more enjoyable.
9. If you have any problems with other flat mates or questions about your apartment, please speak to reception.

## Our Accommodation – Host Families

We provide students with the option of living with local host families close to the school.

Communication with your host is the key to a successful stay. On your arrival day, the host family and you will sit down together and talk about expectations, needs and rules. Please be considerate as you are living in another person's home and not in a guest house!



These tips will help you to integrate into your family:

1. Always leave your room and bathroom clean and tidy.
2. Let your family know what food you like and dislike and if you have any special dietary needs.
3. Find out what time the family expects you for dinner and try not to be late. If you are going to be late or you are not planning on eating with the family one day, let them know in advance.
4. Do not use the kitchen without permission.
5. Do not take any food from the family without asking.
6. If you would like to bring a guest home, ask your family for permission first.
7. Let your family know what you will be doing and where you will be.
8. Most of our host families work so please respect them and keep noise levels to a minimum especially after 10:00pm.
9. The family will provide students with a house key. You are responsible for it and if you lose it you will have to pay for the costs of replacing the lock.

If you have any problems with your family or questions about your accommodation, please speak to reception.

# Your Free Time

## Activity programme

An interesting and varied weekly activity programme is provided for all our students. Join up and to get to know our Island, meet new friends and practice your English!



# Important Things to Remember at School

We are keen to maintain a good learning environment in which every student can benefit from a positive experience at Maltalingua. As a result, we expect students to be considerate and to:

## Arrive on time for the classes

If you are more than 15 minutes late, you will have to wait until the next lesson starts. If this occurs, you are more than welcome to use the library and internet studio.

## Put your mobile phone on silent

The teacher and your classmates do not want to be disturbed in the classroom.

## Come to class on time and every day

You will get the best results in your English progress if you attend classes every day. There is enough free time in the afternoon and at the weekends to relax! On your last day here at the school you will also receive a certificate showing the level at which you studied and your % attendance.

## Absences and holidays

If you are unable to come to class due to sickness, holidays, etc., please give us as much notice as possible.

## English, English, English

We want you to practise your English as much as possible – inside and outside the classroom!

## Your feedback

We are always interested in receiving feedback from our clients so that we can continue to develop the school. You will receive a feedback questionnaire on your last day. Please complete this and return it to a member of staff. We are happy to read if you enjoyed your stay with us and if you have any suggestions for us for the future.

# Health and Safety

Malta in general is a safe little island. We would, however, like to recommend the following:

## Your personal belongings

Look after your bag. Beware of pickpockets, especially in tourist areas.



## Road safety

Vehicles drive on the left side of the road. Please be careful when crossing.



## Walking around at night

Avoid walking around in unfamiliar areas at night unaccompanied. Avoid being alone on beaches at night.



## Transport in Malta

Use the bus where possible. Do not hitchhike. Use our partner taxi company if needed.



## Passport and ID card

Keep your passport and ID Card locked in your suitcase or another safe place at your accommodation. Only take a copy with you.



## Medical help

If you need to go to hospital or see a doctor take your international health insurance card or private insurance documents with you.



## Alcohol and smoking

Do not drink alcohol in public areas. Do not smoke inside any buildings. Minimum age for alcohol is 17. Minimum age for smoking is 18.



## Drug abuse

Malta has a zero-tolerance policy on drug abuse. Offenders will be prosecuted in Maltese Courts.



## Airport transfer on departure

Look at the list in the hallway at the school for your pickup time to the airport. Pickup point is in front of your accommodation.



## Appropriate clothing

Dress appropriately for school and public areas. (especially churches and historical sites) Bikinis and swimwear are for the beach!



If you are female, no topless bathing!

## Respect quiet times

Keep the noise down during siesta time 13:00 - 16:00 and at night between 23:00 and 07:00.



## Sunblock

Remember to always put on sunblock when you spend time outside – even if the sun isn't shining!



## Adult learners (under 18)

Extra care needs to be taken if the student at Maltalingua is under 18 years of age. Students who are 16 and 17 years old are welcome to study at the adult school, but are reminded to adhere to the following rules:

### School rules

- Attend all lessons
- No smoking under the age of 18
- No alcohol under the age of 17
- No drugs at any time
- Respect your fellow students and the Maltalingua staff
- Always carry your Maltalingua ID Card
- Obey Maltese Law (including minimum age restrictions for smoking and drinking alcohol)

## Staying with a host family

### Curfew times

Curfew times for 16 and 17 years of age are:

1. 00:00 (midnight) during the week
2. 01:00 on Fridays and Saturdays

Curfew times apply and are monitored by the host family, who will report back to the accommodation team if there are any problems.

It is possible for parents of 16 and 17-year-old students on the adult programme, to give authorisation for curfew times to be extended. Maltalingua will only consider / agree to this if there is written consent from the parents and agreed to by the host family. It is not enough if the home stay provider is notified directly by the student or parent alone.

## Problems and Complaints

*Please do not wait until your stay with us has finished, as it will be too late to solve the problem!*

If you have any problems with your **studies**, please speak to your teacher first. If you still have any concerns, then please speak to the Director of Studies.

If you have any issues with your **accommodation, transfers, leisure activities or welfare**, please speak to the reception staff or the main office staff.

The school does not tolerate unacceptable, unruly or disruptive behaviour, bullying or harassment of others, or continuing lack of attendance. In such cases, a meeting will be scheduled with the management to try and reach an amicable solution. If this is not possible, Maltalingua reserves the right to remove students from the school and its accommodation with no refunds.

### GDPR

Maltalingua is committed to protecting its clients' privacy. The school will not collect any personal information about students unless they provide this information voluntarily. Any personal information communicated to Maltalingua is kept within the organisation in accordance with the General Data Protection Regulation (EU) 2016/679 (GDPR).

### Maltalingua School of English

2, Birkirkara Hill, St. Julian's, Malta

Tel: (+356) 2742 7570

Emergency: (+356) 7942 7570

[hello@maltalingua.com](mailto:hello@maltalingua.com)

[www.maltalingua.com](http://www.maltalingua.com)

School opening times: 8:30 – 17:30

(Monday to Friday)

On weekends and public holidays, the school is closed.



*We wish you a very pleasant and productive stay at Maltalingua!*