

# APPLICATION FORM FOR A NEW DISTANCE LEARNING PROVIDER LICENCE (100% ELEARNING)

## SECTION A

Applying as

<input type="checkbox"/>	<b>A Sole Provider</b>	or	<input type="checkbox"/>	<b>Company</b>
<p>Please provide the following documents:</p> <ul style="list-style-type: none"><li>Maltese VAT Registration</li></ul>				<p>Please provide the following documents:</p> <ul style="list-style-type: none"><li>Company Registration Number</li><li>Memorandum and Articles of Association</li></ul>

## SECTION B: FOR SOLE PROVIDERS ONLY

### PARTICULARS

<b>Name</b>	<b>Surname:</b>
<b>Nationality:</b>	
<b>ID/ Passport N°:</b>	<b>Date of Birth</b>
<b>Tel N°:</b>	<b>Mobile N°:</b>
<b>Email:</b>	
<b>Address:</b>	
<b>Postcode:</b>	<b>Country:</b>
<b>VAT Registration N°:</b>	
<b>Sole Trader Licence N°:</b>	
<p>Kindly indicate the office in Malta which will be used for the management and implementation of the online (virtual) aspect of the programmes.</p>	

Non-EU Nationals ONLY

**Work Permit N°:**

Work Permit Expiry Date

Passport Number

Passport Expiry Date

## SECTION C: FOR COMPANIES ONLY

### DETAILS

**Name of Beneficial Owner/s:**

Tel N°:

Mobile N°:

Email:

Company Registration Number:

Company Name:

Company Address:

Tel N°:

Mobile N°:

Email:

Website:

Kindly indicate the office in Malta which will be used for the management and implementation of the online (virtual) aspect of the programmes.

## SECTION D: FOR SOLE PROVIDERS AND COMPANIES

1. Include a brief description of the philosophy of the educational programme, including the rationale, Mission Statement and the aims and objectives of the company.

2a. Name of the Person Vested with the Legal Representation of the DLP:	
2b. Name and ID/Passport Number of Head/Business Owner:	
2c. Business Address, Contact email and telephone numbers for the Head/Business Owner of DLP:	
2d. Signature of Head/Business Owner of DLP:	
2e. Name of the person in charge of academic matters:	

## SECTION E

### QUALIFICATIONS & REQUIREMENTS

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.

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

The Distance Learning Provider shall provide:

- ☐ Domain Name Services to be registered with the Council;
- ☐ adequate infrastructure, in terms of human resources and reliable equipment;
- ☐ an effective system of identity verification;
- ☐ recording the electronic communication hours;
- ☐ protection of the privacy of the student and teacher;
- ☐ prevention against identity fraud;
- ☐ assurance of the security of the services provided;
- ☐ recording of the electronic communication hours of a student;
- ☐ monitoring of the performance of each student, and of the teachers.

*N.B. Please refer to Appendix A for the full list of requirements and Appendix B for the English Language Teaching Quality Criteria for 100% eLearning.*

#### Other Notes:

##### 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.

I understand that the personal data provided on this form will be processed in accordance with the principles of General Data Protection Regulation (EU 2016/679) and the Data Protection Act (CAP578).

Personal data will not be shared with third parties without your consent unless authorised by law, or processed for reasons incompatible from those for which it was originally collected. You have the right to access the information being kept about you at any time. For more information, please refer to our Data Protection and Retention Policies found on our website: <https://eltcouncil.gov.mt/policies/>

I the undersigned hereby apply for a **New Distance Learning Provider Licence** in terms of Legal Notice 221 of 2015 and declare that the information provided above is true and correct.

Signature	
Date of Application:	

#### Payment Details:

A fee of €100 is applicable. Cash payments are not accepted.  
Cheques are to be made payable to the **Permanent Secretary, MFED**.

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

ELT Council  
IBAN: MT50VALL22013000000040024768061  
Sort Code: VALLMTMT

Please state '**A New Distance Learning Provider Licence (100% eLearning)**' on the transfer details, and email us the transfer code and bank account holder details.

FOR OFFICE USE	
Licence Number:	
Date of Issue:	
Valid Until:	

© ELT Council April 2021

**ELT Council**  
Ministry for Education (MFED)  
Great Siege Road, Floriana, FRN1810, Malta

**Tel:** (+356) 2598 1240/1/2/3/4  
**Email:** [info.eltcouncil@gov.mt](mailto:info.eltcouncil@gov.mt)  
**Website:** [eltcouncil.gov.mt](http://eltcouncil.gov.mt)



## APPENDIX A

### APPLICANTS NEED TO MEET ALL THE FOLLOWING CRITERIA

#### 1. The Learning Management System/Virtual Learning Environment

The following criteria apply to an LMS/VLE and any other digital tools used for teaching and learning:

- all the information related to the lessons/course/programme including the description, learning outcomes, methods of assessment, deadlines etc. are easily accessible online;
- ability for multi-way video-conferencing between the educator and learners;
- screen casting – the educator and learners can share their computer screens;
- community forums;
- automated testing (quizzes);
- online assessment, e.g. submission of typed assignments;
- online collaboration tools for co-creation and peer work, e.g. wiki;
- overview of Progress for each student;
- file sharing facility;
- LMS/VLE and other digital tools are accessible on desktop and laptop computers and mobile computing devices such as a tablet or a smartphone\*;
- online message/e-mail system between the educator and the learners;
- anti-plagiarism software/service;
- user authentication (login and password) for accountability.

#### 2. Human Resources

All persons involved in e-learning should be adequately qualified, and provide adequate support to learners as follows:

- identify position of educators, complete with qualifications and experience required to deliver subject content through e-learning;
- publish availability & response times of tutors;
- identify position of IT support;
- identify position of administrative support;
- publish availability & response time of administrative support;
- publish availability & response time of IT support.

#### 3. Technical Infrastructure

All technical infrastructure for e-learning should guarantee data security and availability as per below:

- real-time mirroring of all data on server;
- daily Off-site backup of all data on server;
- the provider makes use of software and digital tools that are easily available on the market, are well-supported and based on open standards;
- IT continuity plan designed to ensure 99.8% uptime;
- educators and learners do not need to make major financial investment in new hardware, software and online services to access the LMS/VLE and/or other digital tools used in teaching and learning;
- all resources in digital format given to the educators and learners should be compliant with accepted open standards that do not require an investment vendor-specific hardware or software;
- minimum specifications in terms of the computer devices, software and Internet access speed needed to engage in teaching and learning are given to the educators and learners before the start of the course;
- educators and learners have access to live IT support during office hours and e-mail support during other hours on a 24/7 basis.

#### 4. Privacy & Security

The ELT organization should guarantee the privacy and security of all student data held within its premises as follows:

- all communications occur over encrypted connections;
- all digital access to student data is to be logged;
- organization has policy on who can access which student data;
- organization audits permissions periodically;
- organization stores all student data in Malta, or receives waiver from Data Protection Commissioner for its storage arrangements;
- the data servers used to host the LMS, VLE and all other digital tools are adequately protected against malware and unauthorized access;
- the handling of all data is compliant with the General Data Protection Regulations (GDPR).

## **5. Contact Hours**

The institution has adequate procedures in place to ensure that all students receive direct instructions from tutors as follows:

- attendance to live (synchronous) online sessions is to be logged;
- student activity in the LMS/VLE is to be tracked;
- student engagement in the LMS/VLE is to be tracked.

## **6. Assessment**

Assessment activities should support learning as well as verify learning achievement of learning objectives in a secure manner as follows:

- assessment is to be described in detail with clear questions, grading criteria, online submission procedures and deadlines;
- formative assessment follows each set of assigned learning activities;
- formative assessment is to be equally balanced between the four skills;
- all methods of assessment must contain methods of feedback to student performance and digital submissions need to receive feedback in digital format;
- all student assessment activity is to be recorded and tracked.

## **7. Verification of Identity**

The institution verifies the identity of all students in its courses, as well as that certificates are issued to individuals who have completed work and achieved the grades as per below:

- all learner enrollment require verification;
- educators have access to names and photos of all learners which should be in their classes;
- all assessment which counts towards grades must include verification of identity;
- online examinations which count towards grades must include verification of identity.

## APPENDIX B

### CRITERIA FOR 100% E-LEARNING

#### LEGEND

C: COMPULSORY

R: RECOMMENDED

E: EXTRA

#### 1. The Learning Management System/Virtual Learning Environment

*Pure online learning needs to be supported by a well-implemented Learning Management System or Virtual Learning Environment to support teaching, learning and assessment through multiple modes of communication, both synchronous and asynchronous. An LMS/VLE can be augmented by other digital tools to enhance or extend its capabilities. The following criteria apply to an LMS/VLE and any other digital tools used for teaching and learning.*

At application stage, does the provider meet each of these criteria? Fill-in with a 'Y' or 'N' as appropriate

All the information related to the lessons/course/programme including the description, learning outcomes, methods of assessment, deadlines etc. are easily accessible online	C	
Ability for multi-way video-conferencing between the educator and learners	C	
Screen casting – the educator and learners can share their computer screens	C	
Community Forums	C	
Automated testing (quizzes)	C	
Online assessment, e.g. submission of typed assignments	C	
Online collaboration tools for co-creation and peer work, e.g. wiki	C	
Overview of Progress for each student	C	
File sharing facility	C	
LMS/VLE and other digital tools are accessible on desktop and laptop computers and mobile computing devices such as a tablet or a smartphone*	C	
Online message/e-mail system between the educator and the learners	C	
Anti-plagiarism software/service	C	
User authentication (login and password) for accountability	C	

Factors for best practice include that the LMS/VLE/tools:

- use responsive design to be able to be used on a variety of devices;
- use an attractive, intuitive interface;
- allow for use by persons with special needs;
- are accessible on computing devices in different formats, including tablets and smartphones, even though it is understood that on the latter they may have limited capabilities.

## 2. Human Resources

*All persons involved in e-learning should be adequately qualified, and provide adequate support to learners. Provider must ensure that it operates in accordance with Maltese employment law.*

Identified position of educators, complete with qualifications and experience required to deliver subject content through e-learning

C

Published availability & response times of tutors

C

Identified position of online community moderators

R

Published availability & response time of moderators

R

Identified position of IT support

C

Identified position of administrative support

C

Published availability & response time of administrative support

C

Published availability & response time of IT support

C

### Contributing Factors / Best Practice Guidance

Factors for best practice include that:

- all Human Resources hold a qualification specifically in tutoring/community moderation /IT support for e-learning;
- response time for all queries is 1 working day;
- availability of all staff is for all working days during the course;
- emergency availability of staff is 24 hours (especially for IT support);
- CPD opportunities in **e-learning** are made available to all staff annually.

### 3. Technical Infrastructure

*Include: Provider must ensure that it operates in accordance with Maltese employment law. All technical infrastructure for e-learning should guarantee data security and availability.*

Real-time mirroring of all data on server	C	
Daily Off-site backup of all data on server	C	
Weekly Tape (or similar) backup of all data on server	R	
The provider makes use of software and digital tools that are easily available on the market, are well-supported and based on open standards	C	
IT continuity plan designed to ensure 99.8% uptime	C	
Educators and learners do not need to make major financial investment in new hardware, software and online services to access the LMS/VLE and/or other digital tools used in teaching and learning	C	
All resources in digital format given to the educators and learners should be compliant to accepted open standards that do not require an investment vendor-specific hardware or software	C	
Minimum specifications in terms of the computer devices, software and Internet access speed needed to engage in teaching and learning are given to the educators and learners before the start of the course	C	
Educators and learners have access to an online library of resources put at their disposal at the expense of the provider	R	
Educators and learners have access to live IT support during office hours and e-mail support during other hours on a 24/7 basis	C	

#### Contributing Factors / Best Practice Guidance

Factors for best practice include that:

- Technical infrastructure allows for students to access large amounts of the system even when offline;
- Continuity plans aim for 99.9% uptime;
- All data is stored in databases and/or formats which are based on open standards;
- All technical equipment should be energy-started rated and/or be A rated and higher.

#### 4. Privacy & Security

*The ELT organization should guarantee the privacy and security of all student data held within its premises*

All communications occur over encrypted connections

C

Passwords are hashed in database

R

All digital access to student data is logged

C

Organization has policy on who can access which student data

C

Organization audits permissions periodically

C

Organization stores all student data in Malta, or receives waiver from Data Protection Commissioner for its storage arrangements

C

The data servers used to host the LMS, VLE and all other digital tools are adequately protected against malware and unauthorized access

C

The handling of all data is compliant with the General Data Protection Regulations (GDPR)

C

Contributing Factors / Best Practice Guidance

Factors for best practice includes that the organisation:

- Operates a data-minimisation policy;
- Pseudonymizes all student data it holds;
- Audits the data policies of all subcontractors and associated entities;
- Makes it technically impossible for staff to export data without permission.

#### 5. Contact Hours

*The institution has adequate procedures in place to ensure that all students receive direct instructions from tutors.*

Attendance to live (synchronous) online sessions is logged

C

Student activity in the LMS/VLE is tracked

C

Student engagement in the LMS/VLE is tracked

C

The organization publishes a methodology by which it estimates time which should be taken by students to complete discrete activities within the LMS

R

Contributing Factors / Best Practice Guidance

Factors for best practice include that the organisation:

- publishes a service level agreement outlining when and how students can contact staff;
- operates a formalized issue management system to track student requests;
- does analysis on which are the most frequent types of requests, and incorporates these into teaching & learning or support materials;
- incorporates special-needs technologies for students with special needs into communication software.

## 6. Assessment

*Assessment activities should support learning as well as verify learning achievement of learning objectives in a secure manner.*

Assessment is described in detail with clear questions, grading criteria, online submission procedures and deadlines

C

At least 40% of the grade is assigned for activities where the student is under observation by the teacher

C

Formative assessment follows each set of assigned learning activities

C

Formative assessment is equally balanced between the four skills

C

All methods of assessment contain methods of feedback to student performance and digital submissions need to receive feedback in digital format

C

All student assessment activity is recorded and tracked

C

Contributing Factors / Best Practice Guidance

- LMS allows for identification of low-performing students;
- Software is used to identify cheating;
- Learning analytics and assessment data are used to improve courses;
- Learning analytics and assessment data are used to measure teacher performance.

## 7. Verification of Identity

*The institution verifies the identity of all students in its courses, as well as that certificates are issued to individuals who have completed work and achieved the grades.*

All learner enrollments require verification

C

Educators have access to names and photos of all learners who should be in their classes

C

Organization has method to flag and investigate inconsistencies between supervised and unsupervised performance

R

All assessment which counts towards grades must include verification of identity

C

Online examinations which count towards grades must include verification of identity

C

Contributing Factors / Best Practice Guidance

- Software is used to automatically flag course-work which may have been submitted by other persons;
- Virtual-invigilation software is used to supervise examinations;
- Identity-verification involves linking student identity to biometric passports.