



LESSONS FOR LIFE!

CHAMBER
COLLEGE

Adult Student Guide

Welcome to Chamber College!

Thank you for choosing to study with us, at Chamber College.

This Student Handbook provides some essential information about the school, your classes, and accommodation. This will help make your stay at Chamber College more enjoyable and should answer any queries you might have.

Here you will also find information about life in Malta and other general information which will be useful to anyone living, studying, or sojourning in this country.

We are sure that your time at the college will be enjoyable, and that you will achieve your learning goals.

If you have any questions which are not answered in the handbook, please do not hesitate to contact the office staff.

We look forward to meeting you soon!

The Chamber College Team



Joanna Debono
Managing Director



Mark Bugeja
Managing Director



Daniel Vella
School Manager



Alex Camilleri
Marketing/Leisure Manager



Matthew Azzopardi
Accommodation Manager



Sergio Gatt
Director of Studies



Anastasia Gerasimova
Marketing Executive



Yushan Liu
Marketing Executive



Kenneth Sciberras
Financial Controller



Kurt German
Accounts Assistant



Sharon Zammit
Administrative Assistant

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Arrival and departure



Arrival and departure checklist

- ✓ Does my own country have restrictions about the amount of money I can take out of the country? If it has – I kept this within the permitted limit
- ✓ got my doctor to write an official letter stating any prescribed drugs I may need to bring with me
- ✓ took a photocopy of my passport
- ✓ took the online test via the College website; www.chambercollege.com
- ✓ took out a Travel, Personal and Medical Insurance
- ✓ brought enough Euro (€) currency and traveller's cheques for my initial expenses when I arrive in Malta (including accommodation deposit/s)
- ✓ received details of my accommodation in Malta
- ✓ booked a taxi to collect me from the airport
- ✓ weighed my baggage to make sure it complies with the baggage allowance specifications of the airline I'm travelling with

Before leaving home please check you have:

- ✓ a valid passport, flight tickets (visa if required)
- ✓ 2 passport sized photos
- ✓ this handbook bearing the Chamber College contact details.

Arriving in Malta

If you booked airport transfer:

our Airport Representative will be waiting for you in the Malta International Airport Arrivals Hall and will be holding a Chamber College sign:



Upon arrival at your accommodation, you will be given a Welcome Pack which contains the following documents:

- Apartment keys and its full address
- Emergency telephone numbers
- Schedule for your first day
- A map of Malta showing where the College and other important places are situated

Other general information (leisure, sightseeing, health care).

Those who choose to make their own way from the airport to their accommodation will receive their Welcome Pack on their first day at the College.

Important Information for Students

School Address & Contact details

Chamber College is open Monday to Friday between 08.30 and 17.30.

In the event of an emergency, outside of these times, you should call us on our Emergency mobile numbers:



+356 99454884

+356 99808519

+356 79467392

Please note these are **emergency numbers** and not for general enquiries or matters that can be dealt with during office hours.

School E-mail: info@chambercollege.com

Emergency E-mail: chambercollege@gmail.com

First Day

Chamber College has an on-line placement test which you are requested to complete prior to your arrival in Malta. In the majority of cases, we know in advance which class and teacher you will be allocated to, subject to your speaking assessment by the teacher of the class you are initially allocated to. You will be given a student report, which shows details of your teacher, level and class, and you will be asked to hand this to your teacher when lessons start at 09.00am.

Those who have not already taken an on-line placement test will be asked to take one upon arrival at the college. You will then join your class at 11.00am.

You will be allocated to your class based on your on-line test (subject to your speaking assessment by your initial teacher.)

Online test: <http://www.chambercollege.com/onlinetest/>

At 10:30am a Welcome meeting will be held, during which we will be happy to answer any questions you may have.

College information



Chamber College is located in Edgar Bernard Street, Gzira, a safe residential area and a stone's throw away from the University of Malta, host families, apartments, hotels, sports facilities and public transport.

Facilities

- 25 computers with free Internet access
- Free wireless Internet access
- Free in-house activities
- TV room
- Business Centre
- Roof garden
- Leisure area
- Student Internet café
- Student Canteen where we serve snacks and drinks

FIRE EVACUATION PROCEDURE

- The fire alarm and bell will sound continuously in case of an emergency evacuation.
- Please follow the Fire Exit signs towards the Fire Assembly Point.
- The Fire Assembly Point is situated on the corner of Willie Arena Street and Edgar Bernard Street.
- Do not use the lift.
- Once you arrive at the Fire Assembly Point remain close to your teacher / a Chamber College team member and await further instructions from the fire warden.



Your Classes

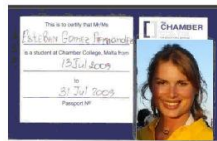


Your timetable

You will be provided with the lesson timetable upon registration on your first day of school.

Your Student Card

You will be asked for a passport-size photo to have your student card prepared.



Your English lessons

We hope you are looking forward to improving your English. The lessons are a very important part of your course programme and we want everyone to benefit from studying with us. However to be successful in improving your English it is important that you do your homework and practise English outside the lesson times as well.

Lessons are 45 minutes long. If your lessons are from 9am – 12.30 (4 X 45min lessons), there will be a 30 minute break at 10.30am.

Lessons are 45 minutes long. If your lessons are from 9am – 2.30 (4 X 45min lessons), there will be a 30 minute break at 10.30am and another 30 minute break at 1.30pm.

(only in summer) If you are having the afternoon sessions, from 1.00pm – 5.00pm (4 X 45min lessons), there will be a 30 minute break at 2:30pm.

Certificate

All students who attend at least 90% of their course will receive a certificate of attendance at the end of the course.

Problems and advice

If you have any kind of problem about your course or level, please speak first to your teacher, who will then advise our Director of Studies. You are encouraged to speak to your teacher or any member of staff if you have a concern or are unhappy with any aspect of your course, accommodation or life in Malta.

Free Conversation Class

Every week you are encouraged to join our two-hour free conversation class held every Tuesday from 3:00pm to 5:00pm. These lessons are designed to help you practise and improve your speaking with other students.

Practice

Your

English

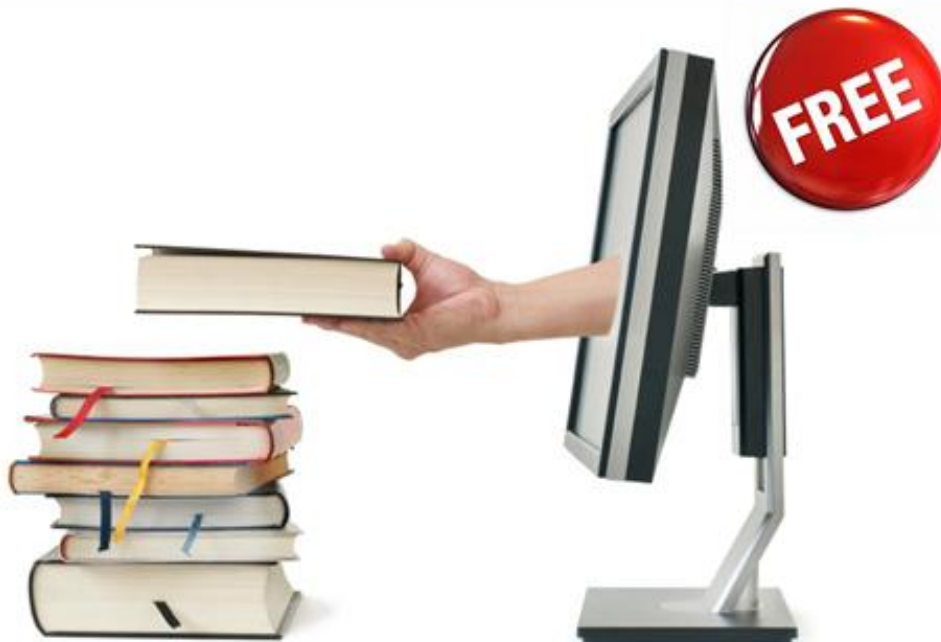
Now



Join Our Free Conversation Class

For more information ask at the reception desk

<http://engchamber.blogspot.com/>



Log onto our e-learning blog and
continue improving your English.

Rules



Students are expected to follow Chamber College rules concerning curfew times, attendance of lessons and appropriate behaviour, both in and out of the school. Any students breaking these rules may be asked to leave the course with no fee refunds and charges for any unavoidable added travel costs.

Course rules and regulations

1. Students are subject to the course rules. In particular, they are expected to attend all lessons and be punctual. They are also advised to do any homework assigned to them by their teacher/s if they want to see progress in their language learning.
2. Students are responsible for keeping their rooms tidy and for making their own beds. A €25.00 penalty is charged to those who do not respect this rule.
3. Students will be charged for any damage done to school property, equipment and rooms through their negligence and/or acts of vandalism.
4. Students will be charged for any damage done to host family property, equipment and rooms through their negligence and/or acts of vandalism.
5. Consumption of alcohol by students under the age of eighteen is not permitted. (Note: it is against the law in Malta for persons under-18 to purchase alcohol). Alcohol must not be brought on to the school premises by students of any age.
6. Any suspicion of drug taking or possession of drugs of any kind will result in instant eviction and/or expulsion.
7. SMOKING IS NOT PERMITTED ON THE SCHOOL PREMISES AND CHAMBER COLLEGE APARTMENTS, AT ANY TIME. (Smoking activates the smoke detectors and the fire alarm. Should the local Fire Service attend as the result of any false alarm caused by a student, the student may be required to pay the Fire Service's charges). It is against the law to buy/smoke cigarettes in Malta, if you are under-17.
8. Knives of any kind are strictly forbidden. If a student is found with a knife on their person, they will be instantly dismissed. Please do not bring pocket knives or Swiss Army knives to Malta.
9. Personal mobile phones must be turned off during lessons.
10. Students that choose to break any of the rules may be asked to leave the school and the course immediately and at their own expense.

Accommodation



We have taken care to choose homes where we think you will be happy.

Host Families

Living in a Maltese home is the highlight of many students' stay in Malta, and lasting friendships are often made with host families. However, you should be prepared to adapt, as it will be different from living in your own home. You will be sent a Host Family description 2 weeks prior to your arrival.

Please remember that your home is not a hotel, but a way to experience life with a Maltese family. It will definitely provide you with the opportunity to practise speaking in English every day. There is, of course, no typical homestay. The home may be a flat or a house, and your hosts may be young, middle-aged or retired, with or without children. Their attitudes may be anything from 'modern' to 'old fashioned', and their interests anything from art to football. However we have made sure that they are kind and friendly, and want to show their visitors the best of Malta. You will get to know them better during your stay.

Your home and your room

The family home may be different from your own but it will be safe and clean. Towels and bed linen will be provided. Your room will be

cleaned and your towels and bed linen will be changed once a week. Your host will clean your room but you should keep it tidy and make your own bed. Your host will do one load of laundry for you each week but it is not required of the host to iron your clothes. It is a good idea to have your clothes properly labelled with your name to avoid any confusion.

Please be careful with ink, nail polish, etc. left inside your clothes' pockets. If you damage something, tell your host family immediately and offer to pay for the damage. Never dye your hair without checking first, if your host has any objections.

Please do not keep food in your room. This is unhygienic. Please ask your host family if you can use their fridge, or their cupboards in the kitchen.

Bathrooms can be busy in the morning, so please be considerate about the amount of time you occupy the bathroom for, and check when other people will be using the bathroom. You should provide your own toothpaste and toothbrush, shampoo, soap etc.

Meals

Unless you have booked self-catering accommodation, you will be given breakfast and an evening meal (half-board) or breakfast, lunch and an evening meal (full board) seven days a week.

Maltese food is quite simple, compared to most other cuisines, and people prefer a lighter breakfast, such as cereal, French toast and fruit juice for breakfast. Please try everything, but if you do not like anything, let your family know and they will be happy to adapt to your tastes.

If you have any allergies, please tell your hosts.

Maltese people usually eat around 6pm, and you may find that not all the family is present. Please ask when your dinner will be ready, and make sure you are home in time. Always let the family know if you will be late or will not be home for dinner.

Your family may prepare hot drinks between meals, or tell you to help yourself. However, don't expect this, and always ask if you would like to use the kitchen or take something to eat. Please do not just help yourself unless you're encouraged to do so.

If you do use the kitchen, please leave it clean and tidy. Some families may ask you not to use the kitchen late at night.

Please be considerate to other people in the house; close doors quietly and don't play music or turn up your TV, especially late at night.



Going out in the evening

Please be considerate about going out in the evenings, and make sure that if you come back late, you are quiet and do not wake up the household. Malta is very safe, but there are always undesirable elements in any Country's nightlife.

If you have to catch a bus, please ensure that you don't miss your last bus home. Some buses do not run after 10pm.

Keys

If you are not given your own set of keys, your host family will make arrangements so you are able to get into the house. Please take care not to lose keys as you will have to pay for a replacement set. If you last out of the house you must take care to lock all doors as asked, not leave windows open, etc.

Visits by friends

Some hosts may be happy for your friends to visit you during the day or evening, but please ask first. Always introduce your friends to your host and ask if they may go to your room. Don't invite your friends home when your host is not present.

Smoking

Most hosts will not allow smoking indoors. Some hosts smoke outside themselves, or in only one room. Please respect the request of your host and smoke outside if this is what they have asked you to do.

Evenings at home

You will be welcome to spend evenings at home, and conversations with your host are a very important part of your stay. They will be interested to know about you and your country and you will have plenty of opportunity to chat with them, particularly during their evening meal. But don't forget, they are not teachers, and if they are watching TV, be sensitive about asking too many questions in the middle of their favourite TV programme!

Just as you need privacy at times, they will need theirs – please respect this. You may want to spend time or study in your room but try not to isolate yourself too much.

Problems or questions about your homestay

We hope your homestay experience will be very happy, but if you have any problems, speak to us. Whatever the problem (even if it is very small) please tell us so that we can help you.

Telephone and internet

Please do not use your homestay family's phone or computer without asking permission first. We have an internet café at the school which offers free internet and free Wi-Fi connection which you could use if you have a laptop.

Self-Catering Apartments

This economical option, offers a great experience to those who search for a friendly environment, with students from other nationalities, and the added freedom of your own accommodation. You have the opportunity to socialise with people from a variety of countries, cook together, and of course practise your English. All apartments are within walking distance of supermarkets, bars, cafes and restaurants. Chamber College apartments are situated 400m away from the school. Self-catering apartments are within 5 to 20 minutes walking distance from the College and are equipped with the necessary facilities for a comfortable stay of any duration.

Apartments include:

- > Shared apartments with two or three bedrooms
- > Shared bathroom in each apartment
- > Fully equipped kitchen
- > Free Wi-Fi access in each apartment (Chamber College Apartments: Coventry Court and 7 Apartments)
- > Weekly change of bed linen and towels
- > Weekly cleaning of apartments
- > Water and electricity
- > Living and dining area with a balcony or terrace
- > Free Laundry facilities (minimal cost at 7 Apartments)
- > Telephone line for free incoming calls

Students should bring their own beach towels.

Hotels

A variety of 3*, 4* and 5* hotels are available for you to choose from. Staying in a hotel gives you the added comfort and privacy you may require. Whether you desire a luxury suite or an economy room, our accommodations department will search for the ideal hotel to satisfy your needs. We can book hotels which are located within 15 minute walk of the college or closer to the city centre, should this be requested. All hotels are well within reach of public transport network and also offer added benefits such as use of swimming pool, gym, restaurants and bars (please ask for more details). Bed & breakfast, half board and full board options are available.



Transport

Public transport in Malta is reasonably priced. The main bus terminus is in Valletta and from here you can get to anywhere on the Island. Some direct buses are available, for example from Sliema to Mdina, but these are a little more expensive. You can also buy a long-term ticket. Buses are yellow and usually have the route number displayed on the front. It is recommended that students always have the correct change for the fare.

Taxis can be expensive and you should always settle the fare prior to getting into the taxi. It is recommended that students only use the black taxis as these have fixed rates

Valuables

We strongly recommend that you bring a lockable suitcase with you, and keep your valuables and money locked away in your suitcase at all times. You should take care of your possessions at all times. Never leave valuables unattended; do not carry large amounts of cash with you. You will not need to carry your passport around with you either so it is a good idea to leave it in your locked suitcase. Personal belongings are left in the school building at your own risk. Chamber College cannot be held responsible for the loss of any money or personal possessions during your stay in Malta

Travel, Medical and Personal Accident cover

Please note: We strongly advise that you take out medical and travel insurance cover prior to your arrival.

Your insurance policy should cover the following:

- Medical & associated expenses
- Cancellation/curtailment
- Personal accident
- Baggage, clothes & personal effects
- Loss of money
- Travel delay

Medical Care

If you need to see a doctor or dentist ask your host family or speak to the School staff who will take you to see one. If you need to see a doctor, you must say that you are a temporary resident and the receptionist will give you a form to complete. If you have a problem with filling the form, ask any of the school staff to help you.

Emergencies only

If you have a very serious medical problem which cannot wait until the next working day for you to see a doctor, the nearest Accident and Emergency Hospital to the school is:

Mater Dei Hospital, Msida MSD 2090

Telephone: **2545 0000**

Alternatively, dial 112 (free service). The operator will ask you whether you need ambulance, fire or police.

All students coming from EU Member States should be in possession of an E111 health insurance card. This card will allow you free treatment in public hospitals and health centres.

If you have medical insurance but don't have an **E111** card, then you will be liable for paying all medical fees (including hospital treatment). It is important that all receipts are retained, so that on your return home you can claim for a refund, off your medical insurance company.

Should you require medical assistance; the College staff will be willing to contact a doctor on your behalf. You are responsible for paying the doctor's fee and for any medicine provided/prescribed.

The following doctors work with Chamber College:

Dr. Michael Farrugia **00356 9949 3904**

Dr. Stefan Fenech **00356 9942 1603**

Dr. Kevin Navarro Gera **00356 9949 4115**

If you suffer from a medical condition, please notify the College prior to your arrival.

First aid

The First Aid box is kept in the School Staff Room. Our Activities Leader also carries a small first aid kit at all times.

About Malta



The Maltese Islands are a mythical treasure, right in the heart of the Mediterranean. Its Renaissance cathedrals, Baroque palaces, old towns - with their meandering streets, and 7000 years of history easily draw people in. In fact, the Maltese Islands are often described as an open-air museum.

What makes people come to the Maltese Islands?

The history, the culture, the sunny beaches, the outdoor sports, the nightlife and of course to learn English!

... **Malta**

Malta is the cultural, commercial and administrative centre. With fantastic weather, beaches, nightlife, and history, Malta is the main hub of the Islands' tourist industry. It is a vibrant island with an ever growing mix of cultures, stemming from the wide range of nationalities that have come to make Malta their home. Due to this diversity there is always something to see and do whatever your age or interests. UNESCO world heritage sites include: the capital city Valletta, Hagar Qim - Neolithic settlement and the world famous Hypogeum. This rich heritage adds to the uniqueness of Malta.

... **Gozo**

The island of Gozo is a third the size of Malta, but greener and more rural. Its landscape has hills and deep valleys as well as rugged cliffs,

which give natural protection to the island's small harbours and inlets. Life here moves at a leisurely pace, revolving around farming and fishing. In winter and spring, the Island is covered with flowering herbs and lush crops. In summer, it is awash with oleander, bougainvillea and geranium. Gozo, steeped in myth – is thought to be the legendary 'Calypso's Isle' of Homer's Odyssey. It is a peaceful mystical backwater, where Baroque churches and old stone farmhouses dot the countryside and it is here, that you can also find one of the archipelago's best-preserved prehistoric temples – Ggantija

... **Comino**

Comino is a tiny island situated in the middle of the channel that separates mainland Malta from the island of Gozo. Named after the cumin seed that once flourished in the Maltese Islands, Comino is noted for its

tranquillity and isolation. Traffic is non-existent whilst noise is the exception rather than the rule. There are no cars and no high rise buildings. There are only about eight residents living on the island. One priest and one policeman commute from Gozo, to render their services to the local population and summertime visitors. This tiny Island is given over to swimming, snorkelling, diving, windsurfing and dreaming in the sun. The waters are crystal clear with safe bathing for

even the youngest children. The superb Blue Lagoon is not only excellent for swimming but also one of the most wonderful sights of the Maltese Islands. Today, Comino is also a bird sanctuary and nature reserve.

... **Cominotto**

Cominotto, sometimes referred to as Cominetto is uninhabited. It is between Comino and Cominotto that the Blue Lagoon lies.

Places of interest and things to do



Malta offers you the unique possibility of visiting a large number of fascinating sites that testify Malta's rich and turbulent history, within a relatively small area, together with exploring the rich architecture - all of which can be arranged through the College.

Below is just a taste of what is available across the Maltese Islands:



Mdina – the ‘silent city’ Malta’s original capital city. Visit the Cathedral and its museum, wander the narrow streets and admire the views from the imposing bastions.

Valletta – the fortress city - ‘a city built by gentlemen for gentlemen’. Malta’s capital city: a living, working city, the administrative and commercial heart of the Island, full of beautiful architecture, museums and shops.

Three Cities – get an intriguing insight into Malta and its history. These cities offer a slice of authentic life as well as a glimpse into Maltese maritime fortunes.

Hagar Qim – the 5000 year old Hagar Qim temple is the best preserved of several ancient limestone temples in Malta.

Marsaxlokk fishing village – a small picturesque village, in the south of Malta, with a natural harbour and great Sunday market.

Mosta Dome - visit this unique church with its famous story.

Beaches – spend your free time at one of Malta’s many beaches.

Harbour cruise – experience Malta from the sea, as you sail into the Grand Harbour in Valletta, and experience a whole different Malta.

Boat party – sail into the sunset and take a dip in the sea, at the famous Blue Lagoon.

Comino – spend the day relaxing or enjoying the many water sports Comino has to offer.

Nightlife – head to Paceville, Malta’s party capital.

Check out our weekly Leisure programme at the reception desk

Useful Information

Money



Currency & Banks

The currency in Malta is the euro (€). Banks are normally open until early afternoon from Monday to Friday, and until midday on Saturday. Summer and winter opening hours may differ.

The bureau de change, at Malta International Airport is open 24 hours a day. International bankcards are accepted and foreign currency is easy to exchange. The majority of hotels, larger shops and restaurants also accept payment in the main international currencies. Conversion charges may be applied, where outlets choose to accept payment in currencies other than the euro. In line with EU legislation, on controls of cash entering or leaving the 'Community', any person entering or leaving Malta carrying cash, or other monetary value, of which is equal to or in excess of €10,000, or equivalent, is obliged to fill in the appropriate declaration form available from Customs.

Credit Cards

Most hotels and restaurants, as well as many shops, accept Access, American Express, Carte Blanche, Diners Club International, MasterCard and Visa. Chamber College accepts Visa, MasterCard, Maestro, American Express, Cash link and JCB.

Swimming

The Maltese coastal waters are generally clean and safe for swimming, as there are no tides. Some bays are exposed to north and north-easterly winds which do produce some strong under currents at times. There are

many sandy and rocky beaches to choose from. Always wear sunscreen and a hat.

Useful Tip: Malta's beaches and seas are safe, however if you are new to the Maltese Islands, swim where the Maltese do.

Beachwear is for beaches only, and is considered inappropriate elsewhere.

Religion and Worship

The majority of Maltese are Roman Catholic. Services are usually available throughout Sunday. During the week services are available early morning or evening, and some offer a Saturday evening service as well. Many other faiths are also represented including: Anglican, Adventists, Baha'i, Bible Baptist, Buddhist, Greek Catholic, Christian Evangelical Church, Church of Jesus Christ of Latter-Day Saints, Church of Scotland, Evangelical Church of Germany, Greek Orthodox, Jehovah's Witnesses, Jewish and Muslim.

Climate



Malta's climate is strongly influenced by the sea and is typical of the Mediterranean. The Islands have a very sunny climate with a daily average of five to six hours sunshine in mid-winter to around 12 hours in summer.

Winters are mild, with the occasional short chilly period, brought about by the north and north-easterly winds from central Europe.

Summers are hot, dry and very sunny. Day-time temperatures in summer are often mitigated by cooling sea breezes. In spring and autumn, a very hot wind from Africa occasionally brings un-seasonally high temperatures and humidity. This wind is known as the Sirocco, or, in Maltese, the

Xlukk – it affects Greece and Italy as well; in Malta the air is generally drier because of the short sea track from the African coast.

the ‘winter’ months, and the peak beach season can last until mid-to late October.

<http://www.maltaweather.com/>

Annual rainfall is low, averaging 568mm a year. Sea bathing is quite possible well in to

TEMP IN CELSIUS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
AVERAGE TEMP	15	15	17	19	23	28	30	33	28	24	20	17
AVERAGE MINTEMP	10	10	11	12	15	19	21	22	21	18	14	11
AVERAGE SEATEMP	15	14	15	15	18	21	24	25	24	22	19	17

Electricity in Malta

Electricity: Electricity in Malta and Gozo uses a Voltage of 240 volts, 50cycles. Plugs and adaptors: Three-pin square British style plugs are used. Visitors from the UK can use their normal 3 pin plug items. Visitors from elsewhere may need an adapter. You can easily find adaptors at the airports, or your nearest local shops.



Telephones

Please do not use your homestay family’s phone without asking. There are two types of public telephones; coin and phone card, although there are some which accept credit cards. You can buy phone cards that give cheap international rates from the Course Office.

International Dialling Codes

Country Code Country Code

Austria	0043	Malaysia	0060
Belgium	0032	Mexico	0052
China	0086	Norway	0047
Cyprus	00357	Netherlands	0031
Czech Republic	00420	Nigeria	00234
Denmark	0045	Portugal	00351
Finland	00358	Pakistan	0092
France	0033	Russia	007
Germany	0049	Spain	0034
Greece	0030	Sweden	0046
Hong Kong	00852	Switzerland	0041
Italy	0039	Taiwan	00886
India	0091	Thailand	0066
Indonesia	0062	Turkey	0090
Japan	0081	Ukraine	00380
South Korea	0082	USA	001

Bullying & Harassment Policy

Chamber College is committed to developing a working and learning environment in which bullying and harassment are known to be unacceptable and are not tolerated at any level. We seek to ensure that each individual can work and study effectively in comfort and dignity. Chamber College will provide any employee or student who suffers bullying or harassment with an appropriate form of action and seeks to guarantee that complainants will not encounter any form of reprisal or victimisation as a result of their complaint.

Harassment is unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment can take many forms, occur on a variety of grounds and can be directed at an individual or a group of individuals. It is not the *intention of the perpetrator*, but *the deed itself and the impact on the recipient* which determines what constitutes harassment.

Ultimately, the question which has to be asked is; has an individual or group of individuals been treated in a detrimental way on improper grounds? Harassment may take many forms. It can range from extreme forms, such as violence and bullying, to less obvious actions; like ignoring an individual. Whatever the form of harassment, it will be unwanted behaviour which is unwelcome and unpleasant.

No one in Chamber College should have to put up with harassment on the grounds of sex, race, disability, age, sexual orientation or religion and any complaint will be thoroughly investigated and prompt corrective action taken. This may include disciplinary procedures being actioned by the company.

If you think you are being harassed, you should, where possible- first make it clear to the person that their behaviour is unwelcome and you want it to stop. Once the person understands that their behaviour is unwelcome, this may be enough to stop it. If the harassment continues, you should report the matter to your teacher, the Director of Studies, or any Chamber College Staff.

All complaints will be handled in a timely and confidential manner. You will be guaranteed a fair and impartial hearing and the matter will be investigated thoroughly. If the investigation reveals that your complaint is valid, prompt attention and/or disciplinary action designed to stop the harassment, will be taken

Visa Requirements

Citizens of countries that are members of the European Union or that have a bilateral agreement with Malta do not normally need to apply for a visa.

If you live in a foreign country, and are in possession of a residence permit to live in that country, you would not normally need to apply for a visa unless it was a requirement for citizens of that country to apply for a visa.

It is very important, that you state sufficient funding on your Visa Application Form. You should apply for your visa from the Maltese Embassy in your country. Where no embassy is present you should contact either the Austrian or Italian Embassy.

On arrival you must be in possession of a return air ticket, or its value in cash/bank draft, together with one month's living expenses for a stay of 1 month, and 3 months' living expenses for a stay of 3 months, 6 months' living expenses for a stay of 6 months and so on.

All visas are initially issued for the amount of time booked (up to a maximum of 1 year).

Following arrival and registration at the College, you may apply for a visa extension, if applicable.

Those who wishing to study in Malta for longer than 90 days must have the following documents in ENGLISH:

- > Two recent passport photographs
- > Proof of financial resources (€48.00 per day in an account)
- > Evidence of medical insurance
- > A valid passport and its photocopy
- > Application Form (which can be downloaded from the Maltese Embassy website in your Country)

You must apply for your VISA 2 to 3 weeks before it expires at the Malta Immigration office.

While your stay at Chamber College, we may offer you support in the application for your visa extension if required.

Useful Numbers

Chamber College Emergency	+356 99454884, +356 99808519, +356 79467392
Chamber College	+35621322235
Regional Pharmacy	+356 21312449
Ambulance	112
Consumer Protection	+356 21250221
Direct Dialing Code (Malta)	+356 / 00356
Directory Enquiries	1182
Directory Enquiries (Go Mobile)	1187
Directory Enquiries (Vodafone)	1189
Emergency	112
Emergency Rescue by Helicopter	+356 21244371
Emergency Rescue by Patrol Boat	+356 21238797
Emergency Vet Services	50043888
Fire Brigade	112
Flight Enquiries	+356 21249600
Government Information Service	153
Gozo Channel Co. Ltd	+356 21556114
Hospital – Gozo	+356 21561600
Hospital – Malta	+356 25450000
International Code	00
Lost Property	+35621224781
Overseas Operator	1152
Passport Office – Gozo	+356 21560770
Passport Office – Malta	+356 21222286
Police	112
Time Check	195
Weather Forecast	50043848

Terms & Conditions

1 Registration

All registrations are subject to the following conditions which become legally binding on acceptance of registration by Chamber College. Failure to comply with our payment terms, as described in our registration form, will result in the cancellation of the booking.

1.1 Changes to bookings

- Prior to arrival: all changes to bookings must be made in writing.
- After arrival: all changes are subject to the College's approval and are subject to an administration fee of €25 for each change.

2 Payments

Payment should be made in full, at least 14 days prior to arrival date. In the case of late bookings, payment must be made in full on confirmation of the booking.

Payments can be effected by:

2.1 Bank transfer

- Bank of Valletta plc, The Strand, Gzira, GZR 1707, Malta
- Euro Account No.: 4001555463-7 Chamber College (Malta) Ltd
- IBAN code: MT81VALL22013000 0000 4001 555 4637
- SORT CODE: 22079
- SWIFT CODE: VALLMTMT

All payments must include all bank transfer charges (including intermediary bank charges)

2.2 Credit card

The following information/documents must be forwarded to Chamber College:

- Credit card number
- Expiry date
- Authorisation document
- Photocopy (front and back) of the credit card
- Photocopy of ID card or passport

2.3 Cash

Payment must be made in euros (€) Chamber College reserves the right not to accept any student who has not paid their fees in full, prior to arrival date

3 Cancellation Charges/Refunds

Cancellations of bookings must be received in writing and are subject to the following cancellation fees:

- 14 + days prior to arrival date: 5% of total invoice
- 13 + days prior to arrival date: 25% of total invoice

Total invoice includes the total cost of the following:

- Tuition
- Accommodation
- Visa support
- Airport transfers
- Any other additional services or materials as detailed on the invoice

Registration fees and Entry Visa administration fees (if applicable) are non-refundable.

Should a cancellation be made after the commencement of the course no refund of fees will be given.

If a student fails to arrive at their accommodation or lessons no refund of fees will be given. Under no circumstances are fees transferable to a third party. If a student decides to shorten their course, or change from a more expensive course to a cheaper course, no refund will be made of the difference in price.

In the case of serious illness or bereavement refunds of tuition may be considered.

4 Visa

Chamber College must be advised immediately if a visa application is rejected. In order to receive a full refund of the course and accommodation fees (no other fees are refunded), a copy of the rejection letter must be received at Chamber College no later than 7 days prior to the arrival date.

Should notification be received less than 7 days prior to arrival date, then a cancellation fee equivalent to one week of accommodation and tuition, in addition to non-refundable charges (registration fee and bank charges), will apply.

5 Flight Tickets

Flight tickets are non-refundable

6 Accommodation cancellation, after arrival

If a student wishes to cancel booked accommodation the following conditions apply:

- 7 weeks or less – no refund
- 8 weeks and over – 4 week notice in writing must be given.

Less than 4 week notice given – a 4 week cancellation fee, equivalent to 20% of the accommodation, is charged

All refunds are in the form of credit notes.

7 Airport

Airport Transfers

In order for Chamber College to provide airport transfers, all flight details must be advised to us no later than 7 days prior to arrival. Flight details include:

- Flight number
- Flight time
- Arrival time
- Airline
- Point of origin

If this information is not provided, 7 days prior to arrival, no refund will be effected.

Airport transfer fees include a maximum of 1 hour waiting time. In the event of a delay exceeding 1 hour, students will be charged an additional rate of €15.00 per hour pro rata on their first day at the College.

8 Course Information

Lessons are held every morning between Monday and Friday during low season. In high season lessons can be held in both the morning and afternoon.

Chamber College reserves the right to change lessons from morning to afternoon and vice versa where demand dictates. Chamber College also reserves the right to use classrooms in alternative premises of a similar standard.

8.1 Reduction of Lessons

The duration of each lesson is 45 minutes. If there is only one student in a class the number of lessons will be reduced as follows:

- General English – from 20 group lessons to 15 private lessons
- General English Intensive – from 30 group lessons to 20 private lessons
- Mini group/Business English – from 20 group lessons to 15 private lessons
- Mini group/Business English Intensive – from 30 group lessons to 20 private lessons
- Intensive lessons – from 10 group lessons to 5 private lessons

8.2 Courses of 24+ weeks

In low season students can shorten their course by a maximum of 4 weeks. Two week notice must be given, and the resulting credit can only be used to upgrade tuition. This credit is not transferable to a third party or refundable.

Students wishing to upgrade to one-to-one lessons can do so on payment of an amendment fee of €100, subject to availability. Students cannot upgrade to one-to-one lessons during high season.

8.3 Level of English

If a student does not have the minimum level of English required to follow a specific course, as determined by Chamber College, we reserve the right to move the student to an appropriate course for their level.

9 Student Assistance

Student Issues

If, at any time a student is unhappy with any aspect of their course, accommodation or a leisure activity, they must speak to a member of staff as soon as possible and complete a complaint form (where appropriate).

Chamber College will do its utmost to resolve any issues as quickly as possible. If the matter is not resolved, the student or their agent should write to the Principal. Any such complaint will be investigated providing:

- It is received within one month of the student's departure
- It was initially put in writing before the student departed
- All invoices, relating to the student lodging the complaint, have been settled in full Chamber College will not accept any complaint received at the end or after a student's stay in Malta, if it has not been brought to our attention as explained above.

9.1 Lost/Misplaced Student Certificates

Should a certificate need to be re-issued, due to loss or misplacement, the following charges apply:

Europe - normal post FREE

Europe - UPS €30.00

Rest of the world - normal post €10.00

Rest of the world - UPS €50.00

Payment must be received in FULL, using one of the methods detailed previously, prior to the re-issuing of the certificate.

10 Holidays

Holiday breaks for Long-term Courses and Academic Year Programmes

Students can have a maximum of 4 weeks holiday; two week notice in writing must be given. Students returning from their holiday cannot expect to return to the same class, teacher or accommodation. No credit is given for accommodation during holiday breaks.

Students requiring a visa for study purposes must ensure that their visa is issued for the correct dates to include any holiday breaks.

10.1 Public Holidays

The College is closed on all Maltese public holidays.

Any classes falling on such days will be replaced, within the same week.

Public Holidays

1st January - New Year's Day

10th February - St. Paul's Shipwreck

19th March - St. Joseph

31st March - Freedom Day

March / April (date changes) - Good Friday

1st May - Labour Day

7th June - Sette Giugno.

29th June - St Peter and St Paul (L-Imnarja)

15th August - The Assumption (Santa Marija)

8th September - Our Lady of Victories

21st September - Independence Day

8th December - Immaculate Conception

13th December - Republic Day

25th December - Christmas Day

11 General Conditions

Health

Students must have adequate health insurance to cover the period of time they will be in Malta. Chamber College reserves the right to be fully reimbursed for any medical or related costs it may incur on behalf of any student who requires urgent medical attention in Malta, and to immediately repatriate, at the student's expense, any student who suffers from a serious medical or psychological condition.

11.1 Loss of Property/Insurance

Chamber College will not be held responsible for the loss or theft of any student's property from the College, accommodation or any other location. Student's property is the sole responsibility of the student at all times.

Chamber College advises all students to take out a travel insurance policy which covers them for the duration of their stay in Malta.

11.2 Student Conduct

Chamber College expects all its students to be motivated, polite and considerate towards members of staff, host families and fellow students at all times.

Chamber College reserves the right to expel/repatriate any person, which in the opinion of Chamber College, has behaved in an unacceptable manner. This includes, but is not limited to: possession or consumption of any illegal drugs and/or alcohol, malicious damage to property, any behaviour that endangers or impairs the health, safety or comfort of other persons using the same services, breaking of local law(s) and/or not adhering to curfew times. Any damage to, or loss of, Chamber

College or third party property must be paid for by the student prior to departure.

The student will be responsible for any repatriation costs.

11.3 Privacy Policy

Chamber College is committed to protecting our clients' privacy. We will not collect any personal information about you, as a client, unless you provide it voluntarily. Any personal information you communicate to us is kept within www.chambercollege.com itself, in accordance with the Data Protection Act 2001.

11.4 Liability

Unless liability is legally imposed, Chamber College will not accept any liability in the case of illness, accident, loss, damage or injury to persons or property.

11.5 Force Majeure

In the event that Chamber College is unable to fulfil any of its obligations, as a result of an event(s) beyond the reasonable control of Chamber College, we will not accept responsibility or liability. Such events will include, but are not limited to: terrorist attacks, war or threat of war, riots, industrial action, natural or man-made disasters,

unusually adverse weather conditions or any other event(s) which may class Malta as an 'at risk destination' by the Ministry of Foreign Affairs.

11.6 Photography and Filming

The College may use photographs or film footage to illustrate its promotional material. If students do not wish to participate, Chamber College will respect their wishes, provided that we have been notified within one month of the photo-shoot. These photos and film-footage have no commercial or contractual value.

11.7 Jurisdiction

Any agreement entered into with Chamber College is governed by the Laws of Malta. By entering into such an agreement, all parties agree that should a dispute arise, they will submit to the jurisdiction of the Maltese Courts.

www.chambercollege.com