



Quality Service Charter

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ELT Council
Bice Mizzi Vassallo Complex,
Alamein Road
Pembroke

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1. PURPOSE

The services we provide are governed by a Quality Service Charter that serves to inform our customers of the level of service that they should expect to receive. This reflects our commitment, and that of the Malta Public Service, to the delivery of a Service of Excellence by embracing the 4 Pillars of the Quality Model upon which the Public Service is based:

Voice: We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service to them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;

Design: We develop policies and processes which reach the levels expected by our customers;

Delivery: We deliver a service which is timely, of a high standard, easily accessible, and which can reach the customer with ease;

Accountability: This is intrinsic to a service which guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into, and is manifested in these same basic principles we want to uphold.

2. WHO WE ARE & WHAT WE DO

Our Mission

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

3. GUIDING PRINCIPLES

All our actions are guided and bound by **5 Criteria** of Service Quality as follows:

Reliability: We are committed to ensure that the services we provide are in line to what is promised. We will provide accurate information which the customer may request to be in writing. Our services are consistent and committed to the customers' needs.

Empathy: We are committed to provide services which are tailored to our customers' needs and offered with care and individualised attention. We will strive to communicate in a language which is free from technical jargon, and will ensure that our services are accessible to everyone.

Assurance: Our staff is knowledgeable and courteous. We are committed to provide a professional service which the customers can trust.

Responsiveness: We provide our services in a timely manner and without any unnecessary delays. We are committed to respond to customers' requests, problems, or complaints.

Tangibles: Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

4. ELT CUSTOMERS

Our customers are those parties involved with the ELT Malta Industry and Profession in one way or another. These include ELT Schools, Heads of Schools and Directors of Studies, ELT Educators, ELT Staff, and Industry Stakeholders.

5. SERVICE COMMITMENT

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply in time.

Communication	Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English
Premises	Complete access for all abilities and regular safety certification of the premises by competent bodies.
Request for information through website / email / telephone / social media/traditional mail	A final reply within 3 working days.
Request for service	Kindly refer to Appendix 1 for list of services.
Phone Calls	Shall be answered within 3 rings on working days.
Acknowledgements	1 working day from receipt of request for information or application for service. This may be omitted if service or follow-up query is provided/made with the same timeframe.
Appointments	Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from date of request. When attending your appointment, you should not expect waiting time. We will respect the time allotted to you. If you arrive late, we reserve the right to reschedule your appointment.
Queueing time (if applicable)	We will greet you on arrival and guide you to your requested service. You will be directed to the officer who will serve you. Waiting time will be of approximately 5 minutes under normal circumstances
Online Information	The information on our communication channels will be kept up-to-date. If you have access to the internet, you can find relevant information on our website: Website: https://eltcouncil.gov.mt/ Facebook: https://www.facebook.com/eltcouncilpage/?ref=setting Linkedin: https://www.linkedin.com/in/elt-council-496ab31a5/ Instagram: https://www.instagram.com/eltcouncil_malta/?hl=en
Payment Methods	Payments can be made by bank transfer: Account Name: ELT Council IBAN: MT50VALL22013000000040024768061 Sort Code: VALLMTMT

In addition, the service-specific turnaround time (this is the time taken to process an application), eligibility criteria, and application requirements as described in Section 10 of this document shall apply.

6. HOW TO REACH US

Once an application or enquiry is lodged with us, we will be responsible to assess, follow it up and keep you updated so as to make sure that you receive a definite reply.

Our assistance may be sought through any of the following channels at the specified time:

A. Our Offices

- **Malta**

ELT Council
Bice Mizzi Vassallo Complex
Alamein Road, Pembroke
Malta

C. By Telephone

+356 2598 1240 - 4

D. Email

info.eltcouncil@gov.mt

B. Opening Hours

- **Malta**

Visitors Opening Hours

Winter (1 October – 15 June)
Tuesday–Thursday 09:00-16:00

Summer (16 June – 30 September)
Tuesday–Thursday 09:00-13:00

Office Operational Hours

Winter (1 October – 15 June)
Monday–Friday 08:00-16:45

Summer (16 June – 30 September)
Monday–Friday 08:00-14:00

E. On our website

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

F. Mobile Apps:

<https://www.facebook.com/eltcouncilpage/>

7. WE ARE AT YOUR SERVICE

Our commitment is to assist you in providing all the necessary information and documents to be given the related service.

We will ensure you:

- Give us information on time, that is both complete and accurate. When an incomplete application is received, we will inform you of what is further required and assist you to obtain all the required documents and complete it correctly;
- Take the time to read applications carefully so that you can help us give you the service on time;
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of professionals. This does not mean that we do not accept your feedback so that we can better our service. You can do this by using the channels indicated in Section 8 below.
- Communicate with us clearly and concisely in either Maltese or English;
- Treat our staff with the courtesy and respect as they are obliged to treat you.

Our website features all required applications and lists the documents needed with each application.

8. FEEDBACK & COMPLAINTS

We are committed to a Service of Excellence and strive to bring about a continuous improvement of our Service to you. We guarantee your anonymity, and your feedback will help us to improve our Services.

If you believe that we have made an error and/ or that our staff have acted improperly, or without the due level of care and attention, please contact us.

Feedback and complaints may be submitted through the following channels:

ELT Council

Personally: ELT Council, Bice Mizzi Vassallo Complex, Alamein Road, Pembroke, Malta

By Phone: +356 2598 1240-4

By Post: ELT Council, Bice Mizzi Vassallo Complex, Alamein Road, Pembroke Malta

By Email: Info.eltcouncil@gov.mt

Online: By accessing the ELT Council website contact page: <https://eltcouncil.gov.mt/contact/>

Rate the Public Service, downloadable through maltapps directory or web-based on <https://qualityofservice.gov.mt/en/pages/rtps>

Servizz.gov

- Online: by accessing the Servizz.gov site and clicking on the 'Information Request' here:- <https://www.servizz.gov.mt/en/InformationRequest>
- By Phone: **153**

When making a complaint you should:

- Quote any reference number that you may have been given in relation to the transaction that you are complaining about;
- Specify what the problem/case is; and

- Provide any additional information that may help us resolve your complaint.

When addressing complaints, we will:

- Guarantee your confidentiality;
- Refer your case to the **Customer Care** and send you an acknowledgement within 1 working day;
- Provide you with a unique reference number so that you can check the status of your complaints at any time.

As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for information or application of Service.

- Carry out an investigation on the problem/case and conclude this as speedily as possible but by not later than:
 - 5 working days (in cases where we can conclude the case ourselves) or
 - 10 working days (in cases where we would need to obtain feedback from other departments or entities) from receipt of the complaints and all requested relevant information.
- Inform you in writing about the outcome of our investigation into our complaints by not later than 2 working days from the conclusion of the investigation.

Following closure of your complaint, we commit ourselves to take any remedial action where applicable and planned corrective action to avoid repetition where necessary so that you will not encounter the same or similar experience.

QUALITY OF SERVICE DIRECTORATE WITHIN P&SD

In the circumstance where the expected level of support was not given through the above channels, you may report to the Quality of Service Directorate within the People & Standards Division by sending an email on qualityofservice-opm@gov.mt.

9. COMMITMENT TO CONTINUOUS IMPROVEMENT

With the aim of a Service of Excellence and continuous improvement in mind, this Quality Service Charter will be reviewed as necessary, but in any case, at least once every 12 months to measure our performance in terms of the standards set out in this Charter as well as how we meet your expectations.

The review process will be based on:

- Government policy
- Operational data (e.g. services offered, service delivery, etc.)
- Benchmarking
- Feedback
- Complaints
- Surveys
- Quality Service Assessments
- Mystery Shopper Exercises

Quality of Service standards relative to the Services provided will be monitored and measured. The results of the internal review and the monitoring process will be used as a basis for improving our Service.



APPENDIX 1

10. APPENDIX 1

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply on time.

SERVICE	ELIGIBILITY	COMPLIANCE REQUIREMENTS	APPLICATION OPTIONS	SERVICE DELIVERY TIMELINE
Issuance of English Language Teaching (ELT) Permit	Qualifications as per guidelines: http://bit.ly/49og1r7	- Scanned copy of the Application form as per link: https://eltcouncil.gov.mt/applications/ - Scanned copies of qualifications; - MQRIC Statement (applicable only for international qualifications); - Scanned copy of a recent Maltese or foreign police conduct certificate (not more than one month old); - Payment of €15.00.	- Via email to: info.eltcouncil@gov.mt - At ELT Council Offices - Online: https://www.servizz.gov.mt/en/Pages/Economy_-Business-and-Trade/Business-and-Trade/Warrants/WEB539/default.aspx	Acknowledgement receipt of application: 1 working day Vetting and issuance of ELT Permit with permit number: 3 working days Issuance of the official ELT Permit certificate: 30 working days
Issuance of ELT Permit Renewal	Individuals who already possess an ELT Permit. Requirements as per guidelines: https://bit.ly/49og1r7	- Scanned copy of the application form as per link: https://eltcouncil.gov.mt/applications/ - Scanned copies of CPD certificates; - Payment of €20.00.	- Via email to: info.eltcouncil@gov.mt - At ELT Council Offices - Online: https://www.servizz.gov.mt/en/Pages/Economy_-Business-and-Trade/Business-and-Trade/Warrants/WEB540/default.aspx	Acknowledgement receipt of application: 1 working day Vetting and issuance of ELT Permit Renewal: 3 working days Issuance of the official ELT Permit Renewal certificate: 30 working days.
Issuance of a New ELT Schools/ Annexe Licence	Requirements as per guidelines: https://eltcouncil.gov.mt/elt-schools/ (ELT School Licence) and https://eltcouncil.gov.mt/annexes/ (Annexe Licence)	- Application form as per links New School: https://eltcouncil.gov.mt/elt-schools/ Annex: https://eltcouncil.gov.mt/annexes/ - Scanned copy of Supporting documents; - Payments: a) If for School Licence Application: According to the category selected as per the application form. b) If for Annexe Licence Application: €100.00	- Via email to: info.eltcouncil@gov.mt - At ELT Council Offices	Acknowledgement receipt of application: 1 working day Vetting of application and feedback to applicant: 3 working days. ELT Council decision (Approval/Rejection): within 24 working days. On the decision day: - In case of new schools, the ELT Council sends the ELT School Registration Form to the applicant. An Invoice is issued within one working

				day from receipt of duly filled registration form. - In case of Annexes, the ELT Council issues an invoice to the applicant on the same day. Issuance of ELT School/Annexe Licence certificate: 1 working day from the receipt of payment.
Approval of CPD Sessions	Individuals who possess a Teacher Trainer approval. Requirements as per the CPD Policy guidelines: https://bit.ly/2x9hoNj	Application form (https://bit.ly/2x9hoNj)	- Via email to: info.eltcouncil@gov.mt - At ELT Council Offices	Acknowledgement receipt of application: 1 working day. Vetting of application and notification to the applicant that the application has been assigned to an external assessor: within 3 working days. Decision (Approval/Rejection) to applicant: within 5 working days.
Approval of Teacher Trainers and TEFL Award Teacher Trainers	Qualifications for Teacher Trainers as per guidelines: https://bit.ly/2X8V2XO Qualifications for TEFL Award Teacher Trainers as per guidelines: https://bit.ly/2XkfqEN	- Scanned copy of the application form; Teacher Trainer: https://eltcouncil.gov.mt/applications/ Or - TEFL Award Certificate Teacher Trainer: https://eltcouncil.gov.mt/applications/ - Scanned copies of supporting documents.	- Via email to: info.eltcouncil@gov.mt - At ELT Council Offices	Acknowledgement receipt of application: 1 working day Vetting of application and decision: within 3 working days

TEFL Award Course Approval and accreditation	Requirements as per guidelines: https://eltcouncil.gov.mt/policies/ (refer to the TEFL Award Policy)	- Scanned copy of the application form as per link https://eltcouncil.gov.mt/wp-content/uploads/2022/04/Application-form-for-TEFL-Award-Course-Accreditation.pdf; - Supporting documents; - Payment €95.00	- Via email to: info.eltcouncil@gov.mt	APPLICATION STAGE: Acknowledgement receipt of application: 1 working day Approval/Rejection of application: within 3 working days. <i>Note. in case of first-time applicant, accreditation of TEFL Certificate Award is also issued within 3 working days.</i> Nomination of assessor: within 4 working days AFTER ASSESSMENT OF TEFL CERTIFICATE AWARD COURSE: The report and invoice are sent to the applicant within 15 working days from the date of assessment. Signing of attendance certificates by the ELT Council: within 1 working day from the receipt of certificates from the applicant.
SEPTT Applications	Individuals who are in possession of a TEFL Award certificate or other relevant qualifications (not obligatory).	- Scanned copy of the Application form as per link https://eltcouncil.gov.mt/septt-sessions/ - Payment of €45.00	- Via email to: info.eltcouncil@gov.mt - At ELT Council Offices - Online: https://www.servizz.gov.mt/en/Pages/Education_Science-and-Technology/Education-Services/Examinations/WEB2348/default.aspx	Acknowledgement receipt of application: 1 working day. Notification to the applicant regarding the timeline and guidelines: 5 working days before the date of the exam. Issuance of results: Within 5 working days from the date of the exam Issuance of SEPTT certificates: 1 working day after the issuance of results

Issuance of TELT Exam Results to students.	Individuals who sit for the TELT Exam.	Not applicable NOTE: <i>the administration of the TELT exam sessions falls within the responsibility of the Department of Examinations within the Ministry for Education, Sport, Youth, Research and Innovation.</i>	Not applicable	Issuance of results and notification to applicants regarding the Revision of the Paper deadline: 17 working days after the date of the exam Issuance of results of Revision of Paper candidates: 1 working day after receipt of results from examiners Issuance of certificates: 30 working days from the exam date.
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