



**Student Manual
2018**

Contents

Contents	Page Number
General School Information	3
Useful Facts	4
Other Information	5
Welfare Guidelines and Do's and Don'ts	6
First Day at School, Dismissal Policy & Public Holidays	7
Learning Resources & Accommodation Guidelines	8

Useful Facts

Important Telephone Numbers

Emergency Services	112 (Ambulance, Police and Fire Brigade)
Mater Dei Hospital	00356 2545 0000
Directory Service	1182
Flight Confirmation	00356 5230 2000
Gozo Channel	00356 2155 6016 / 00356 2152 5950
Gozo General Hospital	00356 2156 1600
Gzira Health Centre	00356 2133 7245 / 00356 2134 4766 (Closest Public Health Centre to Sliema)

Health and Medical Services

If you need a doctor you should call **Dr Navarro Gera on +356 9949 4115** or **Dr Briffa on +356 79429294**. Both doctors are private medical practitioners and the cost of the visit is around € 25. Should you need hospitalization, there are two state hospitals and a number of public health centres. The main hospital in Malta is the Mater Dei Hospital located in Tal-Qroqq. There are also state health centres in every district. The closest health centre is in Gzira, which is open from 7am - 5pm. There is another one in Floriana, which is open after 5pm. On the island of Gozo, there is the Gozo General Hospital / Health Centre. There are no medical services on the island of Comino.

EU Citizens should possess an **E111 card**, which entitles you to free emergency treatment. If you are not in possession of an E111 card you are not entitled to free medical emergency services and you must pay the hospital / health centre the full fees.

If you **DO NOT have medical insurance** we suggest you use the state hospital (Mater Dei) or any state health centre. If you **DO NOT have the E111** card for entitlement to free medical assistance, you must pay for all medical services.

If you have a VALID health insurance policy you can claim a refund from your insurance when you return to your home country.

A number of **private hospitals** and clinics are also available on the island. Always make sure that you have enough cash on you, or a credit card, to be able to cover the fees. Remember that your insurance company will only refund you the money when you return to your home country.

The closest Private Hospital in Sliema is: **Capua St James Hospital**
Address: Sir Gorg Borg Olivier Street Sliema
Telephone: 00356 2131 1117

Most **pharmacies** provide the services of a family doctor at specific times of the day and this is very useful for minor ailments and illnesses such as a cold or sore throat. The closest pharmacy to the school is the Economical Pharmacy, 86/87 Sir Adrian Dingli Street, Sliema, which is marked on the map in your welcome pack. The telephone number is 00356 2133 0376.

VISAS

Please note that it is the responsibility of the students to familiarise themselves with the Visa requirements for Malta. Students that enter Malta without a Visa but that would need to apply for a Visa during their stay are to take responsibility for making an appointment with our Administration office. Note that the immigration office will keep the original passport for 3 to 4 weeks from day of application. It is important that students apply at the start of their 3rd week when in Malta and make an appointment with our administration office in their 2nd week to ensure all paper work is in order.

Other Information

Climate

In winter the climate is mild with a temperature of around 15°C . In summer the temperature rises to over 30°C with the seas temperature reading around 25°C. For a large part of the year the Maltese islands enjoy clear blue skies and sunshine. There is always bright sun and warm weather in spring and summer.

Temperature in Celsius

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average Maximum Temperature	 15	15	17	19	23	28	30	33	28	24	20	17
Average Minimum Temperature	 10	10	11	12	15	19	21	22	21	18	14	11
Average Sea Temperature	15	14	15	15	18	21	24	25	24	22	19	17

Living Expenses

Students who have pre-booked their accommodation including meals will need approximately € 150 spending money per week. Entertainment and public transport is relatively cheap compared to the rest of Europe.

Public Transport

Students are recommended to purchase a TALLINJA bus card when in Malta. One may purchase the card online or on the Sliema Ferries bus terminus (machines). Fares start from €1.50 - € 2.00 for every 2 hours.

For those students studying for at least 3 months, we recommend they purchase the STUDENT TALLINJA card as the fare is reduced. For more information we suggest you visit: www.tallinja.com. To register for a card you may use: <https://www.publictransport.com.mt/en/register-now/>.

Traffic Regulations and Driving in Malta

Just like in the United Kingdom, in Malta we drive on the left hand side of the road. We warn you to be very careful and vigilant when crossing. We always recommend you ONLY cross on Zebra Crossings and Traffic Light stops. It is illegal to cross streets and roads if not on the zebra crossing. If caught you could be fined by the Police. Please respect the road regulations and drivers. Your safety and of others around you is paramount.

If you own a valid driving license and are over 25 years of age you can rent a car / motorcycle in Malta. We strongly recommend that insurance is purchased if renting a car/ motorcycle. Not all driving licenses are recognised in Malta for different cars/bikes/vans etc. Please consult with a rental car company before purchasing any insurance.

Electricity

Also, like in the United Kingdom, the electrical supply in Malta is of 240 volts, single phase, 50 cycles. The 13 amp, three-pin rectangular sockets are used in Malta. Adapters are widely available in shops or upon arrival at the airport.

Banks and Credit Cards

The currency used in Malta is the EURO (€). Banks and exchange bureaus can be found around the island and a 24-hour facility is available at the Malta International Airport. Since students normally arrive at the weekend, we suggest that you exchange your money upon arrival at the airport.

Linguatime School accepts Master Cards, Visa, Visa Electron and Diner Club International cards. All transactions will be charged an extra 3% bank charges. Hotels, restaurants, shops, entertainment establishments accept Visa, Visa Electron, MasterCard and Diner Club International cards.

Welfare Guidelines and Do's & Don'ts

Customer Care policy

If you have any problems when in Malta we invite you to immediately inform our reception / front office staff. They are available from Monday to Friday at the school. The staff is trained to assist and handle student queries and minor complaints.

If problems are not resolved or if you have a major complaint with any services booked with us, we encourage you to inform us as soon as possible. Complaints cannot be accepted after the end of your stay. All complaints are to be made in writing. A **Complaints Form** can be filled in and you are requested to leave the form in our **COMPLAINTS BOX** on the ground floor (near the Leisure Activity and Information Boards). Forms are also located near the box.

Members of Staff available at the school

Department

Apartments & Transfers
Administration & Homestay
Maintenance & Security
Sales & Administration
Sales & Marketing
Director

Name & Surname

Floriane Bulot-Emerly
Liliana Cassar Galea
Lino Zahra
Elena Zammit
Alberta Stivala
Lisa Audino

Office / Meeting

Reception - Ground Floor
Reception—Ground Floor
Reception - Ground Floor
Administration Office - Third Floor
Administration Office - Third Floor
Upon request - Contact Reception Staff

Do's

- Do cross roads over pedestrian crossings only and remember that driving is on the left hand side of the road.
- Do use litter bins at all times and help us keep Malta as clean and tidy as possible.
- Do be careful when you go swimming., Watch out for sea urchins on the rocks and for small jelly fish.
- Do be careful when you hire a bike as there are very few cycling lanes on the islands.
- Do be careful when sunbathing. It is suggested to avoid the sun between 11:00 - 16:00. Always use a good sun block and drink a lot of mineral water.
- Do respect local customs and traditions.
- Do wear appropriate clothing in churches and other holy places.
- Do carry with you your student card at all times as it is your means of identification in Malta.

Don'ts

- Do not walk around without a t-shirt / vest unless you are at the beach.
- Do not drink alcohol or smoke if you are under 18 years old.
- Do not provoke or offend people and car drivers when crossing roads and do not hitch hike.
- Do not swim in rough seas or when you do not see other people swimming. Do not sunbathe topless.
- Do not shout in the streets, at the beach or any public place at any time.
- Do not play excessive load music especially in the afternoons between 12:00 - 16:00 and after 22:00.
- Do not leave your personal belongings (wallets, bags etc.) unattended.
- Do not use illegal drugs/substances as this is a criminal offense (illegal) in Malta. Linguatime will not be liable should you be detained by the Maltese authorities on charges of illegal activities.
- Do not throw cigarette ends, cups, cans and other rubbish in the street / sea, please use bins provided in various places.

First Day at School, Dismissal Policy & Public Holidays

First Day at School

Registration Obligatory Fees are to be paid on the first day of school at reception.

Student Apartment Refundable Deposit - If you are living in a school apartment you will need to pay the € 100 refundable deposit. Please bring it with you.

Welcome Meeting on your first day. This is an informative short presentation with useful information about the school and Malta.

Placement Test - Students who sit for the online placements test before their first day of school must come in at 08:15am on the first day. Students who do not sit for the online test before their arrival must be at school at 08:45am. In this case, the first lessons will be missed and will not be compensated.

Online Test

Link: www.linguatime.com/student-test

Dismissal from Course and Accommodation

The school reserves the right to dismiss any student from the course and accommodation for unjustified absence, misconduct or unacceptable behaviour. No refund will be given in these situations and any cost arising, including repatriation costs, will be at the student's expense.

2018 Public Holidays

January 01	New Year's Day
February 10	Feast of St Paul's Shipwreck
March 19	Feast of St Joseph
March 30	Good Friday
April 01	Easter Sunday
May 01	Worker's Day
June 07	National Holiday
June 29	Feast of St Peter and St Paul
August 15	Feast of the Assumption
September 08	Victory Day
September 21	Independence Day
December 08	Feast of the Immaculate Conception
December 13	Republic Day
December 25	Christmas Day

Classes missed due to a public holiday are not eligible for a refund, discount or replacements classes, with the exception of the Intensive courses (afternoon) which classes will be replaced.

Learning Resources & Accommodation Guidelines

All students are either given a book (depending on the course booked) or / and printed materials during lessons. We encourage students to continue their studies even after their lessons. We provide areas for students to do this at the school itself.

School Facilities for Learning

- Two internet rooms with Self-Access Learning Materials (including useful links, games, interactive quizzes, videos, audios, grammar and vocabulary exercises, tests etc.) These PC areas can be found on the 2nd and 3rd floor
- Desks with electrical points and internet cables for students to plug in their own Laptops / Tablets are available on the 4th floor
- A classroom for studying purposes can be requested in the afternoons and is subject to availability
- The school also has free Wi-Fi all around. The password is **lingua123**. Students can purchase from the school reception headsets to make use of when listening to audios and videos, specifically collated by our academic team.
- Students can also purchase a USB from the school reception, whereby, we can include: Phrasal Verbs or / and eLearning Materials

Homestay Accommodation

What should you expect from the Host Family:

- You should expect to have breakfast everyday between 07.30 – 09.00.
- You should expect to have dinner everyday together with the family between 18.00 – 20.30. Meal times will be established by the family on your first day.
- You should expect to be given access to a washing machine or get help with your washing.
- You should be treated as one of the family members.
- You should expect your family to converse with you.
- You should expect to have your linen, towels and room cleaned weekly.
- A sharing room can accommodate up to four students.
- Wi-Fi is often available at a weekly charge.

What should the family expect from you:

- Do not forget that you are living with a family and not in a hotel, please respect the family.
- Times of breakfast and dinner are to be respected, should you be late do not expect to have your meal served.
- Should you not wish to eat a certain meal the family should be advised from before.
- Should you plan to stay out late or not to sleep there at night please advise your family.
- You must pay for any damages caused during your stay.

Apartment Accommodation

- Students staying in apartments must pay a € 100 refundable deposit on their first day of school. (Should the student refuse to pay this deposit, Linguatime has the right to ask the student to leave.)
- A sharing bedroom can accommodate a maximum of 4 students. A Twin Room and Single Room can be booked at an extra cost.
- All apartments are located in residential areas. Noise levels are requested to be kept at a minimum at all times. It is illegal to have music or loud conversations after 22.00hrs.
- All apartments are cleaned prior to your arrival and the common areas are cleaned weekly.
- The apartment is your home when in Malta. You are requested to take full responsibility for keeping your apartment clean and tidy at all times and to respect the fact that you are sharing your apartment with other students.
- Every apartment is equipped with a notice board that contains important information such as the timing for garbage collection, WIFI passwords and various other rules and regulations, please familiarise yourself with these notices on your first day
- Air-conditioners are available in all bedrooms and are card operated. Cards can be purchased from the school reception.

- All accommodation is located between 5 and 25 minutes walk from the school or 5 - 10 minute bus ride.
- We expect your environmental awareness. Please consume water and electricity in reasonable amounts.
- Should you encounter any difficulties with your accommodation, please speak to **our staff at reception**.
- Accommodation details are sent one week before arrival and subject to change.