Institute of English Language Studies (IELS)
Rules & Information Sheet

Important and useful tips to remember during your stay with IELS Malta

Welfare:

• In case of emergency please inform the Welfare Department immediately.
• If you haven't received your student card, please ask for it at the Reception Desk.
• If you wish to make a use of a local SIM card, you can ask for it at the Reception Desk.
• Carry your student card with you at all times (there is a replacement fee of **€5 Eur** for lost student cards).
• We recommend you make use of the safety deposit box within your accommodation (if available, this may be at a charge).
• Do not take your passport with you when you go out in the evening or on an activity. Leave it in your hotel or with your host family.
• If you are from a **Non-EU** country and your visa expires whilst in Malta, please speak to Welfare in your first week of school.
• **Please note, that students must advise IELS should they wish to take a break from the lessons and go on holidays.**
• We value your feedback and appreciate you completing our questionnaires.

Transfers:

• If you have booked a return airport transfer, confirm it at the Reception Desk at least 3-4 working days before your departure date.
• When you confirm your transfer it is very important that you show your flight ticket or E ticket to staff.
In case of EMERGENCY with transport, please call (+356) 994 35051.

Academic:

• If you have any queries regarding your course or would like to change your level, please speak to the Academic Team or send an email to academic@ielsmalta.com.
• We recommend you don't write in, or mark, your coursebook for the first 3 days, in case you would like to change your level.
• Lateness Policy - Students who arrive more than 5 minutes late to their lesson may be refused entry, as this disrupts the class for other students.
• **Your certificate will be handed to you at the end of your course.**
• Your certificate will only be given if you attend 80% of your course*.
*In case of sickness, a medical certificate needs to be presented to the academic office on your **first day back** from sickness.

Lesson times are subject to change from one week to another.
Kindly use this QR code on Fridays to check your timetable for the following week.



Breaks:

• Take ALL your belongings with you when not in the classroom. Do not leave personal items unattended, including: money, mobiles, translating machines and laptops. The school cannot be held responsible for any missing items.
• Please be respectful to our community by not being too loud or smoking outside our neighbours' houses.
• Should you wish to book any activities, please ask at the Leisure Desk!.

Should you have any issues with any aspects of your stay in Malta, please speak to the Welfare Team.
In case of EMERGENCY, please call (+356) 994 29617.

Institute of English Language Studies Limited
Company Registration No. C7235
VAT No. MT 1155-3908