

# STUDENT INFORMATION MANUAL



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LANGUAGES

YOUR EASY WAY TO MASTER ENGLISH

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*‘Never make fun of someone who speaks broken English. It means they speak another language’*

**H. JACKSON BROWN, JR.**

**NB: THE INFORMATION CONTAINED IN THIS MANUAL IS CORRECT AT THE TIME OF PRINT.**

YOU WILL NEVER KNOW MDINA BETTER!



# THE MDINA EXPERIENCE

AUDIO VISUAL SPECTACULAR

DISCOVER THE SIGHTS AND SOVNDs  
OF THE OLD CAPITAL CITY



7, Mesquita Square, Mdina MDN1050. Malta T: +356 21 450055  
[www.themdinaexperience.com](http://www.themdinaexperience.com) [info@themdinaexperience.com](mailto:info@themdinaexperience.com)



# THE KNIGHTS OF MALTA

AN EPIC ADVENTURE MUSEUM

DISCOVER THE STORY OF  
THE KNIGHTS OF ST. JOHN



14/19 Casa Magazzini, Magazine Street MDN1200, Mdina. Malta T: +356 21 451342  
• [www.theknightsofmalta.com](http://www.theknightsofmalta.com) • [info@theknightsofmalta.com](mailto:info@theknightsofmalta.com)

# 1. MISSION STATEMENT

The mission of Easy School of Languages is to provide high quality English as a foreign language (EFL) academic tuition and orientation in the Maltese culture to international students, professionals and other non-native speakers by means of intensive English language programmes.

To achieve this mission, Easy School of Languages pursues the following goals:

- Improve the English language and study skills of international students in preparation for further study at a college or university, or for personal or professional purposes.
- Provide students with the social, cultural and welfare support needed to spend an enjoyable and productive time in Malta and learn as much as possible about the Maltese Islands.
- Provide student support and administrative services of the highest quality.
- Adhere to the highest standards of English language instruction by attracting and developing talented and experienced teaching staff who strive for academic excellence.
- Provide tailor-made unpaid work placements for people of all ages where they can improve their language and professional skills in their chosen fields.
- Provide high quality and comfortable accommodation with either host families or in apartments.

# 2. MY FIRST DAY AT SCHOOL

## 2.1 What time should I be at school on my first day?

We open our doors at **8:00am**. You should be at school between **8:15am – 8:30am** (unless you have been notified otherwise). Please register at reception. You will have a photograph taken by a staff

member for use on your student card. *You can benefit from certain discounts at particular outlets upon presentation of your student card. McDonalds in Republic Street, Valletta offers a 10% discount on presentation of the student card. Please ask at reception for more details.*

## **2.2 What time does the placement test start? How long does it take?**

The test starts at **9:00am**. The test is divided into two parts. You will be given 10 minutes for the first part which is a writing task and 45 minutes to complete the second part which takes the form of a multiple choice test. For the second part of the test, try to answer as many questions as possible within the time limit. Do not try guessing the answers.

## **2.3 Should I fill in any forms on my first day?**

Please fill in the Emergency form and hand it over to the staff member in the testing room. We will only use the contact details provided in cases of absolute emergency. Do not leave the testing room before giving us the completed Emergency Form (section 4.1).

While waiting for the test to begin or once you finish, you may also wish to start filling in section 4.2 in this booklet. Although you **need not** give us your departure flight details on your first day, please make sure that the receptionist has them at least 4 days prior to your departure. Giving us the correct departure transfer details is your responsibility.

## **2.4 What should I do after finishing my placement test?**

After finishing your test, please remain seated. A staff member will take a few minutes of your time to pass on some useful information. Once this is done, you may leave the testing room. While your tests are being marked, we suggest you visit the Upper Barakka Gardens (uphill from our school) and enjoy the splendid view of the Grand Harbour.

It is important that you be back in the testing room 10 minutes before the start of your lessons. For your timetable please refer to section 8.1 of this booklet.

## **2.5 How can I get to know other students on my first day?**

Join us for the Welcome Party at **12:30pm** in the Leisure Area on the 5th floor. This is a unique opportunity to meet up with new students like you and mix with students who have been at Easy School of Languages for a while. It's also a great opportunity to get to taste some traditional Maltese food.

## 3. USEFUL INFORMATION ABOUT MALTA

### 3.1 Which currency is used in Malta?

Malta's currency is the Euro (€). Major credit cards (Visa, MasterCard, American Express, etc.) are accepted in most shops but we suggest that you exchange your money to Euro cash for greater flexibility. Banking hours are usually from 08:30 to 14:00, Monday to Friday and 08:30 to 12:00 on Saturday.

### 3.2 What time do shops open and close?

Shops are usually open from 09:00 to 13:00 and from 16:00 to 19:00 hours. In the commercial areas frequented by tourists most shops remain open until approximately 22:00. Shops are not open on Sundays and public holidays. Bakeries and confectionaries usually open on Sundays and public holidays.

There are open-air markets in most towns and villages, with the largest being in Valletta.

Pharmacies can be found throughout the islands and are open during normal shopping hours. On Sundays pharmacies open by roster from 09:00 to 12:30 in Malta and from 07:30 to 11:00 in Gozo. Further details are found at [www.pharmacy.com.mt](http://www.pharmacy.com.mt).

### 3.3 Are hospitals free of charge?

Medical Assistance given to students by the state hospital or state clinic is free of charge as long as the European Health Insurance Card (EHIC) is presented. If you are not in possession of this card, you will have to pay. If you are covered by a health insurance, you can claim the money once you're back in your home country upon presentation of any receipts. Please refer to section 12 in this booklet for contact numbers.

### 3.4 Is tap water safe to drink?

Tap water in Malta is safe to use when cooking and cleaning. However, you may prefer to drink bottled water.

### 3.4 What plug system is used in Malta? Do I need an adaptor?

The three-pin rectangular plug system is used. Adapters from two-pin to three-pin are easy to find in ironmongeries / mobile phone shops. The electrical supply is 230 volts, 50 hertz.

### 3.5 Where is smoking allowed?

No smoking is allowed in any place of entertainment (including bars and restaurants) unless there is a designated smoking area. Smoking in public places is illegal and carries big penalty fines. Smoking is allowed at outdoor venues.

### 3.6 When can I visit museums?

Public museums and sites are generally open from 09:00 to 17:00. Museums and sites are closed on public holidays. Last admission is 15 to 30 minutes before closing time.

### 3.7 How does the bus system work?

Although the bus system usually runs quite smoothly, the buses are not always on time so do expect a few delays especially during heavy morning traffic.

Most buses go to Valletta as their final stop. Moreover, most of the time you have to go to Valletta and take another bus from Valletta to visit another place in Malta. However, there are direct buses to some places of interest from specific locations. Please consult our reception desk for advice.

You may choose to buy the tallinja card or the pay as you go system for single journeys (you pay the driver upon boarding the bus).

#### Non-personalised bus cards

(These are available for purchase at Malta Public Transport kiosks and other leading outlets, and can be used immediately).

- **tallinja card explore 7 days (Adults - €21):** Unlimited travel for 7 consecutive days including night services. This card will be valid for seven calendar days starting from the first time you validate it.
- **tallinja 12 single day journeys (€15):** 12 Single Journey Tickets on Day Services or 6 Single Journey Tickets on Night Services. This card will be valid for 12 journeys on day services or 6 journeys on night services, or a combination of both.

#### Fares \* (Single journey - up to 2 hours)

- Winter: €1.50
- Summer: €2
- Night service: €3



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every 30 minutes



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March to November (weather permitting)

We cruise directly to the Island of Comino where we spend the day soaking up the sun, swimming in the crystal clear waters of the Blue Lagoon, relaxing on the boat or lying on the beach. The boat will be anchored at the Blue Lagoon so you will have full use of facilities on board such as bar (serving snacks and beverages at reasonable prices), fresh water showers, snorkels & masks (small charge applies), toilet & air-conditioned area.



Supreme Travel Ltd, Kastellan Road, Zejtun ZTN 4400, MALTA  
T: (356) 21694967, 21677197 F: (356) 21695856  
info@suprememalta.com

### **3.8 What should I know about traffic regulations in Malta and Gozo?**

We drive on the left as in the UK. The national speed limit is 80km/h while the speed limit in built-up areas is 50km/h but adhere to the specific speed limits on the relevant traffic signs. There are speed cameras around the island.

You might consider renting a car. It is recommended that you take out comprehensive insurance. National and international driving licences are accepted. Should you be involved in a car collision call +356 2132 0202.

### **3.9 What should I know about alcohol consumption and substance abuse?**

The legal drinking age in Malta is 17.

Drug possession (e.g. cannabis, LSD, ecstasy, amphetamines, Marijuana etc) in Malta, even for personal use, remains an arrestable criminal offence.

### **3.10 How can the school help me should I get arrested?**

Should you get arrested inform the police officer to call our 24/7 emergency line if you are unable to make the call yourself. We will try our best to assist you in any way possible.

\*The fares are correct at the time of print.

**For more useful info please visit:**

<http://eflmalta.gov.mt/en/Documents/resources/Student-Guidebook-English.pdf>

## 4.1 EMERGENCY FORM

NAME:

SURNAME:

NATIONALITY:

DATE OF BIRTH:

PASSPORT NO:

EMAIL:

HOME ADDRESS (IN **YOUR** COUNTRY):

JOB / PROFESSION:

MOBILE NO:

**PTO**

## 4.1 EMERGENCY FORM (CONTINUED)

**Do you suffer from any allergies/medical conditions?**

YES

NO

If yes, please give us some details

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**Do you take any medication?**

YES

NO

If yes, please give us some details

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**PTO**

## 4.1 EMERGENCY FORM (CONTINUED)

### IN AN EMERGENCY, PLEASE CONTACT:

NAME & SURNAME:

RELATION:

Mother

Father

Sister

Brother

Partner

Doctor

Other: \_\_\_\_\_

HOME TEL. NO:

MOBILE NO:

### IMPORTANT

I agree that Easy School of Languages has the right to use this information for emergency purposes. I also agree that I am to behave in a polite way towards the members of the staff, host family, landlords and

**PTO**

## 4.1 EMERGENCY FORM (CONTINUED)

general public. Easy School of Languages has the right to ask students to leave the courses and accommodation if their behaviour is unacceptable. No refund will be paid and any extra costs incurred will be paid by the student. This is to safeguard the safety of all the students and also the school's reputation and that of its partners.

**FULL NAME:**

**SIGNATURE:**

## 4.2 DEPARTURE AIRPORT TRANSFER

NAME:

SURNAME:

**Have you already booked a departure airport transfer?**

YES

NO

**If not, would you like to book one?**

YES

NO

(a transfer fee needs to be paid at reception)

If you have already booked an airport transfer or would like to book one please provide us with the following details:

DEPARTURE DATE:

FLIGHT NUMBER:

FLIGHT TIME (TIME SHOWN ON TICKET):

ACCOMMODATION ADDRESS:

ANY REMARKS:

As standard procedure, you will be picked up 3 hrs prior to your flight. On your last school day, along with your certificate, you will also be given an airport transfer confirmation sheet outlining your pick up time and any other pertinent details. Please check that all details are correct.

Please note that there may be other students being picked up in the same van / taxi.

Please note that due to heavy traffic in Malta, the driver might be up to 20 minutes late. Only call the Emergency phone should the driver be more than 20 minutes late.

**This page is to be torn out of the information manual and given to reception desk at least 4 days prior to your departure.**



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or email us on [jobs@pimpmyjob.eu](mailto:jobs@pimpmyjob.eu)

## 5. ACCOMMODATION

### Are you staying in one of our apartments?

#### 5.1 APARTMENT GUIDELINES

##### 5.1.1 Should I pay a deposit?

Please pay €100 deposit to the school on your first day. You will be given a receipt which you should keep.

##### 5.1.2 Are there any additional fees?

Yes, there is an environmental contribution tax you have to pay at reception if you are staying in one of our apartments. The tax is that of €0.50c per night up to a maximum of €5.

##### 5.1.3 Who is responsible for cleaning the kitchen?

Cleaning the kitchen is your responsibility. Please keep it clean and tidy at all times.

##### 5.1.4 How often is my apartment cleaned?

The bedrooms and bathrooms are cleaned once a week.

##### 5.1.5 Where do I dispose of rubbish?

Dispose of left-over food, sanitary towels and other rubbish in appropriate bins. Do not flush any rubbish down the toilets, sinks, drains or gutters. Check the common areas (for example the lift) for rubbish collection rules.

##### 5.1.6 Does anyone inspect the apartments?

Inspections of the apartments including the bedrooms take place regularly.

##### 5.1.7 What if I lose my apartment key?

Look after your keys. There is a charge of €10 for lost keys.

##### 5.1.8 Electric fan or air-conditioning?

Some apartments do not have an air-conditioning system. In this case, you will be supplied with an electric fan.

Please switch off lights, air-conditioning and other electrical appliances when not in use. Close all windows and doors when using air-conditioning. There will be a €50 charge for waste of electricity.

**5.1.9 Can I just change my room if there is a vacant room or an empty bed?**

Do not change your room or bed without permission. There is a charge of €50 for using a room or bed not allocated to you.

**5.1.10 Where should I keep my valuables?**

Lock your valuables in your luggage.

**5.1.11 Is there WIFI in my apartment?**

WIFI is free. Please collect the WIFI password from the school reception.

**5.1.12 Can I bring over any guests?**

Overnight guests are not allowed. One week's rent will be charged for any unauthorised person sleeping in the apartment.

**5.1.13 Is smoking allowed in my room or in the common areas?**

Definitely not.

**5.1.14 Can I throw a party?**

Parties are strictly not allowed in the apartments. Any parties reported in the apartment will mean an immediate loss of your deposit.

**5.1.15 What about listening to some music?**

Loud music and other noise is not allowed after 23.00 hours. Noisy behaviour and partying is prohibited and your neighbours will call the police.

**5.1.16 When do I need to vacate my room?**

Rooms need to be vacated by 12:00 (noon). Please ensure your bags are packed and moved to the living room by noon.

**5.1.17 Who should I give my apartment keys to on my last day?**

Give your apartment keys to the driver on your departure.

**5.1.18 Who should I call in case of medical or fire emergencies?**

In case of medical or fire emergencies, call 112. For any other emergency call the school's emergency line +356 99995505 (please refer to section 7.5 on how to use the school's 24/7 emergency line responsibly).

# Are you staying at a host family?

## 5.2 HOST FAMILY GUIDELINES

Your host/s can be families with children, families without children, older married couples, unmarried couples or single people.

Please note that a host family is not a 5 star hotel. We count on your cooperation while living with your host family and ask you to take the following points into account:

### 5.2.1 Am I free to use the bathroom whenever I please?

Remember that your host family also needs to use the bathroom so please do not spend hours in it; ask your host family when would be the most convenient time for you to use the bathroom. Please do not waste or use excessive amounts of water. Your host family will appreciate it if you leave the bathroom in the same state as you found it. If you are not sure how a piece of equipment works, please do not be embarrassed to ask your host family. Bed linen and towels will be provided but please use your own beach towel.

### 5.2.2 Will my host family wash my clothes?

You will be able to wash your laundry in your host family's laundry room. Some host families are also willing to wash your laundry along with their own but please do not abuse of this service (not more than once a week). Check with your host family what suits them best.

### 5.2.3 What should I know about meals?

Your host family will provide breakfast; however, you may be required to prepare it yourself. For students on half-board, evening meals will be provided by the host family and students on full board will have a packed lunch provided by the host family.

Please let your host family know if you have special dietary requirements or allergies. If you are going to miss a meal, please inform your host family well beforehand.

Ask the host family if you are allowed to help yourself to food items in the fridge. In case you are hungry during the afternoon, or once you come back late evening, you can buy some biscuits instead of using the host family's reserves.

### 5.2.4 Can I leave the lights on?

Please do not leave the lights on if there is no need for it.



# PLANNING YOUR LEISURE TIME IN MALTA?

Whether you are interested in Malta's HISTORY & CULTURE, its beautiful SCENERY or just looking for an opportunity to RELAX, you can 'EXPERIENCE MALTA WITH US'

We offer a variety of ACTIVITIES, EXCURSIONS & GUIDED TOURS specifically for you

Visit reception to get to know what's happening this week & pick up a copy of the leisure programme

**EXPERIENCE  
MALTA WITH US!**



### **5.2.5 What about a night out?**

Please respect the schedules given by the host family for your nights out. Do not make noise when you come back late! Remember that some hosts have to get up early in the morning to go to work.

### **5.2.6 Will I be given a key to the front door?**

Most host families will give a house key to students. We kindly ask you not to lend the keys to anyone and do your best not to lose them. If the keys are stolen or lost you will be charged for its replacement or the change of lock.

### **5.2.7 Is WIFI free?**

Most host families offer WIFI. Some offer this for free whilst others may charge a small fee. You can also use the internet at Easy School of Languages during or after school hours.

### **5.2.8 Accidents do happen – what if I damage or break a piece of equipment/ornament?**

If you damage anything in your host family's home please tell your hosts so that they do not have any unpleasant surprises. You will have to pay for any damage you cause so please make sure that you have liability insurance. The school cannot be held responsible for any damage you cause in your host family's house.

### **5.2.9 What if I have problems with my host family?**

If you have any problems during your stay it is very important that you let a member of the Easy School of Languages staff know. The majority of problems can be solved very easily if we are informed early enough.

### **5.2.10 Do I have to pay an environment contribution tax if I am staying at a host family?**

Yes, there is an environmental contribution tax you have to pay at the school reception if you are staying at a host family. The tax is that of €0.50c per night up to a maximum of €5.

## 6. HOW CAN I GET TO SCHOOL?

### SCHOOL ADDRESS:

21, Easy School of Languages,  
St. Ursula Street,  
Valletta VLT 1230

#### 6.1 How can I get to school?

If you are staying in Sliema, the easiest, cheapest and possibly fastest way to get to Valletta is to take the ferry. The ferry may be taken from the Sliema Ferries directly opposite from Mark and Spencer's. You may buy a weekly pass for €10\*. This mode of transportation to get to school is highly recommended.

Once you are in Valletta, please follow the following route:

\*The fares are correct at the time of print.

Should you get lost, please ask for directions to the Office of the Prime Minister (Auberge De Castille). The school is only 3 minutes away on foot.

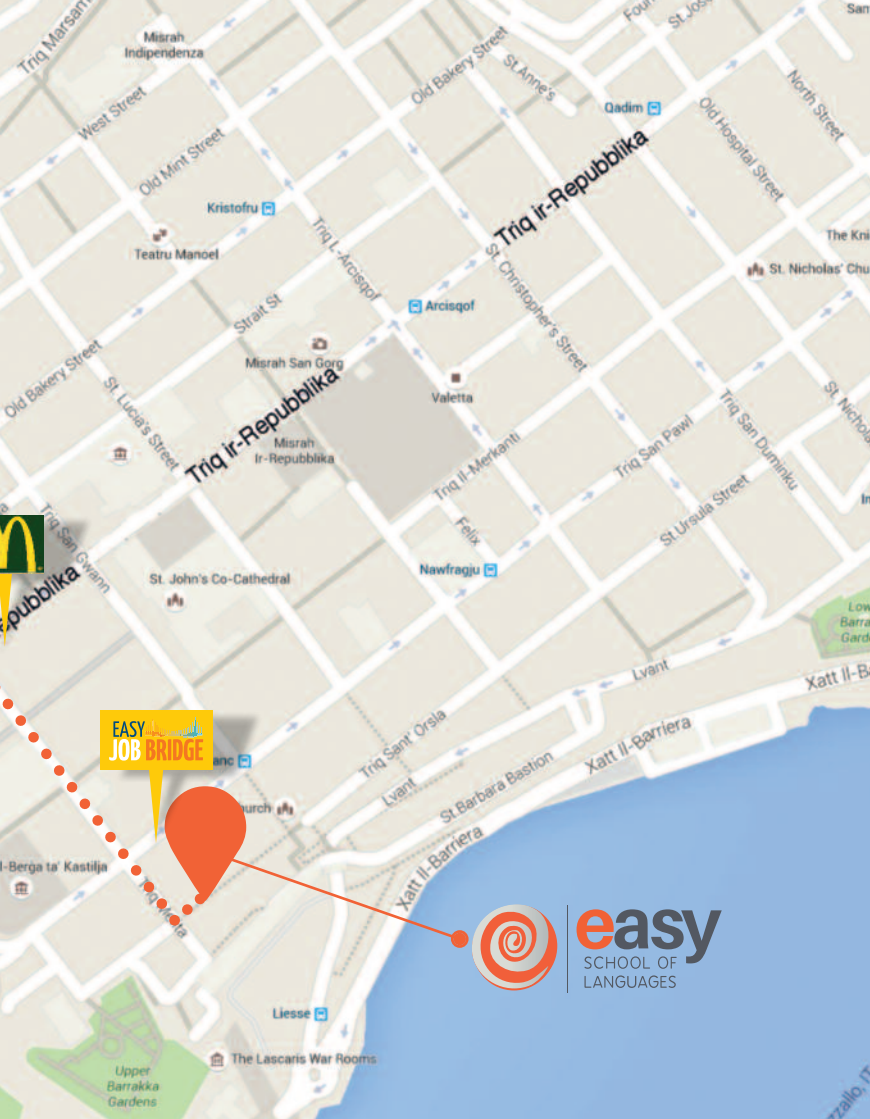
#### 6.2 If I am an Easy Job Bridge student, should I go to a different address?

If you are an Easy Job Bridge student, please go to the 2nd floor of our office building in St. Paul's Street which is just a corner away from our main school in St. Ursula Street. The address is the following:

331, Easy School of Languages,  
St. Paul's Street,  
Valletta VLT 1211





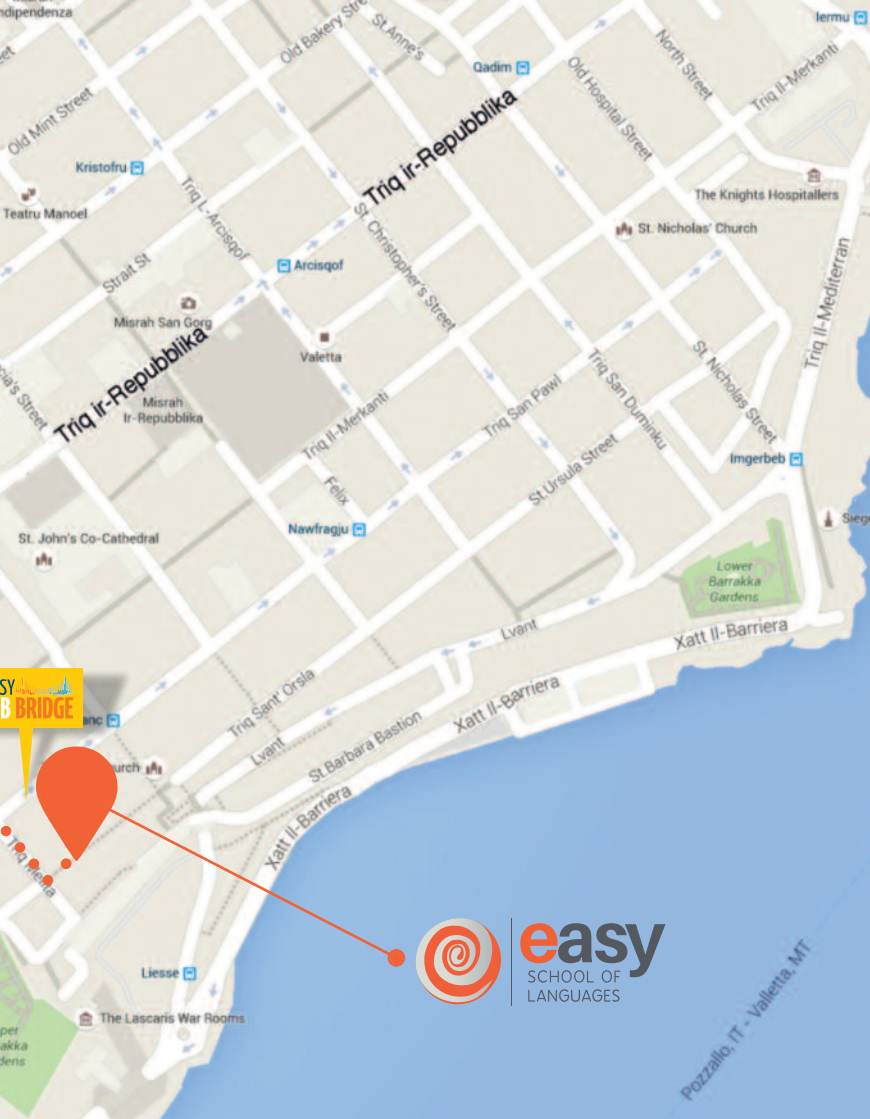


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Pozzallo, IT - Valletta, MT

## 7. CUSTOMER CARE AND A LITTLE MORE

### 7.0 Customer Care Policy

At Easy School of Languages we are committed to delivering and promoting the visions and values expressed in our Mission Statement. Our commitment to excellence ensures that the student and his/her well-being and satisfaction are always at the heart of our initiatives.

We are committed to providing equal opportunity to all and all our staff strive to foster a spirit of inclusivity within our offices and which also extends into our classrooms. We are strong advocates of plurality and unity in diversity. The below points and policies ensure that this spirit of tolerance is achieved and maintained.

### 7.1 Room for religious observance

The school has assigned room 202 as a prayer room for use of students who wish to pray during or after school hours. Prayer mats are provided upon request. Please ask the receptionist for a prayer mat should you require one. The prayer room may be used during first break (10:30hrs to 11:00hrs), during second break (12:30hrs – 13:00hrs) and after school hours (14:30hrs to 17:00hrs). If these slots do not accommodate your needs, please consult the receptionist who will show you to another room or if need be an office which is vacant.

Different times for room availability will apply during a 4 day week. Please consult the reception desk for more information.

A church nearby also offers a praying space. Please ask the staff for more details.

### 7.2 Bullying, discrimination and harassment Policy

The school does not tolerate any form of bullying and discrimination as a consequence of race, creed, skin colour, sexual orientation, political beliefs and mental or physical disadvantage. Any instances of bullying or discrimination should immediately be brought to the attention of the Leisure and Social Welfare Manager or any other prominent member of staff. Bullying, discrimination, harassment, misconduct and intimidation of any kind may constitute enough grounds for immediate expulsion from the school without refund (please refer to section 7.3).

[www.splashandfun.com.mt](http://www.splashandfun.com.mt)





### 7.3 Learner Dismissal Policy

Unfortunately, the school will immediately dismiss learners if:

- Any staff member firmly believes that a student, through his words or actions or both, poses a realistic threat to the safety and well-being of others.
- A student is found to be carrying guns, knives or other instruments which may jeopardise the safety of others.
- A student is found to be in possession of drugs or under the influence of drugs.
- A student undertakes any of the actions outlined in section 7.2.
- A student is caught stealing or vandalising school property.
- A student who, in any way, may tarnish the sound reputation of Easy School of Languages or its partners.

In the cases below, a verbal warning will be given prior to dismissal:

- A student who misbehaves or distracts others during lessons.
- A student whose constant tardiness disrupts the lesson flow.
- A student caught smoking within the school premises.
- A student who does not respect the school's Health and Safety procedures.

### 7.4 CCTV cameras

For your security and peace of mind, the school has been equipped with CCTV cameras. If you believe that you have been the victim of theft or of any other offence which warrants viewing the CCTV footage, please consult the Leisure and Social Welfare manager. A gentle reminder that we cannot be held responsible for any lost/misplaced or stolen items. Valuable items such as smart phones, tablets and laptops must not be left in class during break time.

### 7.5 Using the school 24/7 emergency line (+356 9999 5505) responsibly

You should only call our emergency phone for the following reasons:

- Driver fails to show up for arrival / departure transfer 20 minutes after scheduled time.
- Key to apartment does not work upon arrival.
- If you've locked yourself out of an apartment out of negligence/by accident and you happen to be the only student residing in that apartment. Please note that the school shall retain €30 from your apartment deposit if a school representative has to bring you a key on site.

- Acts of vandalism in an apartment for which you are not responsible.
- Strong suspicion that your apartment has been broken into / burglarised.
- Any cases of flooding / fire in the apartment.
- A power cut which is specific to an apartment and not a general power cut.
- No tap water for more than 24 hours.
- Irreconcilable differences with other flatmates where your well-being or that of other students is jeopardised.
- Problems of a grievous nature with host families which really and truly necessitate your moving from the host family.
- Any serious health issues/injuries for which you need assistance by a school representative.
- If you are witness to students engaging in unacceptable behaviour in the common areas (kitchen, living area) of apartments.

What does not constitute an emergency:

- Academic related matters such as lesson start time, lesson duration of which you should already have been advised by your agent or directly by Easy school of Languages.
- Directions to school or to a place of interest.
- WIFI related issues in apartments / at host families.
- Power cut when it is evident that the whole neighbourhood is experiencing a general power cut.
- Any other issues of which you have been advised beforehand by your agent, directly by Easy School of Languages in writing or is clearly stipulated in our Terms and Conditions page.
- Justified absenteeism – If you are sick and unable to attend lessons please contact reception during office hours via the main office lines (+356 2122 5505).
- Stove/washing machine/air conditioner/refrigerator/water heater not working. Please report such issues at reception on the first working day following discovery of the fault.
- Comments about the cleanliness or lack of it in an apartment. This should be reported on the first school day.

## 7.6 Submitting complaints and suggestions

Whilst we try our very best to provide an efficient and courteous service worthy of our esteemed students, we understand there may be instances when complaints need to be lodged.

Any complaints should be addressed to the Front Desk or to the Leisure and Social Welfare Manager who will direct you towards the

manager/executive best suited to handling that particular complaint. If you feel that you are unable to express your complaint in English, please ask for help as we are a multilingual staff. Complaints can also be submitted in writing through the Mid-week feedback form, the End of week feedback form and the End of course feedback form although we would appreciate if you let us know of any problems well before the time that these forms are made available to you. Complaints that have not been brought to the attention of the school during the student's stay will not be addressed at a later date.

### **7.7 Printing your Boarding pass tickets**

Should you wish to print your boarding pass, please send it to [reception@easysl.com](mailto:reception@easysl.com). The receptionist will be more than happy to print it out for you.

Should you wish to print out any other documents, a charge per sheet applies. Please consult our receptionist.

### **7.8 Visa assistance**

Should you require assistance with your visa please speak to the receptionist who will direct you towards our Marketing Executive in charge of visas. If you are travelling on a visa and your level of attendance falls below the 80% set by the school, we are duty bound to report you to the government immigration authority and provide them with your attendance record.

If you are unable to attend lessons because you are sick, a medical certificate has to be provided on the first day following your absence.

### **7.9 Cash**

It is not advisable to carry around large amounts of cash or to keep a large sum of money in your apartment. There are numerous ATMs from where you can withdraw money daily in the vicinity of the school.

**NB:** Most shops in Malta will not allow you to pay by card unless a minimum of €10 is spent.

### **7.10 Use of WIFI throughout the premises**

Students may benefit from free WIFI throughout the premises. Please ask the receptionist for the WIFI password.

### **7.11 Use of computers**

As part of its pledge for academic excellence, Easy School of Languages also provides its students with free use of computers.



Please note that you may use the computers unrestrictedly should no one else wish to use them. However, should any students wish to use the computer, you can only use the computer for a maximum of 30 minutes after school hours and 10 minutes during break.

We'd appreciate if these computers were used for academic rather than social networking purposes. Anything saved on these computers will be automatically deleted.

## **7.12 Terms and Conditions**

The below does not constitute a full list of our Terms and Conditions.

**For a full list please visit:**

<http://easysl.com/prices/>

### **Cancellation, Withdrawal and refund policy**

In case of any cancellation through no fault of the company and provided that cancellation notice is received at least 2 weeks prior to the course start date, all fees paid will be refunded in full. If cancellation notice is received within 2 weeks before the start date of course, there will be a cancellation fee of 25%, if received within 1 week, there will be a cancellation fee of 50%, after which time no refunds are made.

In the event that all single rooms in families have been allocated, Easy School of Languages holds the right to allocate sharing rooms refunding any difference in costs to the student. In the event that all family accommodation is allocated Easy School of Languages reserves the right to make alternative arrangements of comparable lodging.

Should a student be dismissed for any disciplinary reasons, no refunds of any fees, costs and other expenses they have paid or incurred will be given.

### **Insurance**

All international students who study with Easy School of Languages are strongly encouraged to have adequate insurance cover.

### **Attendance Policy**

Easy School of Languages students are required to attend at least 80 % of scheduled classes and to complete all homework

assignments. Failure to do so may result in the withholding of course certificates. One-to-one lessons cancelled by the student will not be refunded or made up for. In the case of any student requiring a visa to study in Malta failing to attend classes regularly, the appropriate authorities will be immediately informed by Easy School of Languages of any such failure.

### Liability

Easy School of Languages (and its employees, agents, directors and representatives) shall not be liable in any way to the student in the event that services to be provided to the student by Easy School of Languages are not provided for any reason beyond the control of Easy School of Languages.

Easy School of Languages (and its employees, agents, directors and representatives) shall not be liable for any loss, damage, illness or injury that may be caused or incurred howsoever to any student, person or property, to the extent allowed by law.

If, despite this provision, Easy School of Languages is found liable for any loss or damage suffered or caused by any student, that liability shall in no event exceed the total amount of the total sum already paid by the student for the course fees or package.

## 8. ACADEMIC MATTERS

### 8.1 Timetable

NB: 1 lesson is of 45 minute duration. This timetable does not apply to Teacher Training courses.

#### 5 DAY WEEK TIMETABLE

##### MONDAY TO FRIDAY

General English (20 lessons)	09:00-10:30 (if it is your first day, this time will be spent on your placement test)	<b>Break</b>	11:00-12:30	You may consider upgrading your General English course to English Plus.	
English Plus (30 lessons)	09:00-10:30	<b>Break</b>	11:00-12:30	<b>Break</b>	13:00-14:30 or 14:45-16:15

**or**

During the high season, if you have booked a General English 20 course, your lessons may be held in the afternoon.

### MONDAY TO FRIDAY

General English (20 lessons)	13:00-14:30	<b>Break</b>	15:00-16:30	
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#### One-to-one lessons

Students will be informed individually as to their private lessons schedule. Kindly note that private lesson timings are at the discretion of our Director of Studies.

A five day week is compressed into a 4 day week in the case of national holidays.

### 4 DAY WEEK TIMETABLE

#### MONDAY TO FRIDAY

General English (20 lessons)	09:00-10:45 (if it is your first day, this time will be spent on your placement test)	<b>Break</b>	11:15-13:00	You may consider upgrading your General English course to English Plus: This, however, will not be possible if your GE20 course is in the afternoon.	
English Plus (30 lessons)	09:00-10:45	<b>Break</b>	11:15-13:00	<b>Break</b>	13:30-15:20 <b>or</b> 15:00-16:50

#### 8.2 Pronunciation class – learn all about the sounds of English!

All new students are entitled to one free pronunciation group lesson of 45 minutes. Students will be informed about the lesson time on Monday morning.

### **8.3 Level changes**

Students are allocated to a particular class depending on how they score on the Monday morning placement test.

Should you however feel that your class is too easy or too difficult, speak to your teacher at the end of the first day of school. If your teacher agrees that you should move up or down a level, s/he will bring this up with the Director of Studies who will sign you up for a 20 minute diagnostic test to make sure that a change is justified.

A diagnostic or progress test can be taken on Thursdays during the first break in Room 404. Students need to obtain a consent form from their teacher by 12.30 on Wednesday and give the consent form to the receptionist by 15.00 on Wednesday. Level changes are only allowed till Tuesday first break. This is for the benefit of students and teachers alike as constant changes disrupt consistency and lesson flow. Thanks for your kind understanding.

### **8.4 Our levels**

At Easy School of Languages we refer to the Common European Framework of Reference (CEFR). When the need arises we also cater for in-between levels. For a more detailed description of the CEFR refer to Chapters 3 and 4 of the official document at [http://www.coe.int/t/dg4/linguistic/Source/Framework\\_EN.pdf](http://www.coe.int/t/dg4/linguistic/Source/Framework_EN.pdf)

### **8.5 Course materials**

The teacher will provide you with the handouts you need for classwork and homework. Use the file provided by the school on the first day of school to organise your handouts neatly.

### **8.6 Lending library**

The school is also equipped with a lending library. Should you wish to borrow any graded readers or any mp3 players against a deposit (which will be refunded upon return of books / mp3 players) please consult our reception desk.

### **8.7 Buying of books**

Should you wish to buy additional study material such as course books, self-study grammar or vocabulary books or graded readers, you can place an order at our reception desk. Please note that the delivery of any books that are not readily available and need to be ordered may take 3 to 4 weeks.

### **8.8 Certificates**

A certificate of attendance will be given to you on the last day of

<b>Proficient</b>	C2	Mastery	At this level the student can use a language with real precision and fluency.
	C1	Effective Operational Proficiency	At this level the student has a command of a wide range of language.
<b>Independent</b>	B2	Vantage	At this level the student begins to become more flexible, for example, the student will be able to give and justify opinions, summarize stories and give detailed instructions.
	B1	Threshold	At this level the student can maintain a conversation and express ideas. They can begin to deal with problems and situations where they meet unpredictable language.
<b>Basic</b>	A2	Waystage	At this level the student can use some functional language such as greeting people, asking about work and free time and making invitations.
	A1	Breakthrough	At this level the student can interact in a simple way, for example, ask and answer simple questions.

the course by your teacher. Certificates will not be issued for students who miss more than 20% of their course. Should you require anything specific on your certificate please inform your teacher on the first day of school.

### **8.9 Classroom guidelines**

A list of guidelines has been drawn up to safeguard your interest and that of other students. The guidelines can be found in every classroom on the noticeboard. Please familiarise yourself with these guidelines.

### **8.10 Reduced Hours Procedure**

In the event that only three or fewer students apply for a course or are of a particular level, Easy School of Languages will apply the Reduced Hours Procedure.

## **9. LEISURE ACTIVITIES ON OFFER AT THE SCHOOL AT DISCOUNTED PRICES**

### **A social programme like no other. Education through recreation at its best!**

Please approach the Leisure and Social Welfare Manager should you wish to book any of the following tours:

#### **9.1 Mdina Silent City Tour**

The history of Mdina and its suburb Rabat is as old and as chequered as the history of Malta itself. Mdina, Malta's medieval capital, can trace its origins back more than 4000 years. Both Mdina and Rabat are fascinating to tour for their timeless atmosphere and their cultural and religious treasures. Not to be missed!!

#### **9.2 Valletta - Capital City Tour**

The Fortress City, "a city built by gentlemen". Valletta has many titles, all recalling its rich historical past. It is the "modern" city built by the Knights of St. John; a masterpiece of the baroque; a European Art City; and a UNESCO World Heritage City.

Nowhere in Malta is the life of the Islands reflected more than here. The grid of narrow streets house some of Europe's finest art works, churches and palaces.

### **9.3 City Explorer – Your GPS audio-visual guided Valletta and Mdina tour**

City Explorer is a handheld, audio/visual device that uses GPS technology to guide you to the points of interest in Valletta and Mdina and Rabat. Reserve your guide at the school reception.

### **9.4 Three cities and Temples Tour**

Visit the older part of the island with a guide and stop at one of the oldest structures in the world – The megalithic Temples of Malta.

### **9.5 North of Malta tour**

See the rugged coastline of the North of Malta where St. Paul of Tarsus was shipwrecked in 60 A.D. With spectacular views of both the countryside and sea we will show you a fortified tower and grand palace built by the Knights of St. John, as well as catacombs and Roman beehives!

### **9.6 Grand Harbour Cruise**

Join us on a harbour cruise and witness Malta's living past. Cruise around the two natural harbours on either side of Valletta – Marsamxett harbour and the Grand Harbour.

### **9.7 Boat Party**

The most unforgettable night of your holiday! Swim & party the night away aboard an exclusive yacht.

### **9.8 Highlights of Malta tour**

Visiting the true heart of the magical island of Malta. A licensed guide will show you all those 'must-see' places of interest, without which a holiday on our island would be incomplete!!! If you want to experience Malta, then this is the way!!

### **9.9 Gozo Scenic Tour**

Visit Malta's sister isle, the land where time stood still! Gozo is a gem and gives visitors an insight into how Malta looked before development took over. Enjoy the breathtaking scenery and slow pace of life on a visit which shows you the most important 'must-see' places.

**9.10 Hop on, Hop off Bus (North Tour, South Tour, Gozo Tour and Malta by Night Tour available)**

Visit the most popular sights and attractions in Malta from an open top bus. Explore your destination at leisure using the hop on hop off option.

**9.11 Horse riding in the countryside**

Enjoy a scenic ride in the Maltese countryside. For both total beginners & experienced riders alike there is no other way to enjoy the unique landscape of the island of Malta.

**9.12 Comino 'Blue Lagoon' by Powerboat**

Spend time swimming & relaxing in the 'Blue lagoon' when Comino is at its quietest and then enjoy a tour around the magical caves of Comino before speeding all the way down the north coast of Malta.

**9.13 Diving in the Mediterranean**

Malta's dive sites are renowned worldwide for their rich marine life and the amazing underwater visibility. If it is your first experience with scuba diving or if you are an experienced diver our professional PADI instructor will guide you to a secret underwater world. PADI courses also available.

**9.14 Sicily one day fully guided excursions**

Visit the largest island in the Mediterranean just off the toe of Italy's boot. Experience the undiluted grandeur of Mount Etna and the quaint beauty of Taormina.

**And obviously:**

Ten-pin bowling, Segway tours, jeep safaris, paintball and a plethora of audio-visual cultural and historical shows!

## 10. SAFETY FIRST!

**10.1 Where are the Fire Evacuation Plans?**

Take a few minutes on your first day to familiarise yourself with the Fire Evacuation Plans which can be found in every classroom.

**10.2 What if the fire alarm goes off?**

Should the Fire alarm go off, do not grab your personal belongings but walk calmly towards the main exit of the school and go straight to the Assembly Point. Do not make use of the lift.



Please find your teacher and report to her. You should stay next to your teacher unless directed to do otherwise by the Fire Warden.

Do not go back to class until you are advised that it is safe to do so.

### 10.3 How many exits are there?

Kindly note that if you are in the school in St. Paul's Street, there is only one Fire Exit which is the main door.

Kindly note that if you are in the school in St. Ursula's Street, there is only one Fire Exit which is the main door.

Photoluminescent signs should guide you towards the main exit.

### 10.4 What if I discover a fire?

Should you discover a fire, raise the alarm by activating the manual call point nearest to you.

Only use a fire extinguisher if it is safe to contain or extinguish the fire.

Do not use lift.

Exit the building immediately and head toward the Assembly point.

Please find your teacher and report to her. You should stay next to your teacher unless directed to do otherwise by the Fire Warden.

Do not go back to class until you are advised that it is safe to do so.

## 11. GETTING TO KNOW THE SCHOOL PREMISES

### St. Ursula's street building (Main school)

**5TH FLOOR** - toilets, executive classroom (room 502) and board room, Leisure area (vending and coffee machines, reverse osmosis water dispenser, TV, computers for student use with free internet access, spacious sitting area) and a beautiful terrace enjoying breathtaking, unobstructed views of the Grand Harbour.

**4TH FLOOR** - toilets, classrooms 401, 402, 403, 404 (testing room).

**3RD FLOOR** - toilets, classrooms 301, 302, 303, 304, 305.

**2ND FLOOR** - toilets, classrooms 201, 202 (can be used as a prayer room during breaks), 203, 204, 205.

**1ST FLOOR** - 101 (teachers' room), office 102 (DOS office), classroom 103 (Study room).

**GROUND FLOOR** - main entrance, reception area, lift, classrooms 001, 002, toilets.

### **St. Paul's Street building**

**2ND FLOOR** - toilets, offices (marketing department, administration), self-access room/computer room for students.

**3RD FLOOR** - toilets, office 7 (Easy Job Bridge department), classrooms 6, 5, 4, 3, 2, 1.

## 12. IMPORTANT CONTACTS

**NB:** Dial **+356** before the number if you are not using a local SIM card.  
Local SIM cards can be purchased from the school reception.

Ambulance/Police/Fire: **112**

Easy School of Languages 24/7 emergency line:

**9999 5505**

(should only be used in cases of absolute emergency / do not send a text message / please refer to section 7.5 of this booklet on how to use this emergency line responsibly).

Easy School of Languages reception desk:

**2122 5505**

(only during office hours).

#### **DOCTORS:**

**Dr. Joseph Portelli Demajo**

Mob: (+356) 7949 2378

190, Old Bakery Street, Valletta

Tel: (+356) 2124 8001

#### **OR**

**Dr. Anton Briffa**

Mob: (+356) 7942 9294

Stella Maris Pharmacy, 34,

Milner Street, Sliema

Tel: (+356) 2133 5217

#### **Mater Dei Public Hospital**

Dun Karm Street, Msida

Tel: (+356) 2545 0000

#### **Floriana Health Centre**

Frangisk Saver Fenech Street,

Floriana

Tel: (+356) 2124 3314



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