

POLICY MANUAL



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You can access application forms on the ELT Council Website
<https://eltcouncil.gov.mt/applications/>

You can access ELT Council Policies on the ELT Council Website
<https://eltcouncil.gov.mt/policies/>

1. ELT COUNCIL COMPOSITION

Chairperson:

Mr Daniel Xerri

Council Members:

Mr Jason Aquilina	FELTOM
Ms Rebecca Bonnici	Elected Schools' Representative for FELTOM Schools
Ms Josephine Deguara	Appointed by the Minister for Tourism
Ms Pauline Fenech	Elected Schools' Representative for Licensed non-associated Schools
Mr Stefan Sant	NCFHE Representative
Mr James Perry	FELTOM
Dr Odette Vassallo	Appointed by the Minister for Education and Employment
Ms Francesca Vincenti	Malta Tourism Authority

Management:

CEO:

Ms Sue Falzon

ELT Council Officers:

Ms Romina Azzopardi	ELT Council Officer
Ms Catherine Bugeja	ELT Council Officer
Ms Annabel Cutajar	ELT Council Officer
Mr Juan Ellul	ELT Council Officer

2. INTRODUCTION

The mission of the ELT Council for ELT Schools is to foster the ELT Profession and Industry in all its various aspects.

What is the ELT Council?

The English Language Teaching (ELT) Council falls under the portfolio of the Ministry for Education and Employment. It was originally established via Legal Notice 60 of 1996 under the name of EFL Monitoring Board. Legal Notice 221 of 2015 replaced the EFL Monitoring Board with the ELT Council not just in name. In fact, the ELT Council has a much wider remit and bigger representation.

The ELT Council's key functions include:

1. To stimulate, promote and safeguard the ELT profession and encourage the proficient use of the English Language on a national basis;
2. To upgrade standards in ELT teachers' qualifications and raise ELT to the level of a regulated profession;
3. To maintain and operate quality assurance systems in all aspects of English Language stays that provide for periodic rigorous audits to assure compliance with established quality standards;
4. To foster Malta's reputation as an international learning centre of repute in all aspects of ELT stays;
5. To create a framework of ELT qualifications based on learning outcomes and referenced to the Malta Qualifications Framework in line with International and European Qualifications Networks;
6. To establish and maintain statutory links between ELT and the tourism industry and between ELT and other public and private institutions to constitute an improved platform for further sustainable growth and to strengthen the already existing rapport;
7. To ensure professional management, administrative and physical resources for the growing remit of the ELT Council by allocating to it suitably qualified and skilled human resources and commensurate premises that continually upgrade the profile of the Council in line with its increasing importance on the national economic level.

Please follow this link to find Legal Notice 221 of 2015, under which the ELT Council is governed: <https://eltcouncil.gov.mt/about/>

3A. GENERAL ADMINISTRATION

1. Introduction & Observance of Law

- 1.1 It must be noted that schools may draw up their own codes and policies regulating conduct and, more particularly, disciplinary procedures to be taken in the case of any violation of such expected conduct. The following shall apply in the case of discrepancies or conflict with this Code:
 - 1.1.1 In the case of any slight discrepancies, the provisions of the policies or codes of particular schools shall apply with regard to any issues relating to that school in particular.
 - 1.1.2 In the case of any provisions in policies or codes of particular schools which explicitly run contrary to any provisions laid out herein, the provisions of this Code shall prevail in relation to such substantial discrepancy or discrepancies.
 - 1.1.3 In the case of any lacking provision or lacuna in the policies or codes of particular schools, or the lack thereof, the provisions of this Code shall apply.
- 1.2 Schools must make sure that students are made aware of the general required behaviour in Malta according to law, especially, but not limited to, legislation regarding age of consent, illicit drugs, alcohol and smoking.
 - 1.2.1 Students **under the age of 17** may not purchase, possess or consume alcohol.
 - 1.2.2 Students **under the age of 18** may not smoke any cigars, cigarettes, tobacco or any other product containing tobacco.
 - 1.2.3 Students **under the age of 16** may not engage in any form of sexual activity.
 - 1.2.4 The consumption of illicit drugs is not permitted under Maltese law.
 - 1.2.5 Persons who have **attained 14 years of age** may be prosecuted in a court of law under Maltese law.
- 1.3 Administrators are expected to keep abreast with all relevant developments as regards sectoral legislation and regulations which apply to the industry.
- 1.4 Schools shall also make their employees and students aware of the legal and judicial consequences which may arise upon the failure to observe such laws and regulations.

2. Competition & Marketing

- 2.1 School administrators shall ensure that all forms of competition in which it engages, whether in relation to other schools or any other affiliated entities in the industry, is fair, transparent and reasonable.

- 2.2 Administrators are forbidden from engaging in any practices which seek to unfairly hinder, obstruct, sabotage or unduly denigrate any competitor in the industry.
- 2.3 Marketing and advertising shall be executed in a professional manner, and schools shall not make use of any deceitful, false or fraudulent advertising with the aim of enticing more business towards them from their legitimate competitors, or for any other purpose.
- 2.4 Fair and transparent pricing policies shall be established, and shall be published in a clear and concise manner, without any unnecessary information aimed at misleading persons with regard to any pricing of courses or any other services offered by the school.
- 2.5 Any advertisements, marketing campaigns, or related endeavours, shall not seek to hinder or tarnish the reputation of other competitors in the industry, as per Clause 2.2.
- 2.6 Any advertisements, marketing campaigns or related endeavours shall not be discriminatory on any protected characteristics, by way of example gender and race.

3. Emergency & Recovery Procedures

- 3.1 Schools shall ensure that all members of staff are adequately prepared to handle any form of emergency which may reasonably occur, such as injury, fire or serious infrastructural damage.
- 3.2 Schools shall have in place effective and efficient health and safety emergency procedures. All employees shall be regularly trained in such procedures, and the procedures must be tested out regularly in order to ensure their effectiveness, and to ensure that all employees and emergency staff are kept prepared and able to respond to such situations calmly, safely and efficiently.
- 3.3 Schools must have in place effective recovery plans, which provide for alternative teaching and staff premises, and, if necessary, accommodation, in the case of an emergency.

4. Courses, Periodical Reporting & Certification

- 4.1 Schools are expected to establish adequate placement tests in order to determine in which classes students are to be placed in. Filtering shall be fair and objective and solely based on the marking scheme established for such placement tests, which are to be established with the primary aim of providing the best level of education possible to students, according to their grasp of the English language.
- 4.2 Courses and curriculum frameworks shall be established by schools according to the established language competence levels, and shall be adequate and realistic as regards the aims expected to be reached by students in such classes, and should cater for students' differing abilities and competences.

- 4.3 Classes shall be held in adequate premises and rooms. Schools shall ensure that the welfare and health of all students and staff is observed and respected, while providing the best possible environment for the development and achievement of skills expected of students. The entirety of school premises shall be kept clean and in a state of good repair. Should any incidents by consequence of which a person suffers damage or injury, the school may be held liable to pay damages and compensation if the damage or injury resulted due to its own fault.
- 4.4 Teachers and administrators shall ensure the preparation and approval of annual or periodical personal reports for students attending courses at their school, planned and set out according to their schedules of courses and lectures. Such reports shall, as a minimum, include a breakdown (preferably through an established marking scheme) of the student's abilities in different components of the language course, and shall preferably also include a section for general comment by their teacher(s).
- 4.5 Any such reports must be kept strictly confidential and the contents thereof shall not be divulged to other students by any teacher or employee.
- 4.6 Any certificates issued to students should be accurate, legitimate, and merited
- 4.7 Unfair bias or discrimination exercised in the issuing of such reports of certificates shall be strictly forbidden.
- 4.8 Schools may impose specific attendance percentages which must be attained in order for students to be granted a mark or marks on their annual or periodical reports, and students are expected to abide by such regulations. Failure to abide may result in a significant loss of marks or grades, or the categorical refusal of issuance of a report.

5. Employment

- 5.1 Upon recruiting individuals, administrators shall ensure that applicants are adequately judged on merit and qualification. Any form of discrimination or unfair prejudice, or any kind of unfair advantage, shall be forbidden in the course of recruitment and throughout the employment relationship.
- 5.2 Unfair practices of poaching of persons employed with other schools or establishments is highly discouraged.
- 5.3 Schools shall provide all members of staff with adequate facilities for the proper and dignified exercise of their professions and duties. All facilities shall be constructed, renovated or arranged in a way which provides accessibility for any persons with mobility impairments according to law and the CRPD Guidelines.
- 5.4 Schools shall provide their employees with the necessary training for them to be able to improve their performance on the workplace and in order to contribute to their professional development.

- 5.5 Any kind of training, promotions or wage increments are to be given fairly and equitably, and no unfair preference or advantages may be given, nor may any situations which at face value appear to legitimately procure such preference of advantage may be orchestrated in order to unfairly grant any training, promotion or wage increments.
- 5.6 Any kind of remuneration must be clearly set out in the employment contract, and any amendments thereupon must provide an accurate and clear depiction of the actual situation.
- 5.7 Employment law shall be complied with at all times.
6. Supervisory and Disciplinary Procedures
- 6.1 Schools are obliged to promote and ensure observance of the Codes of Conduct relating to All Employees, Teaching Staff and Students within their schools, along with any further policies, guidelines or regulations which they may publish in this regard.
- 6.2 A certain standard of behaviour shall be encouraged in order to sustain the adequate and orderly functioning of the school.
- 6.3 The following provisions shall apply as regard minor students:
- 6.3.1 Minors shall be afforded the appropriate care, attention and supervision as may be required, with their welfare being the primary interest of all schools and employees.
- 6.3.2 An adequate level of care shall be afforded to minors according to their age and capabilities, whether academic or personal, and thus schools are expected to have in place separate frameworks for the care and custody of such minors of different age groups, both during academic hours and during any extra-curricular or leisure activities, in order to provide for the best possible care and education for them.
- 6.3.3 Minors shall be supervised at all times, even when not on school premises, and in the case of students being given any free time, school administrators must ensure that they are informed of their location at all times.
- 6.3.4 Any members of staff providing supervision services for minors must, in the opinion of the school's administrator(s), be a suitable candidate to provide for the adequate protection of such minors.
- 6.4 In order to maintain an adequate and reasonable level of care and good behaviour, schools shall opt to establish clear and fair disciplinary procedures in order to effectively deal with unreasonable or harmful behaviour in a transparent process. Such unacceptable behaviour may include, but is not limited to:
- 6.4.1 Intentionally endangering the safety and welfare of fellow students, teachers or other employees of the school, or jeopardising or disrupting the orderly operation of the schools or any events or activities organised by the school;
- 6.4.2 Tampering or interfering with, misusing, damaging or destroying any fire safety and prevention equipment, or setting off any alarm for improper purposes;
- 6.4.3 Intimidating, harassing or bullying any teacher, member of staff,

leader, other student, or any other person, or making them feel humiliated, intimidated or offended in any way, whether orally, in writing, physically, online, or via other non-verbal or electronic forms, and whether it is done subtly, overtly, or in a direct or indirect manner;

- 6.4.4 Engaging in any form of discriminatory, offensive, abusive, inappropriate or exclusionary behaviour;
 - 6.4.5 Damaging, defacing or destroying any goods or property on school premises or on the premises of any place from where the school is operating, or any place or location hosting an event or activity organised by the school;
 - 6.4.6 The obstruction of any employees, especially teachers, from performing their professional duties;
 - 6.4.7 Consistently skipping or arriving late for lessons or other activities or events organised by the school where such tardy arrival is not deemed acceptable.
- 6.5 In conducting disciplinary proceedings, schools will always seek to act appropriately and reasonably, while balancing the interests of the school and the entire community of English language schools in Malta, along with those of the bodies governing and regulating such schools.
- 6.6 Where appropriate, schools shall inform persons subject to disciplinary proceedings that their behaviour may constitute a civil debt or a criminal offence prosecutable under the laws of Malta.
- 6.7 Disciplinary measures may include, although not exclusively:
- 6.7.1 Warning or reprimand;
 - 6.7.2 Students' suspension from attendance of lessons and activities and loss of any privileges;
 - 6.7.3 Orders to apologise, to pay for any damage caused, or to replace or compensate for any losses;
 - 6.7.4 Discretionary sanctions related to the nature of the misdemeanour in question, loss of fees or refunds;
 - 6.7.5 Students' expulsion and deregistration from school records, courses and related events and activities;
 - 6.7.6 Employees' termination of employment.
- 6.8 Any of the above provisions shall also apply to any person who is party to the aiding and abetting of such behaviour.
- 6.9 All students and members of staff shall be informed that if they ever feel aggrieved as having been the victim of any such behaviour, most especially minors, they should report such behaviour to a trustworthy member of staff, teacher, leader, or superior, who may subsequently report the incident(s) to the school authority, or person acting in his stead, in order to determine the appropriate course of action to be taken.

7. Data Protection

- 7.1 School administrators are duly expected to be familiar with the Data Protection Act, and the relevant provisions of the General Data Protection Regulation (GDPR).

- 7.2 Schools must ensure that adequate security measures as regards any data which is processed or stored by them, whether physically, electronically, or in any other shape or form, are set in place in order to protect this data from any unauthorised disclosure, corruption, modification or destruction. In the case of any such breaches, schools must have in place proper procedures for recovery or, if possible, destruction of the compromised data.
- 7.3 In order to legitimately be permitted to process personal data, schools must ensure that they have a legitimate reason do so and when consent is necessary they are to ensure that this is obtained by all data subjects, which may include, but are not limited to, students, employees, host families, sub-contractors, affiliated entities or any volunteer workers. Consent must be clearly and explicitly obtained in writing, and schools shall be aware that such consent may be retracted at any time. In the case of minors, such consent must necessarily be given by their parents or legal guardians.
- 7.4 In order to comply with all requirements of data protection legislation, schools may be obliged to appoint a Data Protection Officer (DPO) in order to help them comply with any reporting and audit requirements as may be required by such legislation, whether internally or contracted externally. Schools must also ensure compliance in terms of adequate safeguards and recovery procedures, as per Clause 7.2.

8. Provision of Accommodation

- 8.1 Schools may opt to provide for accommodation and lodging as part of the services offered by them.
- 8.2 Accommodation may be managed by the school or provided by other third parties, whether such accommodation is a hotel, apart-hotel, hostel, apartment, host family, or any other kind of accommodation.
- 8.3 Schools must ensure that any premises used to provide such accommodation must be duly licensed by law, and shall be compliant with all relevant health and safety regulations, and shall be kept clean and in a good state of repair, with guaranteed provision of basic necessities, such as water and electricity.
- 8.4 Schools must be aware that should any incidents occur on such premises being used for accommodation, by consequence of which a person suffers damage or injury, the school may be held liable to pay damages and compensation if it did not adequately ensure the safety of such accommodation, even if such premises were not directly managed or kept by the school itself, but by a third party.
- 8.5 Accommodation may be offered on a self-service basis. If not, then the terms of which services are provided must be clearly and appropriately provided, most especially as regards cleaning and repairs.
- 8.6 In providing or recommending accommodation, schools shall take into account the age of the students in question. As regards minors, schools shall ensure that the accommodation in question is able to provide an

adequate level of security and care for the welfare of the minor, and shall take into consideration their specific ages when grouping them into accommodation premises, and should not place students of highly differing age groups together in the same accommodation premises. It shall also not be permitted to accommodate minors in the same rooms as adults.

- 8.7 Where students are to be accommodated with other persons, whoever they may be, they must be informed well in advance of this.
- 8.8 All costs and fees must be made clear to the students or persons arranging their accommodation well in advance, and any other costs or fees for additional services or arrangements shall also be made known to the students.
- 8.9 If meals are included in the accommodation package, it is the schools' duty to ensure that adequate, varied and sufficiently abundant meals are prepared to an acceptable standard, taking into account any individual medical and dietary needs.
- 8.10 Schools are to ensure that host families shall have duly registered the residence in which they intend to provide accommodation with the Malta Tourism Authority and shall have been duly licensed by such authority. Schools shall also ensure that the condition of such premises must be kept clean and in a good state of repair, and shall guarantee the provision of basic necessities. The provisions of Clauses 8.3 and 8.6 shall also apply to host-families.

3B. TEACHERS

1.1 Professional Values & Integrity

- 1.1.1 Teachers are expected to be aware that their behaviour may influence students as they may be viewed as role models, and must therefore portray themselves as such, most especially with regard to younger students, and this shall apply both during and outside of working hours.
- 1.1.2 Teachers are expected to be caring, fair and committed to the best interests of the students entrusted to their care, and seek to motivate, inspire and celebrate effort and success.
- 1.1.3 Teachers must acknowledge and respect the uniqueness, individuality and specific needs of students, and promote their holistic development, while also being committed to equality and inclusion, and to respecting and accommodating diversity including those differences arising from gender, civil status, family status, sexual orientation, religion, age, disability, race, ethnicity socio-economic status, and any further grounds as may be referenced in equality legislation in the future.
- 1.1.4 Teachers must seek to develop positive relationships with students, colleagues, parents, school management and others in the school community, that are characterized by professional integrity and judgement.
- 1.1.5 Teachers must strive to establish and maintain a culture of mutual trust and respect in their schools, and instil within their students the values of equality, honesty, integrity, care and empathy within their students.
- 1.1.6 Teachers shall respect privacy, and must keep confidential any information gained in the course of professional practice, unless a legal imperative requires disclosure or there is a legitimate concern for the wellbeing of an individual.
- 1.1.6 Teachers shall avoid any conflict between their professional and personal lives, where such conflict may be detrimental or could have a negative effect on students.

1.2 Professional Conduct

- 1.2.1 Teachers are expected to uphold the reputation and standing of the profession.
- 1.2.2 Teachers are expected to communicate effectively with students, colleagues, parents or legal guardians, school management and others in the school community in a manner that is professional, collaborative and supportive, and based on mutual trust and respect. Teachers should avoid any form of adversarial confrontation, and are expected to opt for a more orderly and calm manner to diffuse a situation.

- 1.2.3 Teachers shall be considered to be primarily responsible for the education, safety and welfare of their students, and shall therefore take all reasonable steps in relation to the care of students under their supervision, so as to ensure their safety and welfare.
- 1.2.4 Teachers shall work within and comply with the framework of all relevant national legislation and regulations, whilst complying with all agreed national and school policies, procedures and guidelines which aim to promote student education and welfare and child protection.
- 1.2.5 Teachers shall report, where appropriate, any incidents or matters which impact on student welfare, whether individually or in general. Where appropriate, teachers shall consult and involve parents or legal guardians, especially where the personal development and educational progress of the student is involved.
- 1.2.6 Any verbal, written or electronic communication of any kind between teachers and students, colleagues, parents or legal guardians, school management and others must be appropriate.
- 1.2.7 Teachers must not knowingly access, download or otherwise have in their possession inappropriate materials or images in electronic or other format while on school premises or engaged in any school activities, even if not academic.
- 1.2.8 Teachers shall not practice their profession or be present on school premises or at any activity organised by the school while under the influence of any substance which impairs their fitness to teach or behave in the manner which is expected of a teacher in relation to students. Teachers should therefore avoid making use of gestures, comments, attitudes and language which may be considered abusive, inappropriate, disparaging, detrimental or offensive by students.

1.3 Direct Relations with Students

- 1.3.1 It is considered unethical for teachers to offer and promote private tutoring services to students of a school they teach in, other than tuition or tutoring as covered by the school's official tuition fees, unless duly authorised and endorsed by the school.
- 1.3.2 Any relationships between teachers and students must remain strictly professional and appropriate, based on mutual respect and trust.
- 1.3.3 Teachers should be cautious in their relations with their students, and should avoid any unnecessary or inappropriate physical contact, communication or relationships, both during and outside working hours.
- 1.3.4 Teachers should ensure that they do not take advantage of any student in any way by respecting professional boundaries, and they shall avoid any intimate, romantic or sexual relationships with students enrolled in the school.
- 1.3.5 The school management reserves the right to take disciplinary action against, suspend or dismiss a teacher who is engaged in a relationship

with a student which is deemed too personal and in breach of the professional boundaries which should exist between teachers and students, where such relationship may effectively injure the public trust held in the teaching profession, most especially where the student in question is a minor.

1.4 Professional Practice

- 1.4.1 Teachers must always act in accordance with the primary interests of their students.
- 1.4.2 Teachers must maintain high standards of practice in relation to teaching, planning, monitoring, assessing, reporting and providing feedback, whilst applying their knowledge and experience to the best of their abilities to facilitate students' holistic development.
- 1.4.3 Teachers shall adequately make use to the best of their abilities their expertise in their profession by:
 - 1.4.3.1 Meticulously planning and developing their curriculum for the relevant academic and class-duration period established as per school practice;
 - 1.4.3.2 Ensuring that they are prepared prior to each lecture, whilst ensuring that the proper time planning and approaches are in place;
 - 1.4.3.3 Developing teaching, learning and assessment strategies which support differentiated learning in a way that respects the dignity and abilities of all students;
 - 1.4.3.4 Communicating clear, challenging and achievable expectations for students according to their respective academic levels;
 - 1.4.3.5 Creating an environment where students can become active agents in the learning process and develop lifelong learning skills;
- 1.4.4 Teachers shall inform their professional judgement and practice by engaging with, and reflecting on, student development, learning theory, pedagogy, curriculum development, ethical practice, educational policy and legislation.
- 1.4.5 Teachers shall ensure that they are open and responsive to constructive feedback regarding their practice and, shall seek appropriate support, advice and guidance, if it is necessary to do so.

1.5 Professional Development

- 1.5.1 Teachers shall take personal responsibility for sustaining and improving the quality of their professional practice by:
 - 1.5.1.1 actively maintaining their professional knowledge and understanding to ensure it is current;
 - 1.5.1.2 reflecting on and critically evaluating their professional practice, in light of their professional knowledge base;
 - 1.5.1.3 availing of opportunities for career-long professional development.
- 1.5.2 Teachers are encouraged to stay aligned with the Continuous Professional

Development (CPD) requirements set by the English Language Council Teaching Regulations 2015, to keep abreast to the latest training methods.

1.6 Professional Collegiality and Collaboration

- 1.6.1 Teachers are obliged to work with other teacher-colleagues and student teachers in the interests of sharing, developing and supporting good practice and maintaining the highest quality of educational experiences for pupils/students, and shall engage with the planning, implementation and evaluation of curriculum at classroom and school level.
- 1.6.2 Teachers are expected to work in a collaborative manner with students, parents or legal guardians, school management, other members of staff, relevant professionals and the wider school community, as appropriate, in seeking to effectively meet the needs of pupils/students.
- 1.6.3 Teachers shall cooperate with the Inspectorate of the Department of Education and Skills and other statutory and public non-statutory educational and support services, as appropriate.

3C. ALL EMPLOYEES

1. General Introduction

- 1.1 This Code shall apply to all persons employed by English Language Schools registered with the English Language Teaching (ELT) Council, including the Director(s) of Studies, of each school and any assistants thereof, to all volunteers and persons providing a service, whether gratuitous or by payment, to such schools, and to any stakeholders in the schools.
- 1.2 All employees are expected to give the highest possible standard of service in the course of their employment, keeping in mind that the standard they set as a collectivity of English language education establishments shall reflect Malta's international reputation as a world-renowned centre for first class English schools and affiliated services.
- 1.3 All schools shall sustain a positive approach to learning and educating. Employees shall encourage and advance student learning without preference or discrimination, by setting proper and adequate standards of excellence for students to aim to achieve.
- 1.4 A number of principles, which shall be enunciated below, set out the conduct which should be observed in order to maintain the standards expected of the local English language school sector, and are expected to be observed by all members of staff, both as regards interaction with students and with other members of staff and employees.

2. Observance of Legislation

- 2.1 All persons employed by English Language Schools, the English Language Teaching (ELT) Council, or any other affiliated entities or establishments, shall observe relevant Maltese legislation and familiarise oneself with the contents of such. Relevant legislation includes, but is not limited to:
 - 2.1.1 The Criminal Code
 - 2.1.2 The Data Protection Act and the General Data Protection Regulation
 - 2.1.3 The Gender Based Violence and Domestic Violence Act
 - 2.1.4 The Children's Protection Act
 - 2.1.5 The Education Act and The English Language Teaching Council Regulations
- 2.2 Employees are also expected to comply with policies and guidelines issued by the school with which they are employed or by the ELT Council.
- 2.3 All employees are to be made aware of the minimum age requirements for certain actions which may constitute offences if executed by persons who are not yet of age. Employees shall observe such requirements when they themselves are not of age, and shall also ensure that students

inside the school also observe such requirements. The most important age restrictions found under Maltese law are the following:

- 2.3.1 Persons under the age of 17 may not purchase, possess or consume alcohol;
- 2.3.2 Persons under the age of 18 may not smoke any cigars, cigarettes, tobacco or any other product containing tobacco;
- 2.3.3 Persons under the age of 16 may not engage in any form of sexual activity;
- 2.3.4 Any persons who is of 14 years of age or older may be prosecuted in Maltese Courts upon committing any crime under Maltese law;
- 2.3.5 The consumption of illicit drugs is not permitted under Maltese law.

3. General Principles

- 3.1 All employees shall execute their profession or role with honesty, integrity, impartiality and objectivity, and are expected to be accountable for all their actions and omissions, and shall assess the consequences which may arise by such comportment in the case of non-compliance with any legislation, regulation, code, policy or guideline.
- 3.2 All employees are expected to observe and protect the basic rights of the individual in the exercise of their profession or role, both inside and outside of the workplace.
- 3.3 Mutual tolerance and respect are core values which sustain a proper functioning business. Employees are therefore expected to execute their duties with a sense of professionalism and without discriminating among students, members of staff, or any other persons. Employees shall not intimidate colleagues or exploit them for any financial or personal gain. They are also expected to act in a manner which dissuades, discourages and deters any form of bullying, abuse or harassment.
- 3.4 Employees are expected to respect diversity in terms of various factors including, but not limited to, culture, ethnicity and nationality, disability, sexuality, sexual orientation, age, language or creed, and ensure that all actions taken are inclusive, in order to safeguard the right to equal treatment.
- 3.5 Employees shall ensure that their ideas, values, philosophies or political opinions shall only be expressed if necessary. They may in no way prove offensive, harmful or detrimental to any employee or student.
- 3.6 Employees shall be expected to look out for the welfare and wellbeing of all students and colleagues, and observe any health and safety legislation, regulations, policies or guidelines as may be issued by any authority, by the ELT Council or by their school. Employees are expected to report any issues regarding the welfare of any student to the person appointed to deal with such issues in their school, and to take the appropriate action where necessary, in accordance to law. The same shall apply in the case of any student, particularly minors, reporting any issue regarding their health or welfare to a member of staff.

- 3.7 Employees are expected to inform senior members of staff of any conditions (medical or otherwise) which they are aware of and which they expect might impede them in any way, whether negligibly or considerably, in the course of their profession or employment. The persons who shall be informed of such are expected to treat such information as confidential and shall not disclose it in any manner without the consent of the person giving such information, unless required to do so by law.
- 3.8 Employees shall not act, behave or engage in any relations which may constitute a conflict of interest with this Code or with any codes, policies or regulations issued by the school with which they are employed, or by the ELT Council, and the underlying principles thereof, whether inside or outside of the work environment.

4. Professional Behaviour and Presentation

- 4.1 All employees are expected to avoid wearing any type of clothing which is offensive, revealing, provocative, unprofessional or politically or ideologically oriented. They shall appear and present themselves neatly and in a manner which is expected from such professionals and employees.
- 4.2 Employees are expected to maintain a sense of cooperation between themselves, and are expected to provide help to new employees, to make them feel welcome, and to ease their transition into their new work environment.
- 4.3 Employees shall avoid any behaviour which portrays over-competitiveness, discord and conflict between them, most especially in the presence of students. Any dispute shall be dealt with in a professional and reasonable manner, and any form of aggressive behaviour shall not be tolerated.
- 4.4 While online, including but not limited to, any social media, instant messaging or blog platforms, employees are expected to exercise adequate professional judgment and shall in no way denigrate their own reputation, or the reputation of their employment or profession, or of their school or the collectivity of English language schools in Malta.
- 4.5 Employees shall in no way intimidate, bully, abuse or harass other employees or students, or make them feel humiliated, intimidated or offended in any way, whether publicly or in private, both inside and outside of the school. Failure to intervene upon witnessing any such behaviour may result in the employee being subject to disciplinary proceedings if the case so warrants. Such behaviour may be portrayed orally, in writing, physically, online, or via other non-verbal or electronic forms, and may be subtle, overt, direct or indirect. The following are examples of what may constitute such behaviour, however this list is certainly not exhaustive:
- 4.5.1 Unwarranted or unwelcome physical contact, assault or open aggressiveness, or any attempt of such;
 - 4.5.2 Discriminatory, offensive or abusive, remarks, jokes, insults or slander about a person's age, background, values, nationality or

ethnicity, race, language, gender, sexual orientation, family or marital status, socio-economic status, disability, education, or political status;

- 4.5.3 The use of inappropriate language, whether verbal, written, or in any other form or manner;
 - 4.5.4 The making of inappropriate requests for sexual contact, intercourse or any other kind of sexual activity, indecent exposure, intimate-partner or dating violence, stalking, or retaliation, whether made in isolation or repeatedly;
 - 4.5.5 Social exclusion, isolation, discrimination and stereotyping;
 - 4.5.6 The taking, creation, editing and sharing of images or videos which are in any way offensive.
- 4.6 Making use of or consuming alcohol, cigars, cigarettes, tobacco or any other product containing tobacco, illicit drugs or controlled substances (such as stimulants, depressants, narcotics or hallucinogenic drugs) while on school premises, within the vicinity of such premises, or attending any activity or event organised by the school, is strictly forbidden.
- 4.7 Employees are expected to observe directions given by senior members of staff (including management and directors), while the latter shall treat all employees and students with respect, and not cause undue embarrassment by reprimand, censure or overt criticism in the presence of other persons in the school. Such persons are expected to deal with any disciplinary or regulatory issues with the proper decorum.
- 4.8 Employees shall not be reprimanded, punished, discriminated or shown any form of disapproval in any way by cause of any romantic or platonic relationships formed between them. However, such employees must ensure that such relationship does not negatively affect or influence their performance or conduct in the workplace, or serve to constitute any unfair advantage or discrimination given.

5. Interaction with Students

- 5.1 This section shall apply with regard to relations between employees, particularly teachers, and students and their parents or guardians (including any group leaders with whom the students would have travelled from any foreign country).
- 5.2 Employees are expected to encourage independent action in the pursuit of learning and not do anything to hinder it. They must encourage diverse point of views and not unreasonably suppress them, unless they prove abusive, offensive, harmful or detrimental to other students or employees. The latter shall also apply to any ideas, values, philosophies or political opinions which may be held by employees themselves.
- 5.3 Employees shall actively prevent, and refrain from committing, any action or omission which may prove harmful or detrimental to students or other colleagues.
- 5.4 In building relationships with students, professional boundaries are expected to be maintained, regardless of age. Employees may not use any such relationship to their own advantage. Additionally, they shall not

accept any gifts or offers which, by virtue of their personal or expensive nature, may impact their professional conduct, attitude or judgment.

- 5.5 Students shall be treated with the appropriate respect, dignity and care as is expected of teachers and other members of staff, and shall in no way be wilfully harmed. The provisions of Clause 3.10 shall apply to such relations.
- 5.6 Employees shall be strictly prohibited from engaging in any form of romantic or sexual relationships with students, most especially minors. Employees must be aware that the minimum age for a minor to be sufficiently able to consent to the performance of sexual actions is that of **16 years of age**. Engaging in sexual relations with a person under such age constitutes a criminal offence, which may be aggravated by virtue of the abuse of authority which one has over the minor party.
- 5.7 Employees shall not use any profane, obscene or abusive language in the presence of any student.
- 5.8 Employees are expected to provide any necessary help as may be required by students or other employees, and seek appropriate help from other members of staff or authorities as necessary. Employees must however observe the principles of professional confidentiality in this regard.

6. Data Protection and Confidentiality

- 6.1 All employees are expected to be aware of all legislation and regulations regarding data protection, data sharing and confidentiality, most particularly the Data Protection Act (along with the General Data Protection Regulation: Regulation (EU) 2016/679 of the European Parliament and of the Council). Data shall only be collected, stored and shared within the parameters of this law.
- 6.2 In order for any student information, or images thereof, to be shared on any promotional material, or on school social media platforms, the student must have consented to such in writing, and shall reserve the right to retract such consent and have any such data removed at their will. In the case of minors, such consent must be given by their parents or legal guardians.
- 6.3 Confidentiality must be ensured and observed by all employees, whether between themselves or with regard to students, most especially when dealing with issues and information of a personal or sensitive nature. Such information shall not be shared unless student safety and welfare is at risk, such as in the case of abuse, bullying or harassment, or any other kind of unethical or illegal behaviour.
- 6.4 Any data breaches shall be reported to senior members of staff, and in accordance to the law on data protection.

3D. HOST FAMILIES

1. Host families are obliged to observe all legislation and regulation pertaining to them, namely:
 - 1.1 The Malta Travel and Tourism Services Act;
 - 1.2 The Host Family Accommodation Regulations;
 - 1.3 National Minimum Conditions (Schools Teaching English as a Foreign Language) Regulations
- 2.1 Furthermore, host families are obliged to be aware of the general required behaviour in Malta according to law, especially, but not limited to, legislation regarding age of consent, illicit drugs, alcohol and smoking.
 - 2.1 Students **under the age of 17** may not purchase, possess or consume alcohol.
 - 2.2 Students **under the age of 18** may not smoke any cigars, cigarettes, tobacco or any other product containing tobacco.
 - 2.3 Students **under the age of 16** may not engage in any form of sexual activity.
 - 2.4 The consumption of illicit drugs is not permitted under Maltese law.
 - 2.5 Persons who have **attained 14 years of age** may be prosecuted in a court of law under Maltese law.
3. Host families shall observe the licensing requirements as enunciated in the Schedule to the Regulations mentioned in Clause 1.1.2, which set out the basic requirements for guest accommodation and sanitary facilities.
4. Furthermore, host families must be in possession of a written allocation agreement with the school who shall be allocating students for accommodation with them, and the household must consequently be certified to possess an adequate command of the English language.
5. Host families must clearly inform the school of any costs which it will be charging, and of any optional additional services which they may choose to offer for lodgers at an additional cost. All costs and fees must be made known in a clear and transparent manner to the school.
6. Where schools make accommodation arrangements with host families on behalf of students, the host family may in no way fraudulently deceive the school by providing alternative accommodation to students which was not as promised to the school, at a lesser cost, or by subsequently

extending any accommodation arrangements for students without the knowledge or consent of the school.

7. Any amenities provided for accommodation, along with any amenities ancillary to the accommodation premises (such as gardens, yards, walkways, balconies, windows and other apertures) must be kept safe, clean and in a functioning and adequate state of repair, in compliance with all relevant health and safety regulations, and basic necessities such as clean water and electricity shall be guaranteed.
8. Host families shall not accommodate more students than legally permitted according to the relevant license issued.
9. Hosts shall be confirmed to be of good character and fit to receive guests in his household, and to provide adequate standards of accommodation.
10. Host families shall treat their lodgers with the respect and care duly expected of them, particularly with regard to the age of the lodgers in question. They are strictly prohibited from engaging in any form of unacceptable or unethical behaviour, whether directed towards lodgers or between members of the household themselves, which may include, but is not limited to:
 - 10.1 Endangering the safety and welfare of the household and occupants;
 - 10.2 Unwarranted or unwelcome physical contact, assault or open aggressiveness, or any attempt of such;
 - 10.3 Intimidating, harassing or bullying lodgers, or making them feel humiliated, intimidated or offended in any way, whether orally, in writing, physically, online, or via other non-verbal or electronic forms, and whether it is done subtly, overtly, or in a direct or indirect manner;
 - 10.4 Discriminatory, offensive or abusive, remarks, jokes, insults or slander about a person's age, background, values, nationality or ethnicity, race, language, gender, sexual orientation, family or marital status, socio-economic status, disability, education, or political status;
 - 10.5 The making of inappropriate requests for sexual contact, intercourse or any other kind of sexual activity, indecent exposure, intimate-partner or dating violence, stalking, or retaliation, whether made in isolation or repeatedly;
 - 10.6 The taking, creation, editing and sharing of images or videos which are in any way offensive.
 - 10.7 The use of inappropriate language, whether verbal, written, or in any other form or manner;
 - 10.8 Engaging in any form of inappropriate or exclusionary behaviour;
 - 10.9 Damaging, defacing, destroying or stealing any goods or property

belonging to such lodgers;

11. Hosts, and any other members residing in the household which shall serve as accommodation to students, must not have been previously convicted of any crime regarding drugs or of sexual offences.
12. Hosts shall ensure that they are always adequately dressed when in the presence of their lodgers, and shall ensure that they do not wear any provocative clothing or outfits, or clothing which features or promotes political agendas or ideas, drugs, violence, pornography, hate speech, or any other thing which may be considered an offence under Maltese law. This extends to any similarly inappropriate, offensive or vulgar clothing designs. This clause applies most especially with regard to minor lodgers.
13. As regards minors, host families shall ensure that they are able to provide an adequate level of security and care for the welfare of them. It shall also not be permitted to accommodate minors in the same rooms as adults.
14. Where students are to be accommodated with other persons, whoever they may be, they must be informed well in advance of this.
15. If meals are included in the accommodation package, host families must provide adequate, varied and sufficiently abundant meals which are prepared to an acceptable standard, taking into account any individual medical and dietary requirements.

3E. STUDENTS

PRELIMINARIES

- I. This code sets out the standards expected by students attending registered English language schools in Malta.
- II. The purpose of this code is to set out the standards which schools expect of their students, so that all persons within such schools can undertake their studies and perform their duties in a supportive and non-threatening environment.
- III. The provisions laid out herein shall apply to students, whether on school premises or attending any other event or activity organised by the school, and in relation to any families hosting them inside their private residences.
- IV. Students should note that schools may draw up their own codes and policies regulating conduct and, more particularly, disciplinary procedures to be taken in the case of any violation of such expected conduct. The following shall apply in the case of discrepancies or conflict with this Code:
 - a) In the case of any slight discrepancies, the provisions of the policies or codes of particular schools shall apply with regard to any issues relating to that school in particular.
 - b) In the case of any provisions in policies or codes of particular schools which explicitly run contrary to any provisions laid out herein, the provisions of this Code shall prevail in relation to such substantial discrepancy or discrepancies.
 - c) In the case of any lacking provision or lacuna in the policies or codes of particular schools, or the lack thereof, the provisions of this Code shall apply.
 - d) In conducting disciplinary procedures, schools will always seek to act appropriately and reasonably, while balancing the interests of the school and the entire community of English language schools in Malta, along with those of the bodies governing and regulating such schools.

1. Observance of Laws and Regulations

- 1.1 Students shall be made aware of the general required behaviour in Malta according to law, especially, but not limited to, legislation regarding age of consent, illicit drugs, alcohol and smoking.
 - 1.1.1 Students **under the age of 17** may not purchase, possess or consume alcohol.
 - 1.1.2 Students **under the age of 18** may not smoke any cigars, cigarettes, tobacco or any other product containing tobacco.
 - 1.1.3 Students **under the age of 16** may not engage in any form of sexual activity.
 - 1.1.4 The consumption of illicit drugs is not permitted under Maltese law.

- 1.2 Students are forbidden from unlawfully possessing, using, purchasing or distributing illicit drugs, controlled substances (such as stimulants, depressants, narcotics or hallucinogenic drugs) or from misusing, sharing, procuring or purchasing any prescription drug for someone other than the person for whom it was prescribed.
 - 1.2.1 Students shall be made aware that it is of paramount importance to safeguard the wellbeing of other students. Maltese law provides that if any person shall take another person who is suffering from a drug overdose to hospital or any other place where appropriate medical care can be provided, or seeks out assistance of any person competent to handle such a situation, such person shall not be subject to prosecution for having also consumed the same illicit drug responsible for such overdose together with the victim of such.
- 1.3 Accordingly, the failure to observe and respect the law of Malta in any manner or form shall result in a failure to abide by the principles laid out herein and shall constitute a serious breach of this Code. Such breaches may include, but are not limited to, shoplifting, theft, illegal intake of alcohol or smoking, illicit substance abuse, and theft.
 - 1.3.1 Any student who is of **14 years of age or older** may be prosecuted in Maltese Courts upon committing any crime under Maltese law.
- 1.4 Furthermore, students, irrespective of their age, are not permitted to consume, make use of, or be under the influence of any type of illicit drugs or alcohol on school premises, regardless of any legally permitted allowances, and this may also constitute a breach under this Code.
- 1.5 Persons under the age of 17 are not permitted to enter any establishment or attend events which predominantly sell or offer alcohol. This also applies to any other establishments in which entrance of such persons is prohibited by law, even if alcohol is not predominantly sold or offered in such establishment.
- 1.6 Smoking is not permitted on school premises. During activities or events organized by said schools, wherever they are held, no student is permitted to smoke except if all students present at the activity or event are legally permitted to do so, meaning they are all at least 18 years old. In such a case, students are expected to show respect to other persons present in the vicinity, and observe any rules regarding smoking in the specific location where the activity or event is being held.
- 1.7 School administrations reserve the right to establish regulations, policies and curfews, which students may be obliged to observe, especially if they are considered to be minors under local legislation.

2. Behaviour

- 2.1 Students are to treat all leaders, teachers and staff (including administrative and managerial staff) with respect, while also respecting

any professional boundaries by not seeking personal relationships considered inappropriate due to the respective roles.

- 2.2 Students are expected to share in the safety and wellbeing of their fellow students and teachers and to seek out assistance of any member of staff in the case of a medical emergency or of a strict violation of the provisions of this Code without fear of disciplinary action being taken against such students.
- 2.3 Students are to take into account that they may be in the presence of persons hailing from different backgrounds and cultures. Students are expected to uphold the values of equality and respect, and should therefore act appropriately and considerately, and not seek to offend or upset such persons. This applies whether the students are on school premises or attending activities or events organised by the school.
- 2.4 All students, particularly minors, are obliged to obey any orders given by any teacher, leader or other member of staff while on school premises, or while attending any activity or event organised by the school.
- 2.5 During lessons, students are expected to arrive on time, and persons arriving late (the definition of which may be up to school administrators' discretion) may be disallowed from entering and joining their class, and shall be marked as absent for particular lessons or the entire day. Students who shall be missing class due to illness shall inform the school as soon as practicable.
- 2.6 Students shall not obstruct, or attempt to obstruct, any member of staff, particularly teachers, from performing their professional duties.
- 2.7 Students shall not engage in disorderly conduct which prevents or jeopardises the orderly operation of schools or related activities or events, including the making of excessive noise which interferes with lessons, events, activities or administration, the unauthorised entry into school administration wings or offices, the failure to clear passageways or buildings when ordered to do so, or any other kind of conduct which disrupts the operation of a school.
- 2.8 Students shall not tamper or interfere with, misuse, damage or destroy any fire safety and prevention equipment, or set off any alarm for improper purposes. Such behaviour may incur serious consequences, including but not limited to, fines, sanctions or compensation for expenses incurred by the authorities in response to such behaviour. Students are also strictly forbidden from disobeying any orders or impeding the proper and orderly functioning of procedures or movement of persons during fire drills.
- 2.9 Students shall not intimidate, harass or bully any teacher, member of staff, leader, other student, or any other person, or make them feel humiliated, intimidated or offended in any way. This may be done orally, in writing, physically, online, or via other non-verbal or electronic forms, and may be subtle, overt, direct or indirect. The following are examples of what may constitute such behaviour, however this list is certainly not exhaustive:

- 2.9.1 Unwarranted or unwelcome physical contact, assault or open aggressiveness, or any attempt of such;
 - 2.9.2 Discriminatory, offensive or abusive, remarks, jokes, insults or slander about a person's age, background, values, nationality or ethnicity, race, language, gender, sexual orientation, family or marital status, socio-economic status, disability, education, or political status;
 - 2.9.3 The use of inappropriate language, whether verbal, written, or in any other form or manner;
 - 2.9.4 The making of inappropriate requests for sexual contact, intercourse or any other kind of sexual activity, indecent exposure, intimate-partner or dating violence, stalking, or retaliation, whether made in isolation or repeatedly;
 - 2.9.5 Social exclusion, isolation, discrimination and stereotyping;
 - 2.9.6 The taking, creation, editing and sharing of images or videos which are in any way offensive.
- 2.10 Students are strictly forbidden from damaging, defacing or destroying any goods or property on school premises or on the premises of any place from where the school is operating, or any place or location hosting an event or activity organised by the school.
- 2.11 No student may disrupt or disturb any activities organised by the school, including lessons and extra-curricular activities.
- 2.12 Any of the behaviour stipulated above may be subject to disciplinary action and, if of a serious nature, may also constitute a civil debt or a criminal offence prosecutable under the laws of Malta. Disciplinary measures and actions may vary between schools, but may include, although not exclusively:
- 2.12.1 Warning or reprimand;
 - 2.12.2 Suspension from attendance of lessons and activities and loss of any privileges;
 - 2.12.3 Orders to apologise, to pay for any damage caused, or to replace or compensate for any losses;
 - 2.12.4 Discretionary sanctions related to the nature of the misdemeanour in question, loss of fees or refunds;
 - 2.12.5 Expulsion and deregistration from school records, courses and related events and activities.
- 2.13 Any of the above provisions shall also apply to any person party to the aiding and abetting of such behaviour.
- 2.14 Any student who feels aggrieved as having been the victim of any such behaviour, most especially minors, is encouraged to report such behaviour to a trustworthy member of staff, teacher or leader, who shall subsequently report the incident(s) to the school authority, or person acting in his stead, in order to determine the appropriate course of action to be taken.

3. Dress Code

- 3.1 Students must dress accordingly when on school premises and when attending any activity or event organised by said schools.

- 3.2 Students shall wear clothing that is modest and appropriate for the school environment, and shall thus refrain from wearing any provocative clothing or outfits which do not meet established school standards.
- 3.3 Students shall be prohibited from wearing any clothing which features or promotes political agendas or ideas, drugs, violence, pornography, hate speech, or any other thing which may be considered an offence under Maltese law. This extends to any similarly inappropriate, offensive or vulgar clothing designs.
- 3.4 Schools reserve the right to disallow a student to enter school premises or attend any activity or event organised by the said school if, in the opinion of the school authority, or person acting in his stead or in charge of the particular activity or event, the student is not appropriately dressed, as enunciated above, unless the student changes into more suitable clothing.

4. Academics, Performance & Participation

- 4.1 Students shall be filtered into separate classes which pertain to the level of English to which they are assigned, which is regularly determined by placement tests which students may be obliged to sit for prior to beginning an academic course. Students may be permitted to re-sit placement tests along the course of their studies and shift between classes should their grasp of the English language improve, or if, in the opinion of the student and the school administrator, it seems that the student has been assigned to a class which exceeds his capabilities in the language.
- 4.2 Students are expected to actively participate in any academic activity organised by the school, such as regular lessons, private tutoring, or extra-curricular academic activities.
- 4.3 School administrators are authorised to take disciplinary action by removing students from certain classes and placing them into a class of a lower language level, assigning extra work, disallowing participation in any lesson, activity or event organised by the school, or decreasing marks from students' final or periodical reports, or any measure deemed necessary and appropriate, where such student has;
 - 4.3.1 Submitted or attempted to submit plagiarised or paraphrased work without properly acknowledging the sources from which such work was obtained, or work which has clearly been submitted following the inputting of text in a language other than English into an automatic online translator;
 - 4.3.2 Submitted or attempted to submit work which bears glaring similarities to any other student's work, in the case where group work or any such form of cooperation was not permitted (this shall also apply to any work done under formal examination conditions);
 - 4.3.3 Submitted or attempted to submit work which has already been submitted in another course attended by the student in the same or any other school;
 - 4.3.4 Sabotaging or attempting to sabotage in any manner another student's work, prior to or after submission, for any reason;

- 4.4 Schools may impose specific attendance percentages which must be attained in order for students to be granted a mark or marks on their annual or periodical reports, and students are expected to abide by such regulations. Failure to abide may result in a significant loss of marks or grades, or the categorical refusal of issuance of a report.

4A. NEW SCHOOL LICENCE

Every ELT School in Malta must have an ELT Council Licence in order to operate legally. Once a Licence is issued, it is valid for four (4) years. The ELT Council reserves the right to withdraw/suspend the licence should there be any breach in policy or law.

The process leading to Licensing is as follows:

1. The person applying for a New School licence, contacts ELT Council Management, requesting information and guidance in furtherance of the licence acquisition. Management provides applicant with a copy of Legal Notice 221 of 2015 and New School Licence Application Form
2. The applicant submits all documentation as requested in the New School Licence Application Form to:

Chief Executive Officer,
ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

or to

info.eltcouncil@gov.mt

3. ELT Council Management reviews documentation and liaises with applicant if any documentation is missing or if any clarifications must be made.
4. The academic philosophy is submitted to an external expert for review together with documentation in support of proposed Director of Studies.
5. ELT Council Management visits the proposed school's premises to ensure legal compliance, following which a report is drafted by management and subsequently attached to the New School Licence Application Form to be presented to the ELT Council.
6. ELT Council decides based on the merits of documentation and report whether to;
 - Licence the school
 - Request amendments/clarifications
 - Reject the application
7. Applicant is notified of the decision taken.

8. Should a school be licensed, Management will take all necessary measures to include the school's details on any promotional material, and all ELT Council's databases.

9. A School Licence Certificate is issued for 4 years.

NB: Schools are obliged to inform the Council of any structural changes in the Annexe Premises, changes in management, or any other changes which affect the Licence throughout the 4 year Licence tenure.

Please follow this link to find the application form for the New School Licence:
<https://eltcouncil.gov.mt/elt-schools/>

4B. SCHOOL LICENCE RENEWAL

A School Licence is valid for a period of four (4) years and the process for renewal is as follows;

1. Schools are themselves responsible to apply for a renewal of the licence at least four months prior to the termination of the validity period of the licence.
2. Schools are to submit the School Licence Renewal Form and any requested documents as per said form to:

Chief Executive Officer,
ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

or to

info.eltcouncil@gov.mt

3. Management will review documentation and liaise with the school should any information be missing.
4. Management will carry out an inspection visit, should it be deemed necessary as well as review past School Visit reports to ensure quality assurance standards as determined by the Council are met.
5. Should there be any pending issues, management will liaise with the school to ensure these are remedied as soon as possible. In any case, the Licence shall not be renewed until all pending issues have been resolved.
6. Management will present a briefing to the ELT Council. The Council will in turn;
 - Renew for a further period of 4 years, or
 - Request some clarifications/action, or
 - Reject the Renewal application based on non-compliance issues.
7. School is notified of Council's decision. If Council's decision is to renew for a further period of 4 years, ELT Council Management shall issue invoice for payment of administrative fee applicable as per LN 221 of 2015.

NB: Schools are obliged to inform the Council of any structural changes in the Annexe Premises, changes in management, or any other changes which affect the Licence throughout the 4 year Licence tenure.

Please follow this link to find the application form for the School Licence Renewal: <https://bit.ly/2qYkXmr>

4C. NEW ANNEXE LICENCE

Legal Notice 221 of 2015 provides for the possibility of the use of Annexes, provided it is approved by the ELT Council. An Annexe Licence is valid for a period of four (4) years and the licensing process is as follows;

1. Schools are themselves responsible to apply for a renewal of the licence at least four months prior to the termination of the validity period of the licence.
2. Schools are to submit *Annexe Licence Form* and any requested documents as per said form including documentation in support of proposed Annexe Manager to:

Chief Executive Officer,
ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

or to

info.eltcouncil@gov.mt

3. Management will review documentation and liaise with the school should any information be missing.
4. Should it be deemed necessary, Management will carry out an inspection visit.
5. Should there be any pending issues, management will liaise with the school to ensure these are remedied as soon as possible. In any case, the Annexe Licence shall not be granted until all pending issues have been resolved.
6. Based on documentation and site visit, Management will:
 - Grant Annexe Licence, or
 - Request some clarifications/actions, or
 - Reject the Annexe Licence application.
7. School is notified of Council's decision. If an Annexe Licence is granted (for a period of 4 years), ELT Council Management shall issue invoice for payment of the administrative fee, applicable as per LN 221 of 2015.
8. Following receipt of payment, an Annexe Licence Certificate is issued for 4 years.

NB: Schools are obliged to inform the Council of any structural changes in the Annexe Premises, changes in management, or any other changes which affect the Licence throughout the 4 year Licence tenure.

Please follow this link to find the application form for the New Annexe Licence:
<https://eltcouncil.gov.mt/annexes/>

4D. ANNEXE LICENCE RENEWAL

An Annexe Licence is valid for a period of four (4) years and the process for renewal is as follows;

1. Schools are themselves responsible to apply for a renewal of the Annexe licence at least four months prior to the termination of the validity period of the licence.
2. Schools are to submit Annexe Licence Renewal Form and any requested documents as per said form to:

Chief Executive Officer,
ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

or to

info.eltcouncil@gov.mt

3. Management will review documentation and liaise with the school should any information be missing.
4. Should it be deemed necessary, Management will carry out an inspection visit, as well as review past School Visit reports to ensure quality assurance standards as determined by the Council are met.
5. Should there be any pending issues, management will liaise with the school to ensure these are remedied as soon as possible. In any case, the Licence shall not be renewed until all pending issues have been resolved.
6. Management will, based on the documents presented and the past School Visits Reports, decide to;
 - Renew for a further period of 4 years, or
 - Request some clarifications/action, or
 - Reject the Renewal application based on non-compliance issues.
7. School is notified of decision taken. If the decision is to renew for a further period of 4 years, ELT Council Management shall issue invoice for payment of administrative fee applicable as per LN 221 of 2015.

NB: Schools are obliged to inform the Council of any structural changes in the Annexe Premises, changes in management, or any other changes which affect the Licence throughout the 4 year Licence tenure.

4E. HOME TUITION PROVIDER LICENCE

An ELT permit for Home Tuition may only be issued to an English Language Teacher on application and who, in the opinion of the Council has the required knowledge and skills to satisfy the conditions of these regulations.

Applicant must:

- have a valid ELT Permit;
- have at his/her disposal - and is responsible for - the management (or is in control) of a residence in which s/he regularly resides, which has been inspected and approved by the Council as fit and proper to receive, accommodate and teach English to speakers of other languages, while also being in possession of a licence for the purpose of receiving student guests in the home by the Malta Tourism Authority
- have a minimum of 750 ELT contact hours to adults in a School, spread over no less than twelve (12) cumulative months, certified by the Director of Studies of the respective School
- have the competences and skills to carry out an English Language Training Needs Analysis, design and implement appropriate syllabi and select materials therefor, all certified by the Director of Studies of the School
- provide a quiet area or room equipped with learning facilities in the residence that is conducive to study and concentration where formal lessons can be held and where the learner can freely undertake independent study at any and all times
- submit a declaration by a warranted Health and Safety Officer that the premises satisfies the Health and Safety requirements. This is required every two years to retain a license
- submit a health and safety action plan that identify specific recommendations and completion deadlines
- submit copies/links of advertising and promotional material used to advertise services.

N.B. The applicant must provide proof of all the above.

Other Notes:

1. The Home Tuition Provider shall be responsible for the day-to-day running of the formal and non-formal tuition programmes and management of the residence as well as for the comfort and general welfare of the student and, without prejudice to generality of the aforesaid, the duties and responsibilities shall include:
 - a. satisfying at all times the academic criteria and standards of these regulations, licence conditions and Council rules established by the Council from time to time;
 - b. designing formal tuition course syllabi, non-formal learning processes and selecting course and free time materials and implementation; carrying out needs analyses, setting and overseeing learning

- objectives, maintaining academic standards and progress, and determining the outcomes of each course;
- c. attending to formal, non-formal and informal academic issues, the academic progress of the student and resolving issues and complaints; maintaining proper academic records including a course register, formal tuition course syllabi, non-formal learning processes, student name, attendance, performance and final outcome records of formal tuition sessions;
 - d. reporting to the Council on all formal and non-formal academic matters; complying with all reporting requirements which may lawfully be requested by the Council from time to time in an accurate and timely manner; complying with all applicable laws and regulations, licence conditions, Council rules as per L.N. 221 of 2015 and any quality assurance measures in force from time to time.
2. No Home Tuition Provider shall provide tuition to more than four persons simultaneously or accept and accommodate in his residence at any one time more than four persons and simultaneously provide tuition.

Process:

The following process is applicable;

1. Applicant presents the Home Tuition Provider Licence application form together with the abovementioned criteria and payment of administrative fee to:

ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

or to

info.eltcouncil@gov.mt

4F. DISTANCE LEARNING PROVIDER LICENCE (100% ELEARNING)

The applicant must:

- have a valid ELT Permit;
- be at least twenty-one years of age;
- have a minimum of 300 ELT contact hours to adults in a School spread over no less than six cumulative months, certified by the Director of Studies of that School to the satisfaction of the Council.

1. Duties and Responsibilities of the Distance Learning Provider:

- (a) satisfy at all times the academic criteria and standards of these regulations, outline in Legal Notice 221 of 2015, licence conditions and Council rules as established by the Council from time to time;
- (b) identify the English language training needs of the students, designing formal tuition course syllabi, selecting course materials and implementation;
- (c) set and monitor the formal academic plan including standards and performance levels, all placement and final assessments and certification;
- (d) recruitment, guidance, in-service training, regular continual professional development and performance assessment of ELT Practitioners;
- (e) attend to formal academic issues, academic progress of students and English Language Teachers and resolving academic issues and complaints;
- (f) maintenance of proper academic records including formal tuition course syllabi, ELT Practitioner register, student attendance records;
- (g) set and oversee the non-formal learning objectives, processes, standards and outcomes of the school;
- (h) liaison with the Council on all formal, non-formal academic matters;
- (i) comply with all reporting requirements on academic services which may lawfully be requested by the Council from time to time in an accurate and timely manner;
- (j) comply with all applicable laws, regulations, licence conditions, Council rules and any quality assurance measures in force from time to time.
- (k) shall be responsible for the development and supervision of the Distance Learning Programmes and any student assessment thereto;
- (l) shall be responsible for the application of suitable modern technologies;
- (m) shall be responsible for the creation of a suitable environment for the implementation of the Distance Learning Programme;
- (n) shall be responsible for the development of skills of the English Language Teachers providing Distance Learning teaching in the field of education technology and development of electronic curricula with the provision of technical support, timely feedback of the English Language Teachers providing Distance Learning to the students deemed to be not

in excess of twenty-four hours, save that a Distance Learning Provider may promote and inform a prospective student prior to recruitment that the twenty-four hour time-frame is not applicable on week-ends and on listed public holidays.

5. ACADEMIC MATTERS

The ELT Council provides for a number of regulated teaching permits and approvals in a bid to;

- i. Promote and safeguard the ELT profession,
- ii. Encourage the proficient use of the English Language on a national basis,
- iii. Upgrade standards in ELT teachers' qualifications,
- iv. Raise ELT to the level of a regulated profession.

Types of Permits and Approvals;

- 4a. New ELT Permit
- 4b. Temporary ELT Permit
- 4c. Renewal of ELT Permit
- 4d. Temporary Renewal of ELT Permit
- 4e. ESP Permit
- 4f. ESP Permit Renewal
- 4g. Director of Studies Approval
- 4h. Annexe Manager Approval
- 4i. CPD Teacher Trainer Approval
- 4j. TEFL Cert. Teacher Trainer Approval
- 4k. Train the Trainer Courses

5A. NEW ELT PERMIT

In Malta, English Language Teachers need to have an ELT Permit in order to legally teach. An applicant is issued with a permit upon satisfaction of all eligibility criteria listed in LN 221 of 2015 which are;

- a person shall be at least eighteen years of age and shall have a matriculation certificate or comparable qualifications at National Qualifications Framework level 4 if under the age of twenty-one years on the date of application;
- a Test for English Language Teachers (TELT) certificate issued by the Council or comparable qualification in English not inferior to Grade C at Advanced level at National Qualifications Framework level 4, and a certificate in the methodology of teaching English language to speakers of other languages approved by the Council or comparable, or higher qualifications in English language awareness, proficiency and methodology from a recognised institution approved by the Council;
or
- an international certificate at National Qualifications Framework level 5 in English language teaching to speakers of other languages or a higher qualification from a recognised institution as approved by the Council;
- a SEPTT certificate at Band 3 or 4 issued by the Council or any other speaking proficiency test certificate at a level deemed sufficient by the Council,
- and be in possession of a police certificate of good conduct issued within the last month prior to the application and maintain such certification to be provided on demand throughout the tenure of the post of English Language Teacher.

Process

The following process is applicable;

1. Applicant presents a *New ELT Permit Application Form* together with **original** certificates as per abovementioned criteria and payment of administrative fee to:

ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

or to

info.eltcouncil@gov.mt

2. ELT Council Officers review documentation submitted and communicate to the applicant if anything is missing. Should all the documentation be in place, an acknowledgment letter is issued to the applicant, which can in turn be used for work immediately.
3. A Permit Certificate valid for four (4) years is issued and submitted by post to the applicant.

5B. TEMPORARY ELT PERMIT

To help schools with recruitment, the ELT Council shall allow applicants in need of an ELT Permit to obtain a temporary one without having sat for and passed SEPTT. This shall be valid for three (3) months only, and cannot be renewed. Should this temporary permit have expired before the applicant passed SEPTT, it is the school's duty to terminate their employment. On the other hand, when the applicant obtains his/her SEPTT result in bands 3 or 4, a full ELT Permit will be available for issue.

An applicant is issued with the Temporary permit upon satisfaction of the following criteria:

- a person shall be at least eighteen years of age and shall have a matriculation certificate or comparable qualifications at National Qualifications Framework level 4 if under the age of twenty-one years on the date of application;
- a Test for English Language Teachers (TELT) certificate issued by the Council or comparable qualification in English not inferior to Grade C at Advanced level at National Qualifications Framework level 4, and a certificate in the methodology of teaching English language to speakers of other languages approved by the Council or comparable, or higher qualifications in English language awareness, proficiency and methodology from a recognised institution approved by the Council;
or
an international certificate at National Qualifications Framework level 5 in English language teaching to speakers of other languages or a higher qualification from a recognised institution as approved by the Council;
- and be in possession of a police certificate of good conduct issued within the last month prior to the application and maintain such certification to be provided on demand throughout the tenure of the post of English Language Teacher.

Process

The following process is applicable;

1. Applicant presents a *Temporary ELT Permit Application Form* together with original certificates as per abovementioned criteria
2. ELT Council Officers review documentation submitted and communicate to the applicant if anything is missing. Should all the documentation be in place, an acknowledgment letter is issued to the applicant, which can in turn be used for work immediately.
3. A Temporary Permit Certificate valid for three (3) years is issued and submitted by post to the applicant.

5C. RENEWAL OF ELT PERMIT

An ELT Permit is valid for 4 years. Should one wish to retain his/her permit, one will need to apply for an ELT Permit Renewal.

An ELT permit is renewed on the condition that the applicant has successfully attended thirty-two (32) hours of **approved** CPD within the last preceding four (4) years.

Process

The following process is applicable;

1. Applicant submits an *ELT Permit Renewal Form* together with copies of approved CPD Certificates and payment of the administrative fee to:

ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

or to

info.eltcouncil@gov.mt

2. ELT Council Officers review documentation submitted and communicate with the applicant if anything is missing. Should all the documentation be adequate, an acknowledgment letter is issued to the applicant, which can in turn be used for work immediately.
3. A Renewal Certificate valid for a further period of four (4) years is issued and submitted by post to the applicant.

5D. TEMPORARY RENEWAL OF ELT PERMIT

A temporary ELT Permit Renewal can be issued on the condition that the applicant has successfully attended sixteen (16) hours of **approved** CPD within the last preceding four (4) years.

Process

1. Applicant submits an *ELT Permit Renewal Form* together with copies of approved CPD Certificates.
2. ELT Council Officers review documentation submitted and communicate with the applicant if anything is missing. Should all the documentation be adequate, an acknowledgment letter is issued to the applicant, which can in turn be used for work immediately.
3. A letter is issued, confirming the Temporary Renewal of the ELT Permit, which shall be valid until the end of that same year.

5E. DIRECTOR OF STUDIES APPROVAL

All licenced ELT Schools shall have a Director Of Studies on Site to head the academic department and carry out the functions stipulated in LN 221 of 2015.

The Director of Studies shall fulfil the following requirements in order to be approved:

- a valid ELT Permit;
- a police certificate of good conduct issued within the last month prior to application and again on demand at any time throughout the tenure of the post of Director of Studies.

and one of the following:

- an international diploma at post graduate level National Qualifications Framework level 7 or a comparable or higher qualification in ELT of a recognised university or institution plus a minimum of 1,000 contact ELT hours spread over no less than twelve cumulative months;
or
- a first degree in English at National Qualifications Framework level 6, and an international certificate at National Qualifications Framework level 5 or a comparable or higher qualification in ELT from a recognised university or institution plus a minimum of 1,500 ELT contact hours spread over no less than twelve cumulative months;
or
- a post-graduate degree at National Qualifications Framework level 7 in Education, Applied Linguistics, Linguistics with specialisation in ELT and an international certificate at National Qualifications Framework level 5 or a comparable or higher qualification in ELT from a recognised university or institution plus a minimum of 2,000 ELT contact hours spread over no less than twelve cumulative months;

Process

1. The School putting forward a DoS for approval must submit proof of the above mentioned criteria to:

Chief Executive Officer
ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

or to

info.eltcouncil@gov.mt

2. Council Officers shall review the documentation submitted and liaise with the school if any documentation is missing.
3. If all requirements are in place, ELT Council CEO shall present all documentation to the ELT Council for review, who in turn shall decide to:
 - i) approve the DoS
 - ii) ask for further clarifications
 - iii) reject the DoS proposal based on deemed non-compliance.
4. School is informed of the ELT Council's decision. In case of an approval, management will ask the school to present original documentation and shall update Director of Studies database.

5F. ANNEXE MANAGER APPROVAL

All Licenced Annexes must have an Annexe Manager on site to manage the academic department.

An applicant shall fulfill the following requirements in order to be approved as Annexe Manager:

- a valid ELT Permit;
- an international certificate at National Qualifications Framework level 5 in ELT or a comparable or higher qualifications from a recognized institution as approved by the Council;
- a minimum of 1000 ELT contact hours in a School spread over no less than twelve cumulative months, certified by the Director of Studies of that School to the satisfaction of the Council.

Process

1. The School putting forward an Annexe Manager for approval must submit proof of the above mentioned criteria to:

ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

or to

info.eltcouncil@gov.mt

2. Council Officers shall review documentation submitted and liaise with the school if any documentation is missing.
3. If all requirements are in place, the school in question is notified of such approval.
4. Management shall update Annexe Manager database as necessary.

5G. CPD TEACHER TRAINER APPROVAL

For CPD to be recognised for the purpose of an ELT renewal, the trainer running the CPD must be approved by the ELT Council as per LN 221 of 2015. The legal requirements for a CPD trainer are as follows;

- a valid ELT Permit;
- an international diploma at post-graduate level at National Qualifications Framework level 7 or a comparable or higher qualification in ELT from a recognised university or institution plus a minimum of 1,500 ELT contact hours spread over no less than twelve cumulative months;
or
- a first degree in English or in English as a main subject at National Qualifications Framework level 6 and an international certificate at National Qualifications Framework level 5, or a comparable or higher qualification in ELT from a recognised university or institution plus a minimum of 2,000 ELT contact hours spread over no less than twelve cumulative months;
- a certificate of participation, within the last three years from the scheduled date of commencement of the training course, at periodical continual professional development programmes conducted by international ELT professionals for a minimum of six (6) hours as approved by the Council; or to more hours as the Council may determine from time to time.

The process

1. Applicant submits request to be approved as a CPD Teacher Trainer by submitting the relevant application form together with copies of documents as proof of the abovementioned criteria to;

ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

or to

info.eltcouncil@gov.mt

2. ELT Council Officers review documentation and liaise with the applicant if any of the requirements is missing.
3. Upon confirmation that the applicant fulfils all criteria, a confirmation letter of approval is drawn up, a copy of which is given to the applicant.
4. A CPD Teacher Trainer is approved for 3 years, following which s/he will need to prove the CPD hours required.

5H. TEFL CERT TEACHER TRAINER APPROVAL

For a Teacher Trainer to teach on a recognised TEFL Cert. course, the trainer must meet the following requirements;

- a valid ELT Permit;
- an international diploma at post-graduate level at National Qualifications Framework level 7, or a comparable or higher qualification in ELT from a recognised university or institution plus a minimum of 1,500 ELT contact hours spread over no less than twelve cumulative months;
- or
- a first degree in English or in English as a main subject at National Qualifications Framework level 6 and an international certificate at National Qualifications Framework level 5, or a comparable or higher qualification in ELT from a recognised university or institution plus a minimum of 2,000 ELT contact hours spread over no less than twelve cumulative months;
- a certificate of participation within the last three years from the scheduled date of commencement of the training course at periodical CPD programmes conducted by international ELT professionals for a minimum of six (6) hours as approved by the Council; or to more hours as the Council may determine from time to time.
- have successfully completed a minimum 20-hour 'Train the EFL Teacher Trainer' course approved by the ELT Council;
- have engaged in the shadowing of a complete TEFL Cert. course (made up of a minimum of 45 contact hours) led by qualified, experienced teacher trainers authorised by the ELT Council. The ELT Council should previously approve the shadowing process.

The process

1. Applicant submits request to be approved as TEFL Cert. Teacher Trainer by submitting their request together with copies of documents as proof of the abovementioned criteria to;

ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

or to

info.eltcouncil@gov.mt

2. ELT Council Officers review documentation and liaise with the applicant if any of the requirements are missing.
3. Upon confirmation that the applicant fulfils all criteria, a confirmation letter of approval is issued and a copy is given to the applicant.
4. A TEFL Cert. Teacher Trainer is approved for 3 years, following which s/he will need to prove the CPD hours required.

5I. TRAIN THE TRAINER REQUIREMENTS

For a Teacher Trainer to teach on a recognised TEFL Cert. course, the trainer must meet the following requirements;

- a valid ELT Permit;
- an international diploma at post-graduate level at National Qualifications Framework level 7, or a comparable or higher qualification in ELT from a recognised university or institution plus a minimum of 1,500 ELT contact hours spread over no less than twelve cumulative months; or
- a first degree in English or in English as a main subject at National Qualifications Framework level 6 and an international certificate at National Qualifications Framework level 5, or a comparable or higher qualification in ELT from a recognised university or institution plus a minimum of 2,000 ELT contact hours spread over no less than twelve cumulative months;
- a certificate of participation within the last three years from the scheduled date of commencement of the training course at periodical CPD programmes conducted by international ELT professionals for a minimum of six (6) hours as approved by the Council; or to more hours as the Council may determine from time to time.
- have successfully completed a minimum 20-hour 'Train the EFL Teacher Trainer' course approved by the ELT Council;
- have engaged in the shadowing of a complete TEFL Cert. course (made up of a minimum of 45 contact hours) led by qualified, experienced teacher trainers authorised by the ELT Council. The ELT Council should previously approve the shadowing process..

The process

1. Applicant submits request to be approved as TEFL Cert. Teacher Trainer by submitting their request together with copies of documents as proof of the abovementioned criteria to;

ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

or to

info.eltcouncil@gov.mt

6. NON-ACADEMIC MATTERS

The ELT Industry is a dynamic and multifaceted industry that touches upon various issues which are not considered academic in nature. For this reason, the ELT Council has established various policies in order to ensure the pastoral care of students while in Malta, and to be certain that any promotional material used is fair and true to reality offered.

6A. MANAGER FOR NON-ACADEMIC SERVICES AND STUDENT WELFARE

The Head of School shall appoint a person or persons charged with the overall responsibility for any and all non-academic services offered by the School. The said person shall act in such capacity for only one school at a time.

The Head of School may take on this role himself.

In the case of Home Tuition Providers, the provider shall act as Manager for Non-Academic Services and Student Welfare himself.

The process

1. Once the individual has been identified, the Head of School must notify the ELT Council and provide the name, CV, and contact details of the individual.

ELT Council
Ministry for Education and Employment
Great Siege Road
Floriana
VLT2000

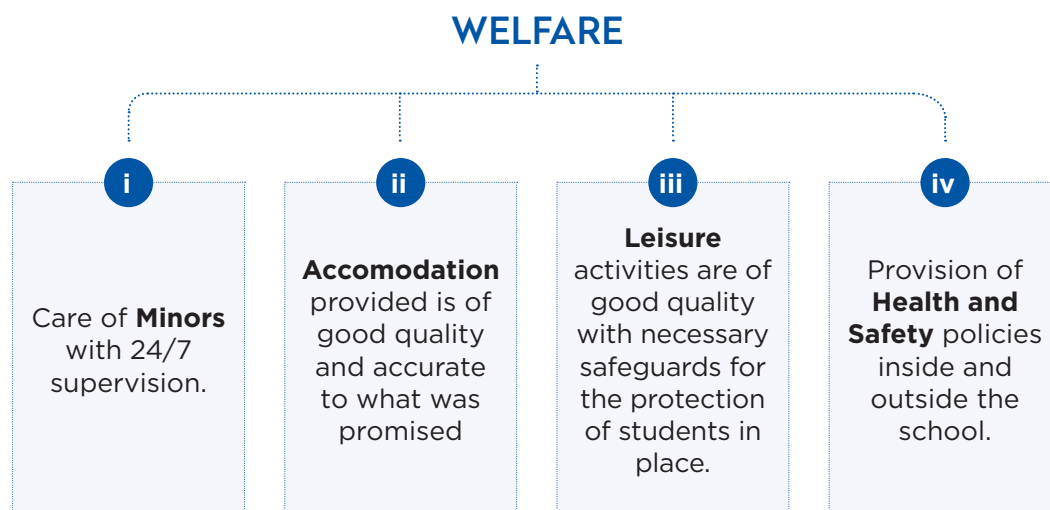
or to

info.eltcouncil@gov.mt

2. Management shall notify the ELT Council.
3. Details of person appointed shall be kept in school file and all relevant databases shall be updated.

6B. WELFARE

Schools and Home Tuition Providers shall take such measures and safeguards for the protection and general welfare of their students. The provision of general welfare is made up of different components.



I. MINORS

Minors are students who have not attained the age of eighteen years.

Schools who cater for minors must;

- Provide for a 24 hour / 7 day per week emergency communication service to students, student leaders, agencies and competent authorities ;
- Ensure minors are supervised at all times both inside and outside the school premises when registered with the school and not accompanied by a parent or adult guardian.
- Take measures as may be necessary to safeguard the general welfare of students at all times in their stay in Malta or Gozo.

II. ACCOMMODATION

Schools offering accommodation as part of a package must take any and all measures so as to ensure the service offered is of good quality and matches the product advertised. In pursuance of this, the ELT Council requests that;

- Schools have a comprehensive vetting procedure to ensure that accommodation offered is suitable. In case of home tuition provider, schools must also ensure that the level of spoken English in the family is good.
- Schools have quality assurance procedures to ensure students are satisfied with accommodation offered. This includes feedback forms and follow up visits.
- Schools have written agreement with host families/lessors and a copy of MTA licence should this be a requirement.
- Schools have an up-to-date database of accommodation offered, which includes photos, and amenities available. Such database shall also

include specifications which may affect a student's stay, namely whether the household has pets or smokers.

III. LEISURE

Providing for a leisure service is not a compulsory requirement for ELT Schools or Home Tuition Providers, however the ELT Council insists on thorough vetting procedures should such services be on offer..

Schools offering a leisure programme must;

- i. have the requisite MTA licence.
- ii. have a procedure for vetting of all suppliers which shall include;
 - Written agreement between school and supplier
 - Relevant insurance policy
 - Provide for ways to collect feedback from students in order to ascertain their level of satisfaction with the service offered.
- iii. have group leaders accompanying the group if any of the students are minors. Said leaders should have clear guidelines as to who to report to, should an incident occur.

IV. HEALTH AND SAFETY

- Schools and Home Tuition Providers are legally bound to have a health and safety and fire risk assessment certificate that is regularly updated and as recommended by the Occupational Health and Safety Authority.
- The ELT Council requires that all licenced ELT providers hold regular Fire Drills run by qualified Fire Wardens, with at least one of the Fire drills held at peak season. A log of such drills must be kept.
- Schools must have several First Aiders on site during school hours, as well as First Aiders accompanying students on leisure activities.
- First Aid kits must be available on site or during school activities and must be regularly updated.
- School must have a clear and comprehensive procedure that caters for instances of sickness or medical emergency of a student. This procedure should include;
 1. identification of the person responsible to accompany the student,
 2. access to medical data of student,
 3. reporting of said incident and follow up
 4. mode of communicating the said incident to school management and family of student.

IV.1 MINOR SAFEGUARDING POLICY

Policy Statement

“The mission of the ELT Council for ELT Schools is to foster the ELT Profession and Industry in all its various aspects.”

The English Language Teaching (ELT) Council (hereinafter referred to as “the Council”) is primarily aimed at stimulating, promoting and safeguarding the ELT profession and all entities related to such profession, and this in view of Malta’s outstanding global reputation as an acclaimed international centre for ELT and related aspects. The Council not only works towards the betterment of the ELT profession and industry, but it also strives to provide adequate and necessary guidelines for the industry in order to help provide the best possible service for the entire student body. The Council thus recognises that a significant number of students who travel from the four corners of the globe to enrol in English language courses in Malta are minors.

The Council acknowledges and recognises that the legal age of majority under Maltese law is that of eighteen (18) years of age, while also recognising that law is territorial in scope, and therefore any person present in Malta at any time during such presence must adhere to Maltese law, irrespective of the country where they habitually reside and its particular laws. Therefore, **any person below the age of 18 is considered a minor under Maltese law.**

This Minor Safeguarding Policy is therefore published in order to provide all licensed ELT schools in Malta with adequate directions as to how to protect the safety, health and welfare of such minors.

Responsibility & Review

This Policy shall apply with regard to all persons associated with such minors in the context of ELT schools in Malta who are responsible for safeguarding them. Such persons must be aware, vigilant and knowledgeable as to how to take note of any precarious situations or issues which appear to require adult intervention, and how and to whom to report such concerns, allegations or incidents. All such persons shall be adequately trained in this respect, in order to be able to adequately cater for the protection of minors’ welfare within

All students under the age of 18 are automatically entitled to be protected under this Policy regardless of their race, nationality, age, gender, sexual orientation or religious belief.

This Policy shall apply to all members of staff of licensed ELT schools in Malta, inclusive of any persons casually employed, contracted, sub-contracted by, or voluntarily providing any service to such schools, along with all external group leaders, organisers of any academic or leisure activities, whether or not on school premises, and all host-families or persons responsible of any other kind of student accommodation hosting such minors.

schools, as further enunciated in the section entitled Training.

Members of staff shall recognise the importance of valuing, respecting and listening to minors and adhere to the guidelines enunciated herein, while schools shall ensure that it further develops and put in place such safeguarding policies in order to reflect best practice in the protection of minors' welfare. Schools shall also be responsible for developing and implementing an environment which effectively deals with and discourages bullying and harassment in all shapes and forms, most especially in relation to minors.

Schools are also encouraged to share information, ideas, issues and concerns, and any other features of best practice which they have developed or implemented within their system with other schools and with the Council itself, in order to provide for more effective and holistic management development for all members of staff and volunteers as appropriate. This, along with stringent and up to date health and safety policies and procedures in accordance with the law, which also specifically cater for potential eventualities in the physical environment where minors are regularly present.

Additionally, schools shall ensure that they have proper procedures in place in order to effectively deal with any complaints or whistleblowing, guaranteeing safety and protection for any student, minor or not, or any member of staff or other person who reports any incident which may pose a threat to the welfare and wellbeing of minors, or potentially do so.

This Policy shall be reviewed every <INSERT REVIEW PERIOD> by <INSERT RESPONSIBLE REVIEWERS> in order to ensure that it remains up to date with all relevant laws and regulations, along with changing and evolving practices and procedures.

Professional & Adequate Conduct

All ELT schools' members of staff, most especially teachers, must ensure that they are aware that their behaviour may influence students' behaviour in general, and most especially minors, as they are among the most impressionable of social groups, who may look up to such persons and view them as role models. Such persons must therefore portray themselves as such, most especially with regard to the younger students, and this shall apply both during and outside of working hours.

It must be noted that teachers shall be considered to be primarily responsible for the education, safety and welfare of their students, and shall therefore take all reasonable steps in relation to the care of students under their supervision, so as to ensure their safety and welfare.

In order to fully understand and appreciate the contents provided herein, the Council encourages readers to also refer to its Codes of Conduct, most particularly those which apply to Teachers, General Staff and Administration, and Host-Families.

Child Protection & Recognition of Issues

Overview

The protection of minor students attending duly licensed language schools

in Malta is of utmost importance in order to ensure the quality, safety and reputation of this important sector in the Maltese Islands.

This section aims to highlight specific methods and approaches with regard to dealing with child protection and other related issues in the field, along with recognition, where such issues are not overtly obvious or conspicuous, or where the victim of such issues has not outwardly reported or spoken out about them. Schools shall be dedicated to ensure that such issues are resolved as efficiently as possible, with as little inflicted harm as possible, in order to prevent any further damage caused to the minor in question than may have already been caused.

Nominated/designated persons

Schools shall ensure that they appoint a Designated Person to remain primarily in charge of receiving reports, whether from students, teachers or any other member of staff or persons habitually or temporarily present within the relevant school, regarding student welfare and safety. It is of course recommended that the Designated Person appointed would be one of the most senior officials in the school.

When adults should respond

Schools shall ensure that designated persons within their establishments are adequately trained and prepared to handle and receive issues where minors' safety or wellbeing may be affected. They shall primarily keep in mind that the majority of minor students travelling to Malta shall have left behind their familiar home and family environment and found themselves in a foreign country, possibly in the midst of different values, norms and cultures, and this may significantly impact a child's openness with regard to bringing to light any situations which they are aware of, or potentially so, which could negatively impact their welfare.

Recognising any indications of potential, ongoing or past harm or abuse of minors, irrespective of their age, is no mean feat, and there is no simple indication that can necessarily indicate such and lead a person to confidently assert that there has or hasn't been any abuse. However, persons working within the ELT environment, in its many facets, should be aware of a number of warning signs which could potentially indicate the existence of abuse. Such warning signs aren't to be taken as automatically indicating the existence of abuse, however they also should not be dismissed and ignored in any case, whether because the indications seem too weak or irrelevant, or because one does not wish to engage themselves in such situations where turmoil may ensue.

Eurochild lists a number of indicative signs which may point to the existence of some form of abuse, such as:

Possible signs of physical abuse:

- Bruises, burns, sprains, dislocations, bites, cuts
- Improbable excuses given to explain injuries
- Refusal to discuss injuries
- Withdrawal from physical contact
- Arms and legs kept covered in hot weather
- Unwillingness to participate in physical activities that may involve undressing, e.g. sports
- Fear of returning home or of parents, guardians, group leaders or host-families being contacted
- Showing wariness or distrust of adults
- Self-destructive tendencies
- Being aggressive towards others
- Being very passive and compliant
- Regularly running away

Possible signs of emotional abuse:

- Delayed physical, cognitive or emotional development
- Anxiety
- Showing delayed speech or sudden speech disorder
- Fear of new situations
- Low self-esteem
- Inappropriate emotional responses to situations
- Extreme passivity or aggression
- Drug or alcohol abuse
- Compulsive stealing

Possible signs of sexual abuse:

- Age inappropriate sexualised behaviour or highly sexualised language
- Bed wetting or soiling
- Anal or genital soreness
- Sleep problems
- Fear of being with adults
- Promiscuity
- Extreme risk taking in adolescents

Possible signs of neglect:

- Frequent hunger
- Taking scraps of food from bins or plates, or stealing food
- Poor personal hygiene
- Constant tiredness
- Inappropriate clothing, e.g. summer clothes in winter
- Frequent lateness or nonattendance at school
- Untreated medical problems
- Low self-esteem
- Poor social relationships
- Compulsive stealing
- Drug or alcohol abuse

Disclosure procedure

In order to ensure adequate protection for minors, schools shall ensure that they provide a safe and trustworthy environment which encourages, rather than discourages, minors to open up to designated persons within the school

if they ever find themselves in a situation which merits adult attention or intervention, such as bullying, harassment, physical, mental or emotional abuse or other issues which may potentially endanger or put at risk their safety and welfare.

Disclosure may be manifested in a variety of forms, whether direct (specific verbal statements about occurrences), indirect (ambiguous statements or suggestions which indicate that something may be wrong), behavioural (display of behaviour indicating that something is wrong, whether deliberate or not) or non-verbal (by writings, drawings or other means of potential or indirect communication, whether deliberate or not).

When working with minors who may potentially wish to directly disclose any such information, a 4 R system should be followed: **Receive, Reassure, Record, React.**

Receive

When listening to a minor opening up to you and describing any incident which may be detrimental to them in any way, whether or not you believe this to be so, listen to what is being said without displaying any kind of shock or disbelief, or any form of denial, which is more often than not a common reaction from adults in such situations, doing so in the belief that the minor is inflating a harmless situation or, even more so, simply making it up. However, displaying denial to a child, or showing shock or disgust at what they are saying may make the child afraid to continue disclosing such information, and will eventually shut down and remain silent, even with other adults who may be able to offer help. Accept what is being said without judgement and take it seriously.

Refrain from interrupting the minor whilst expressing oneself, and allow him or her to freely describe the situation without any intervention or questions which may inevitably disrupt their thought process or deviate from their descriptions and potentially lead to mistaken, erroneous or omitted facts.

It may be useful, according to individual situations, to meet the child in a public or semi-public scenario, as where the child may disclose his issue in full knowledge that he is not being overheard. This safeguards both the minor and the adult receiving such information.

Reassure

Reassure the child, but only so far as is honest, reliable, and within your capacity to so reassure - this means that promises which evidently can't be kept should not be made under any circumstances. Reassure the child that they have done nothing wrong, and that they did the right thing by coming forward and speaking out. Assure them that you are taking what is being said very seriously.

In reassuring a minor, one must certainly not promise confidentiality. As a person responsible for the welfare and safety of a minor, you have a duty to report your concerns or suspicions. The child should be made aware that certain people may be required to be informed and subsequently involved, whilst simultaneously assuring the minor that such persons would be ones who regularly work with such situations and are trained and aware as to how to handle such situations. Acknowledge the emotional stress the minor must

have been going through to disclose such concerns - oftentimes, it takes a lot for a child to realise that he or she is the subject of any form of abuse, let alone come forward with it.

React

Listen quietly, carefully and patiently. In no way should the adult dealing with such a situation investigate, interrogate or decide whether or not the child is telling the truth. Remember Allegations of child abuse may lead to a criminal investigation, so one must ensure that nothing is done which could in some way interfere with, jeopardise or even prevent a proper investigation from being carried out.

Accept what the child is saying without disputing them or posing particular questions to lead to answers which an experienced adult who is aware of what goes on in such situations would want to hear. It is certainly not your role to investigate, probe or assess the veracity of the statements. Let the child explain to you in his or her own words what happened, but don't ask leading or largely open questions. Communicate with the child in a way that is appropriate to their age, understanding, character and preference. This is especially important for children with disabilities and for children whose preferred language is not English. Do not ask the minor to repeat what they have told you to another member of staff, but assure him or her that you will be taking appropriate action in order to make sure that the child is protected.

Do not overreact to anything communicated to you, as this may induce greater feelings of agitation and anxiety, over and above the emotional turmoil the minor would already be going through. The minor should be assured that with the course of action to be taken, no judgment would be passed, and any feelings of guilt or isolation should be alleviated to the best level possible.

Record

At the time of disclosure, if possible, make some very brief and subsequently write them up in detail as soon as possible, in order to have a detailed account of what has been said which is as precise as possible. Original notes should not be destroyed as they could be required in the course of investigations or during a judicial hearing.

Adequate and precise records of the date, time and place of disclosure should be kept, along with records of the words used by the child and how the child appeared during the moment of disclosure - specificity is highly recommended at this point. The actual words used should be recorded, including any cussing, foul language or slang. Any other statements or facts which seem out of the ordinary or appear to simply merit being recorded should be so noted in as authentic a manner as possible. Subjectivity or opinions should in no way play a part in this - records must be strictly factual.

Training

Schools shall implement adequate training measures in order to ensure that all members of staff are suitably prepared for any eventuality which would require intervention for the protection of the safety of the student population.

The previous Section of this Policy highlights a variety of instances which may serve to indicate the possibility of abuse in children, along with a detailed

measure of guidance as to how staff members who take cognisance of such indications should go about a situation of the sort.

The Designated Person shall not only be responsible for receiving such reports or complaints, but shall also ensure that all members of staff, most especially teachers and those directly dealing with students, are adequately trained to be able to respond to issues concerning student safety and wellbeing in a satisfactory manner.

Such responsibility shall include the organisation of regular training courses adapted according to the latest legislation, regulation and studies. This training shall also extend to ensure staff preparedness in the event of more widespread dangers and risks to the wellbeing of the student body, such as school and building rule familiarisation sessions, fire drills, and information regarding the school's anti-bullying and harassment policies, along with the Council's Code of Conduct.

Compulsory training and regular refresher courses on ethical behaviour and maintaining positive professional relationships shall be implemented for the benefit of the entire body of staff members and, finally, for the benefit of the minors entrusted in their care. Such sessions shall include training on:

- Expected professional behaviour and appropriate conduct with respect to minor students both during and after school hours;
- How to establish professional boundaries between educators and minors specifically;
- The application of appropriate methods of communication, both in written and verbal form, between the educators and minor students;
- Reporting suspected cases of unprofessional behaviour, or of inappropriate behaviour displayed by other members of staff or any other person working with minor students;
- Methods of identifying, analysing, dealing with, and reporting any instances of abuse, bullying or harassment with respect to minor students;

Safe Recruitment

It shall be incumbent on all schools licensed by the Council to ascertain safe recruitment of staff therein. This is the first step to be taken in order to guarantee the safety and wellbeing of all students within schools.

Schools shall implement measures to provide for an inviting, flexible and comfortable school environment, in order to attract employees of the highest quality and level of competence for recruitment. It must be the primary considerations of schools to assess and vet all applications equally and fairly, and to ensure that no job applicant is treated unfairly on any grounds including race, colour, nationality, ethnic or national origin, religion or religious belief, sex or sexual orientation, disability or age.

Further to this, schools shall ensure that persons taken on board as employees shall be suitable to be able to interact with children and young adults (who are still minors), and that they are prepared and willing to abide by the safety standards implemented by this Policy and the school. It is the school's duty to inform the applicant of such ethical and professional expectations which are to be met in the course of one's work and of the school's commitment to

providing a safe environment for minors.

The abovementioned measures shall simultaneously serve to deter persons who are unsuitable to work with minors in schools, and shall also provide for comprehensive analyses of how to identify and subsequently reject such applicants.

Verification of Identity

It is of primary importance that schools verify the identity of an applicant prior to accepting him or her for a position applied for. All interviewees should be required to present any evidence of their identity, such as an identity card, passport, or other form of legitimate identification document recognised in Malta (with a photo-card included), together with documentation proving the right to work in Malta, if such applicant does not possess Maltese citizenship.

Together with these, documents confirming the applicant's Social Security Number should also be requested. Schools shall also require the applicants to present original documents confirming any educational or personal qualifications as they appear suitable for the position or role being applied for, and they shall also retain copies thereof.

Reference letters should also be submitted. Such letters must be written specifically for the application in question by an identifiable and dependable referee, and open reference letters construed in a general sense should not be accepted.

Criminal Records

While the Council shall in no way seek to hinder the workings of the Maltese restorative justice system, it shall still impose upon schools the responsibility to request an original copy of applicants' Police Conduct Certificate, which may be obtained from Criminal Records Office at the Police General Headquarters in Floriana.

Sex Offenders Record

Schools intending to recruit persons are legally required to run checks on applicants in order to see whether or not they are listed on the Sex Offenders' Register. Both the Register and the aforementioned onus are established by the Protection of Minors (Registration) Act (Chapter 518 of the Laws of Malta). This Act effectively prohibits any person convicted of sexual offences involving minors to work or hold any position within an organisation involved in the education, care, custody and welfare of minors.

Data Protection

All records including those mentioned in this document are to be processed in line with the data protection legislation.

IV.2. MINOR PARENTAL CONSENT FORM

[School letterhead / logo]

MINOR PARENTAL CONSENT FORM

Our main priority is making sure that our students are happy and safe while studying with us, and that they are receiving the best level of education possible, while also having the time of their life! Therefore, in order to help us make this possible, we ask you (the parent or legal guardian) to complete this form for any student aged under 18 who is enrolled at [name of school].

Please note that the student will not be able to start the course until the form is received by the [school].

Student details	
Name and Surname:	
Gender:	
Date of birth:	
Nationality:	
First (native) language:	
Passport number:	
Passport expiry date:	
Parents or Guardian Details	

PRIMARY POINT OF CONTACT

Name and Surname:		
Relationship to child:		
First language:		
Conversational knowledge of English:	Yes	No
Address:		
Mobile number:		
Email:		
Passport expiry date:		
Parents or Guardian Details		

SECONDARY POINT OF CONTACT

Name and Surname:		
Relationship to child:		
First language:		
Conversational knowledge of English:	Yes	No
Address:		
Mobile number:		
Email:		

TRAVEL

[for individual students travelling alone]

I give consent for my son/daughter to travel to Malta and study at [school]. I agree that my son/daughter can travel unaccompanied:

to and from [accommodation] at the start and end of their course.

YES NO

between the school and his/her [accommodation].

YES NO

Travel from Malta International Airport to [school/accommodation] at the start of the course:

Arrival Details:	Flight no.	Time:
Departure Details:	Flight no.	Time:

ACCOMMODATION

I agree to my son/daughter staying in [accommodation] as organised by the school:

YES NO

My son/daughter understands that he/she must follow the any rules implemented by [school and/or accommodation, where applicable]:

YES NO

If your son/daughter is staying with family members or is in accommodation arranged by yourself, please give full details:

Name of adult responsible for the child in the accommodation:	
Date of birth	
Identity Card/Passport No:	
Relationship to the child:	
Address:	
Mobile number:	
Email:	

CURFEW TIMES

I agree to the curfew times stipulated below, which shall apply to my son/daughter.

YES NO

[Specify applicable curfew times]

[If accommodation is not organised by the school or an affiliated agency, this section may be omitted]

LEISURE ACTIVITIES

I give permission for my son/daughter to participate in any activities or to attend any trips organised by the [school/affiliated agency] and to take part in these activities, under supervision [indicate where this is qualified supervision for hazardous activities]:

General sports	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Swimming and water sports/activities (minor must be able to swim)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Adventure sports (rock-climbing, abseiling etc.)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Horse-riding	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Archery	YES <input type="checkbox"/>	NO <input type="checkbox"/>

[This depends on the school's particular leisure programme, and you may therefore wish to include/omit any other activities as applicable. It is very important to ensure that any specific requirements (such as the ability to swim, in the case of water sports and activities) is made clear]

UNSUPERVISED TIME

I give permission for my son/daughter to have free, unsupervised time on any trips or visits as arranged by the [school], or at any moment when they are outside of the school grounds,.

YES NO

[Times and other specific conditions may be specified according to the nature of such trips and visits, or other free time, such]

MEDICAL

Please inform us of any medical issues, conditions or problems which your child suffers from. If the school is not informed about a physical or mental condition in advance herein, it shall reserve the right to terminate the student's course.

Is your son/daughter on regular medication? YES NO

Does your son/daughter require regular hospital treatment? YES NO

Does your son/daughter regularly take any medication? YES NO

Please include any further information regarding the above:

In case of minor pain or illness such as headache, mild cold or sore throat, do you agree to your son/daughter being given non-prescription medication such as paracetamol, cough medicine, throat pastilles, antihistamine or travel sickness tablets? YES NO

In case of an emergency do you give permission for a responsible person in the [school/accommodation] to arrange medical treatment? (Of course, every effort will be made to contact parents/guardians as quickly as possible)

YES NO

ATTENDANCE

Students are expected to attend all scheduled classes and activities [\[and to be in their accommodation at the relevant curfew times\]](#). If you wish your child to be absent from the course at any time, please contact the [\[school\]](#) directly so that suitable arrangements can be made.

DATA PROTECTION

We promise to keep this information secure and will only give it to people who are directly involved in caring for your child on a need-to-know basis during the time when they are enrolled at the [\[school\]](#). This may include external healthcare and welfare professionals. For more detailed information, please refer to our [\[Privacy Notice\]](#).

CONSENT

We confirm that the above details are accurate and complete.
We agree to the terms and conditions.

I have discussed the agreed arrangements and rules with my son/daughter

Signature of the parent/guardian

I have discussed the agreed arrangements and rules with my parent/guardian

Signature of the student (if over [\[X\]](#) years of age)

6C. PROMOTIONAL MATERIAL

LN 221 of 2015, binds licenced ELT providers to use only promotional material that provides a clear depiction of the real state of the premises, accommodation, programmes and services offered.

Should a school use Annexes, students must be made aware of the possibility of being enrolled at the annexe and not at the main school.

7. QUALITY ASSURANCE

The ELT Council has established comprehensive Quality Assurance processes in pursuance of two of its key functions to:

- i) maintain and operate quality assurance systems in all aspects of English Language stays that provide for periodic rigorous audits to assure compliance with established quality standards;
- ii) foster Malta's reputation as an international learning centre of repute in all aspects of ELT stays.

7A. EXTERNAL QA

One visit shall be held per school, covering both regulatory compliance matters and academic aspects. Visitors will come in pairs between June and September. An announced visit is held in all licensed ELT operations once every two years, therefore schools visited in 2019 will not be visited in 2020, and so on.

Schools will be contacted by a Monitoring Officer to schedule a visit. Please prepare appropriately for the monitoring visit for a positive experience. The scope of the visits is to provide an opportunity for improvement in your respective schools as well to enhance the quality of the ELT Industry in Malta. Moreover, unannounced spot checks will be conducted by the ELT Council officers with the aim of ensuring that all legal requirements are being met, and to re-confirm quality standards and high levels of performance in the local ELT industry.

All reports are treated as confidential, and all inspectors enter into a signed agreement with the Council to safeguard confidentiality before, during and after the inspection.

Please follow this link to access the ASV Policy:

<https://eltcouncil.gov.mt/policies/>

7B. INTERNAL QUALITY ASSURANCE

The ELT Council is conscientious of the fact that while the external QA processes it provides are in fact pivotal for the continuous raising of standards, they need to be done in conjunction with effective and comprehensive Internal QA processes done by the provider itself. For this reason, the ELT Council requires each provider to have Internal QA processes which are comprehensive, collated in written format and are accessible to staff members who are well versed with said procedures.

The ELT Council gives freedom to providers to find their own internal QA system which works for that particular school; however it does offer some recommendations, namely;

1. Appoint a person/s responsible for overseeing the QA process.
2. Take regular feedback from students.
 - Feedback at the very beginning of the stay would give time to the school to act fast on issues which can occur at the very beginning of a student's stay.
 - Feedback mid-stay would give time to the school to act on issues which crop-up throughout a student's stay.
 - Feedback at the end of the stay would provide feedback which the school can use to ensure a better run operation.

The Council recommends all 3 types of feedback. Any action taken following a complaint should be logged in and signed by both the school representative responsible and the relevant student.

3. Take regular feedback from staff members, including teachers. This can be done via feedback forms, focus groups and school meetings.
4. Feedback given should be analysed. Negative and positive patterns should be identified and an action plan to carry out more of the positive and none of the negative should be made. All departments within a school should be involved in this process.

NB: All schools must have an IQA policy in place.

8. CONTINUOUS PROFESSIONAL DEVELOPMENT

The ELT Council seeks to stimulate, promote and safeguard the ELT profession and to upgrade standards in ELT teachers' qualifications. In furtherance to this, the ELT Council requires a number of CPD hours for an ELT Permit to be renewed. The number of hours amount to thirty-two (32) hours every four (4) years.

Not all CPD can be accepted for the purpose of a permit renewal. In view of this, the ELT Council has drawn up a CPD policy which establishes set criteria which must be met for the CPD in question to be approved.

Any provider who wants to run an ELT Council approved CPD must submit documentation for approval.

i) Approval Process

1. Applicant asks the ELT Council for the CPD Approval application form. This can also be found at the end of the CPD Policy. Documentation is sent to the ELT Council on info.eltcouncil@gov.mt. Teacher Trainer must also be approved, should this not be the case, a submission for CPD Teacher Trainer approval must also be filed.
2. **Any reference to the school/provider/trainer must be removed in the documentation attached.** This is done to keep the process anonymous.
3. ELT Council officers review documentation, and submit to a CPD expert for review.
4. CPD Expert submits feedback to the ELT Council. The Expert may;
 - Approve the CPD
 - Approve the CPD with minor recommendations
 - Request changes and resubmission or
 - In rare cases, decline the CPD.
5. Feedback is submitted to the applicant.
6. Should changes be requested, the process is repeated with every resubmission until the CPD is approved.
7. Should a CPD course be approved, the ELT Council shall issue an official Course Code and inform the provider that course can go ahead as planned.
8. The approved CPD is then added to the online database of approved CPD courses.

ii) Exceptions

The only CPD that is automatically approved by the ELT Council without being necessarily subject to the approval process consists of sessions forming part of:

- ELT Council-organised teacher training events;
- The yearly ELT Malta Conference, held in October;
- Cambridge ESOL CELTA, Trinity Cert. TESOL or comparable qualifications;
- The University of Malta MA. TESOL or comparable qualifications;
- The IATEFL Conference;
- MATEFL Seminars;
- FELTOM-organised teacher training events.

iii) Webinars

The ELT Council also accepts webinars for the purpose of CPD, provided these are done by an organisation which is ELT Council-approved, and that the training has a student/teacher dynamic. A certificate of attendance, which includes the number of CPD hours attended, is also necessary.

The following sources are approved by the ELT Council:

- British Council ELT Webinars
- Cambridge English ELT Webinars
- Macmillan Education ELT Webinars
- National Geographic Learning/ CENGAGE ELT Webinars
- Oxford University Press ELT Webinars

9. TEFL CERT

The Teaching English as a Foreign Language (TEFL) Certificate course is administered by accredited course centres and regulated by the ELT Council. Accredited Course Centres are responsible for the provision of courses that are approved and assessed by the ELT Council.

i) Approval of course and Assessment process

The ELT Council approves a course once (provided no substantial changes to the content and training staff is made), however assessment is done for each and every course held throughout the year.

1. Provider submits all documentation in line with the TEFL Cert. Policy, including the TEFL Cert. Application form to the ELT Council on; info. eltcouncil@gov.mt
2. All Teacher Trainers must be approved as TEFL Cert. Teacher Trainers before the course can be approved.
3. ELT Council officers, review documentation thoroughly to ensure that it is in line with the TEFL Cert. Policy and request for amendments/clarifications should the need arise.
4. Once Council Officers ensure content is in line, an approval confirmation is submitted to the school and a TEFL Cert. Accreditation Certificate is issued. Schools are duty bound to inform the Council should substantial changes to the content or training staff occur.
5. Once course dates are given to the ELT Council Officers, an assessor is nominated by the council. The name is submitted to the school to ensure that the school has no concerns over the person nominated. Upon agreement, an assessor is officially appointed and given the name of the school and contact details. When this is a repeat course, a copy of the previous assessment report is given to the assessor so that follow up on action recommended can be made.
6. Close to the commencement date of the course, the ELT Council Office issues an invoice for payment as per LN 221 of 2015 and submits it to the person responsible for the TEFL Cert. at the school.
7. Assessment date is agreed upon by the school and the assessor and is usually done toward the end of the course, so that Assessors can review assignments during their visit.

8. Following the assessment a report is submitted by the assessor to the ELT Council Officer in charge.
9. The said report is then submitted by the Council officer to an external reviewer, who will give feedback on the report itself.
10. Following feedback from external reviewer, the report is sent to the schools, so that they can work on recommendations made.
11. Schools must then submit a list that includes all names of successful candidates in their TEFL Cert..

10. TELT

The ELT Council has designed its own proficiency examination, Test for English Language Teachers (TELT) for would-be ELT teachers in order to provide them with the minimum language proficiency certification, pegged as a MQF level 4 qualification. This examination is upgraded on a regular basis, and runs three times per year; one in March, another in May, and the last one in November. The ELT Council may decide to run an 'emergency' TELT session, usually held in June, to accommodate would-be teachers just before the Summer, the peak season of ELT in Malta, starts.

i) Applications

Applications are normally open for two weeks. More information about TELT applications is issued a few weeks before the actual exam. The exam dates for each year can be found on the ELT Website, and these are updated every year.

ii) Available Material

Past examination papers together with their corresponding examiners' reports and answer keys can be found on <https://eltcouncil.gov.mt/telt/>.

iii) Marking

Once candidates have sat for the TELT Exam, candidates can expect results after two to three weeks.

11. SEPTT

The Spoken English Proficiency Test for Teachers (SEPTT) is designed to ensure high levels of spoken English proficiency amongst English Language Teaching (ELT) practitioners working in a variety of international contexts.

SEPTT tests candidates' ability to use spoken English for a variety of functions, including conversing, explaining, presenting information, and giving instructions and feedback in a context specific to ELT. SEPTT is divided into three tasks and takes no longer than 15 minutes.

SEPTT assesses candidates on the following five criteria: teacher discourse; coherence and cohesion; pronunciation; vocabulary; and grammar. These criteria form part of an analytic rating scale consisting of four bands, Band 4 being the highest level of proficiency and Band 1 being the lowest.

SEPTT has been developed by the Centre for English Language Proficiency (CELP) at the University of Malta. CELP is responsible for test design, rater recruitment and training, test administration, and research.

Following the meeting held with ELT Schools on the 10 April and feedback received, the ELT Council is implementing the following procedural changes as of Monday 20th May 2019:

Prospective teachers in possession of an international diploma at National Qualifications Framework level 7 or a higher qualification in ELT of a recognised university or institution, plus a minimum of 1,000 contact ELT hours will not have to sit for SEPTT; a regular ELT permit will be issued provided that all other requirements are met.

All other prospective teachers in possession of all ELT permit requirements as per legal notice applying for a new permit, will be granted a temporary teaching permit valid for 3 months (see section 4b of this manual).

Please note that since SEPTT is not during ELT Council office opening hours, the ELT Council has created a SEPTT mobile number on which applicants can contact management in case of any last-minute emergencies. The number is **+35699255188** and should only be used for SEPTT-related matters.

SEPTT is usually held on the last Tuesday of every month; once a month during Winter and twice a month during Summer. Specific dates, as well as the SEPTT Manual, SEPTT Policy and online applications can be found at <https://eltcouncil.gov.mt/septt-sessions/>.

12. STUDENT IDENTITY CARD

As per LN 221 of 2015 the Non-Academic Service Manager must ensure that each and every student is provided with an identification document.

The said student card must be given to all students upon their arrival. This document is important for proper identification of a student, should the said student find himself/herself in need of assistance.

In view of this the ELT Council drafted a detailed policy as a guiding document for schools. The policy enlists all the criteria which must be included in the Student Identity Card given.

This policy can be found at <https://eltcouncil.gov.mt/policies/> .

13. NSO DATA

The ELT Council annually acts as a liaison between ELT Schools and the National Statistics Office to facilitate the collation of statistical data for the previous year.

This data is not only important on a national basis, but it also helps individual schools for marketing purposes.

Process

1. ELT Council Officers submit an up to date template of the NSO Questionnaire to schools in mid-November.
2. Schools in turn must submit a filled in questionnaire by mid-January. It is imperative for each and every school to submit their data by the assigned deadline.
3. ELT Council Officers review questionnaires received to ensure no major errors are found.
4. Final version of the document is submitted to NSO.
5. NSO collate data and publish statistical data in a News Release the following March.

NB: NSO submissions are a legal obligation for all schools.

14. ACRONYMS

CELTA:	Certificate in English Language Teaching to Adults
CPD:	Continuing Professional Development
EFL:	English as a Foreign Language
ELT:	English Language Teaching
EQF:	European Qualifications Framework
ESP:	English for Specific Purposes
FELTOM:	Federation of English Language Teaching Organisations Malta
NCFHE:	National Commission for Further and Higher Education
SEPTT:	Spoken English Proficiency Test for Teachers
TELT:	Test for English language Teaching
TEFL Cert.:	Teaching English as a Foreign Language Certificate
TESOL:	Teaching English to Speakers of Other Languages

15. FEES

New ELT Permit	€15
Renewal of an ELT Permit.....	€20*
New School licence.....	€200
School licence renewal.....	€100 - 400**
New Annexe licence.....	€100
Annexe licence renewal	€200*
New Distance Learning Provider licence	€100
Renewal of Distance Learning Provider licence	€100*
New Home Tuition Provider licence	€100
Renewal of Home Tuition Provider licence	€100*
SEPTT	€45
TELT	€35
TEFL Cert.	€95

* Payable on every application of renewal and every TEFL Cert. course held.

** Varies according to the school category table and payable on every application of renewal.

Category A Schools

Not more than 2,400 student weeks in the preceding year €100

Category B Schools

Between 2,400 and 7,200 student weeks in the preceding year €200

Category C Schools

Between 7,200 and 12,000 student weeks in the preceding year €300

Category D Schools

More than 12,000 student weeks in the preceding year €400

Please note that the ELT Council cannot accept cash payments.

Cheques are to be made payable to [the Permanent Secretary, MEDE](#).

Should you wish to pay by bank transfer, please find details below:

ELT Council

IBAN: MT50VALL22013000000040024768061

Sort Code: VALLMTMT

Please state the reason for payment on the transfer details, and email us the transfer code and bank account holder details.

16. DISCLAIMERS

All ELT Licence and Permit holders are bound by ELT Council policies and by LN 221 of 2015. This, does not preclude them from being bound by any other policy or law issued by a relevant entity namely (but not exclusively);

- Department of Industrial and Employment Relations
- Identity Malta
- Malta Tourism Authority
- Ministry for Education and Employment
- National Commission for Further and Higher Education
- VAT Department

Compliance to Laws of Malta is imperative on pain of licence/permit withdrawal.

This Manual has been compiled for informative purposes and shall not be legally binding. Any discrepancy between Law and this Manual shall be interpreted in favour of the Law.

