

# MANUAL

# 2010

# Young Learners

(Juniors & Teens)

INTERNATIONAL HOUSE  
Paradise Bay, Malta



AFFILIATE TO THE IH WORLD ORGANISATION  
**OVER 50 YEARS OF LANGUAGE TEACHING AND  
LEARNING**

International House World Organisation (IHWO) was established in 1953 and is one of the largest groups of language schools, with over 150 schools in more than 50 countries worldwide.  
At IHWO we teach students and train teachers in over 25 modern languages including English

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## 1. GENERAL INFORMATION ABOUT THE MALTESE ISLANDS

The Maltese archipelago is an independent republic consisting of a small group of islands – Malta, Gozo and Comino, all of which are inhabited, and the smaller and uninhabited islands of Cominotto, Filfla, Manoel and St Paul's. The islands are located in the centre of the Mediterranean, lying about 95km to the south of Sicily and about 293km from the North African mainland.

The largest of the islands is Malta which has an area of 246 square kilometers. Inhabitants total 400,000. Malta has neither mountains nor rivers and the island is characterized by a series of low hills with terraced fields. The shoreline, which is 137 kilometers long, has many bays and harbours, with a good selection of small sandy beaches and rocky coves. And wherever you go, the Islands' scenery and architecture provide a spectacular backdrop. The colours too are striking: honey-coloured stone against the deepest of Mediterranean blues.

With temperatures averaging 14 degrees Celsius in winter and 32 degrees Celsius in the summer months, Malta offers a warm and mild climate throughout the year, making it a wonderful location for English language schools, which aim to combine learning English with a pleasurable and relaxed holiday in the Mediterranean. The hottest time is from the middle of July to the middle of September, but the high temperatures are generally made bearable by cool sea breezes.

Malta has two official languages: English which is widely spoken and Maltese which is a mixture of Semitic and Romance languages. Malta is therefore an ideal location to speak English and at the same time enjoy the warm Mediterranean sun.

Gozo is Malta's second largest island with 29,000 inhabitants. The longest distance in Gozo, from the southeast to the northwest is about 14 km and the widest distance from north to south is 7 km. Although Gozo shares a common history with Malta, the island has a different physical environment. It is greener, with flat-topped hills, steep valleys and rugged cliffs. Gozo is steeped in myth. Thought to be the legendary Calypso's isle of Homer's Odyssey, it is a peaceful and mystical island. Of its 29,000 inhabitants a few thousand are settlers from foreign countries, who discovered Gozo, bought their holiday or retirement home and eventually, after frequent visits decided to take up residential status. This makes the Gozo society a very colourful one. Artists, writers, celebrities from the movie and sporting world and go-getting entrepreneurs, rub shoulders with the locals in cafés and on the market square.

The sea around the Maltese Islands is very clear and excellent for swimming, snorkelling and deep sea diving? There are also a number of rocky beaches where students can swim. IH also organises trips to a number of sandy beaches, as well as trips to the Blue Lagoon, in Comino for swimming in fantastic, crystal clear water.

There are 365 churches in Malta and Gozo, most of which are Roman Catholic, but other religions are also represented.

In 2008, Malta started to use the Euro as its currency. Therefore all students who hail from EU countries do not need to change money before coming to Malta.

## 2. OUR CENTRES: GENERAL INFORMATION

### Who we are...

INTERNATIONAL HOUSE Malta-Gozo has been in operation since 2001. We have three different learning centres which enables us to be able to offer our students individual attention and tailor-made courses all year round in an environment that closely matches the individual students' needs. Each centre offers a very high standard of teaching with IH qualified teachers in well lit fully air-conditioned classrooms. INTERNATIONAL HOUSE Malta-Gozo is part of the INTERNATIONAL HOUSE WORLD ORGANISATION, which has 150 schools in more than 50 countries and has been teaching English to the world since 1953.

### Our 3 centres...

#### INTERNATIONAL HOUSE St.Julian's, Malta

- Centrally located in the heart of Malta
- Within walking distance of all the main attractions, shops and amenities
- CELTA qualified teachers
- Target age group 18 – 30yrs (Young Adults)
- Free tea, coffee and water
- Other drinks and snacks offered at reduced prices
- Free unlimited Wi-Fi access throughout the school
- A blend of traditional and current teaching practices making use of online resources
- Hotels, school residence and host family accommodation within walking distance

#### INTERNATIONAL HOUSE Victoria, Gozo

- Centrally located in the capital of Gozo
- Within walking distance of the shops, restaurants, bus terminus and amenities
- CELTA qualified teachers
- Target age group 35yrs+ (Executives and families)
- Free tea, coffee and water
- Other drinks and snacks offered at reduced prices
- Free unlimited Wi-Fi access throughout the school
- A blend of traditional and current teaching practices making use of online resources
- Hotels, farmhouses, apartments and host family accommodation offered around the island

#### INTERNATIONAL HOUSE Young Learners, Paradise Bay, Malta

- All inclusive, fully residential package (accommodation and lessons and some activities on site)
- Full-week leisure programme
- Teachers with IH recognized qualifications
- Target age group, Juniors (10 – 13yrs) and Teens (14 – 17yrs)
- Safe and secure environment (24hr supervision)
- Located in a four star leisure resort
- 24/7 representative assisted airport transfers
- Away from main distractions

**Fact sheet - INTERNATIONAL HOUSE Young Learners, Paradise Bay, Malta**

Ages	10 – 13 14 – 17	Levels	All levels <b>except beginners</b>	Tuition	15 hours per week (mornings or afternoons) in groups of maximum 15 - lessons are compulsory Juniors and Teens: Lessons on site
Centre	<b>Paradise Bay 4 Star Leisure Resort, Cirkewwa</b>				
Facilities	Three restaurants / 3 outdoor pools (1 beginner pool) with sun terraces and 1 indoor heated pool / private sandy beach / water sports / scuba diving / 2 tennis courts / 1 volleyball court / games rooms / children’s outdoor play ground with safety flooring / mini-supermarket and gift shop / hair dressing salon / 4 lifts				
Distance/ Transport	Located at the northern tip of Malta minutes away from the ferry service to Gozo and Comino. 45 minutes from the airport				
Activities & Excursions	The leisure programme includes sports, quiz nights, volleyball, parties, boat trips to Comino and Gozo and sightseeing tours to the island of Gozo and Malta (Mdina, Valletta etc.) Send an e-mail to: <a href="mailto:info@ihmalta-goza.com">info@ihmalta-goza.com</a> for sample programmes.				
Classrooms	4 spacious and air-conditioned classrooms onsite. Equipped with boards, tables, chairs as well as lecture chairs.				
Assembly rooms	Assembly halls for multipurpose activities (testing, quiz games, talent shows, evening light entertainment) Office and staff room in the same area.				
Accommodation	Rooms with 3-4 single beds and an en-suite bathroom. Air-conditioned bedrooms at Paradise Bay.				
MEALS					
Breakfast	Buffet continental breakfast.				
Lunch	Buffet lunch or packed lunch for day excursions				
Dinner	Buffet dinner				
Special Diets	Supplied on request				
Laundry	Facilities available at a cost. Parents should ensure that garments the students bring with them are practical and easy to launder. All clothing should be clearly marked with the student’s names. Bed linen and towels (but not beach towels) are supplied by the hotel				
Showers/Baths	Bath and / or shower				
Outings from Campus	Students are never permitted to leave the centre unless they are on an organised excursion or with their group leader or another member of staff.				

### 3. INFORMATION ABOUT COURSES

The highest standards of teaching, attractive environments and an unequalled variety of extra-curricular activities are the hallmarks of our school. Lessons at the school are all taught by lively and enthusiastic teachers with an INTERNATIONAL HOUSE recognised qualification to teach English as a foreign language. They are supported by a Director of Studies.

The level of each student is assessed at the beginning of the course by both a written and oral test. They are then placed in multinational classes according to their level and age. Any student who feels they are in the wrong level can discuss this with their teacher or the Director of Studies who can change their class if necessary.

The school caters for Elementary to Advanced levels. Beginners can only be accepted by prior arrangement. The Intermediate Level is a rather wide band, and can be sub-divided into three levels: Lower Intermediate, Intermediate and Strong Intermediate

We feel that most students come on our courses to improve their fluency in English. There is therefore an emphasis on class activities, which develop speaking, and listening skills and pronunciation. These skills are taught through topics which we feel will interest, stimulate and challenge learners of this age range. This topic-based approach helps them to develop their vocabulary by learning words and phrases connected with the topics.

We realise that many students also want to improve their grammar and we provide opportunities for students to review and practise grammar they have learned in their own country. They may also learn new grammar but this is not the main aim of the course. Students at a lower level of English will probably do more work on grammar than higher-level learners.

We offer a wide variety of class activities: discussions, role-plays, practising everyday conversations, listening tasks, language games, activities based around songs, reading tasks and many others. Students often work in pairs or groups but some activities involve the whole class. Classes usually do a weekly project. This might include producing a class newspaper, staging a fashion show, using a digital camera to produce a photo story or making a short video.

It is important that there is also a strong link between the social programme and the class activities. We have lessons designed specifically to prepare students for their excursions. We also like students to do some written work during the course. Often they keep a diary of their stay here.

The material used has been specifically designed for the centres and some is taken from other published sources. Many of the teachers have developed their own material. All of it is designed to produce challenging and motivating lessons and for students to make the most of their stay. Students are not normally given a course book.

Before their departure students are given a certificate which will indicate the students' level and the number of lessons he or she has attended during the course.

## 4. VISAS

On 21 December 2007 Malta joined the Schengen system at the end of a gradual process of adjusting to the common visa regime provided by the Convention implementing the Schengen Agreement.

While strengthening the common external border, there was a parallel and gradual removal of internal border controls, giving total freedom of movement within all the territories of the Schengen agreement signatory states: the establishment of what has become known as the Schengen Area.

The Schengen area includes the territory of the following 22 European Union countries and associated countries: Austria, Belgium, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain and Sweden. It includes Norway and Iceland. Bulgaria, Cyprus, Ireland, Romania and the United Kingdom still do participate in the Schengen cooperation.

Admission into Malta, through its external border, is only permitted to third country nationals who:

- seek entry through a border crossing point;
- are in possession of a valid passport or equivalent recognized travel document permitting them to cross the border
- are in possession of documents substantiating the purpose and the conditions of the planned visit and have sufficient means of support, both for the period of the planned visit and to return to their country of origin (or to travel in transit to a Third State). A third country national who already holds a residence permit issued by one of the Schengen Member States is exempted from this requirement
- are in possession of a valid entry or transit visa, if required;
- have not been prohibited to enter through an alert in the Schengen Information System
- are not considered to be a threat to public policy, national security or the international relations of any of the Schengen States, under the Laws of Malta or of the law of another Schengen State.

If any one of the aforementioned conditions are not met, the third-country national may be denied entry by the border authorities even if in possession of a valid entry or transit visa.

Citizens of the following countries require a visa to enter Malta:

AFGHANISTAN	IRAQ	ST VINCENT
ALBANIA	JAMAICA	SUDAN
ALGERIA	JORDAN	SURINAME
ANGOLA	KAZAKHSTAN	SWAZILAND
ARMENIA	KENYA	SYRIA
AZERBAIJAN	KIRIBATI	TAJIKISTAN
BAHRAIN	KUWAIT	TANZANIA
BANGLADESH	KYRGYZSTAN	THAILAND
BELARUS	LAOS	TIMOR-LESTE
BELIZE	LEBANON	TOGO
BENIN	LESOTHO	TONGA
BHUTAN	LIBERIA	TRINIDAD & TOBAGO
BOLIVIA	LIBYA	TUNISIA

BOSNIA-HERZEGOVINA	MADAGASCAR	TURKEY
BOTSWANA	MALAWI	TURKMENISTAN
BURKINA FASO	MALDIVES	TUVALU
BURMA/MYANMAR	MALI	UGANDA
BURUNDI	MARSHALL ISLANDS	UKRAINE
CAMBODIA	MAURITANIA	UNITED ARAB EMIRATES
CAMEROON	MICRONESIA	UZBEKISTAN
CAPE VERDE	MOLDOVA	VANUATU
CENTRAL AFRICAN REP	MONGOLIA	VIETNAM
CHAD	MONTENEGRO	YEMEN
CHINA	MOROCCO	ZAMBIA
COLOMBIA	MOZAMBIQUE	ZIMBABWE
COMOROS	NAMIBIA	
CONGO	NAURU	
COTE D'IVOIRE	NEPAL	
CUBA	NIGER	
DEM REP OF CONGO	NIGERIA	
DJIBOUTI	NORTH KOREA	
DOMINICA	NORTHERN MARIANAS (IS)	
DOMINICAN REPUBLIC	OMAN	
ECUADOR	PAKISTAN	
EGYPT	PALAU	
EQUATORIAL GUINEA	PAPUA NEW GUINEA	
ERITREA	PERU	
ETHIOPIA	PHILIPPINES	
FIJI	QATAR	
FYROM	RUSSIA	
GABON	RWANDA	
GAMBIA	SAMOA	
GEORGIA	SAO TOME & PRINCIPE	
GHANA	SAUDI ARABIA	
GRENADA	SENEGAL	
GUINEA	SERBIA	
GUINEA-BISSAU	SIERRA LEONE	
GUYANA	SOLOMON ISLANDS	
HAITI	SOMALIA	
INDIA	SOUTH AFRICA	
INDONESIA	SRI LANKA	
IRAN	ST LUCIA	
INDIA		
INDONESIA		
IRAN		

Now that Malta forms part of Schengen treaty, students who require a visa to enter Malta, can do so by applying for a visa through the Embassy or consulate in their own country.

The approved visa, which will then be stamped on their passport, is usually valid for a maximum of four weeks. If students want to extend their visa, this can be handled by our school.

## 5. WHAT STUDENTS SHOULD BRING

It is important that students bring with them the right items. Students should bring light clothes, sportswear, swimsuit or bathing trunks, swimming towels and suitable footwear. Parents or guardians are asked to mark items of clothing clearly. Students should carry a list of their belongings in their suitcase to make sure they do not forget anything when packing for their departure. International House cannot accept responsibility for loss of belongings. It is also important for students to bring an adequate sun-block (SPF 60+) and beach towels.

## 6. POCKET MONEY

Parents or guardians should provide adequate funds before departure by giving cash or sending money to the school. We recommend between 100 Euros and 125 Euros per week to cover incidental expenses such as drinks, snacks, postcards and souvenirs. Students are discouraged from carrying large amounts of money. The school will look after the pocket money, passport and flight tickets, which will be kept in the school safe. Parents should allow 48 hours after receipt of the money into our account before the student receives it.

## 7. ARRIVAL IN MALTA

Airport arrivals and departures / Meeting Services – There is only one International Airport on Malta. This is located in the southern part called Gudja. The airport transfer service is included in the package. The centre is 45 minutes from the airport.

The IH representative will be at the Meeting Point in the Arrivals Lounge, after passing through passport control and customs. Our representative will be holding an INTERNATIONAL HOUSE Malta-Gozo sign. The students will be provided with a welcome pack. A driver will accompany the students from the Meeting Point to the centre.

On arrival it is advisable to exchange money at the airport. Students will be taken to the transport vehicle (coach, mini-bus or school taxi). Please note Individual arrivals may have to wait up to 90 minutes for other participants arriving on later flights. On arrival students are asked to inform their guardians of their arrival in Malta.

On arrival at the summer camp, a supervisor will take over from the driver. Students will be assisted in checking into hotel and escorted to the allotted room in order to unpack and settle down.

Unfortunately airports are very busy in the summer season and sometimes students may be delayed, or may not spot the IH sign. In the event of such difficulties, the emergency number should be called (+356 7925 5517).

## 8. UNACCOMPANIED MINORS

If a student is travelling as an unaccompanied minor or as a hostess assisted passenger, INTERNATIONAL HOUSE office must be informed in advance and full details provided for their arrival and departure. The airlines will be provided with the IH representative's contact number and identity card number. Please contact us so we can give you the details.

Please send flight information at least 2 weeks prior to the student's arrival, so that transfer confirmation will be sent in time. It is recommended that flights and medical and travel insurance are organised from the country at source, as this usually works out to be a more convenient arrangement. Our commitment towards our students starts on arrival in Malta. This service will be provided at the extra charge of €75.00 for arrival and departure. This payment is to be effected together with the registration.

## 9. ARRIVAL AT CENTRE

Shortly after arrival at the centre students are given a briefing on: - hotel safety/ laws on smoking and alcohol / areas of potential danger / care of valuables and passport / emergency service phone numbers / school emergency numbers / school regulations. This is done by IH campus supervisors and group leaders.

Students are expected to behave correctly while they are on the programme and to respect the the staff, other students and their property. Students are expected to make their beds, keep their rooms tidy and go to bed on time. Curfew time is 2330 Sunday-Friday and 2400 on Saturday. If the rules are disobeyed agents and/or parents will be informed. Continual disregard for the rules may mean the student will be sent home at the family's expense. Please note that INTERNATIONAL HOUSE will send home, at the expense of the parents, students who refuse to abide by the regulations or whose behaviour is found to be seriously disruptive. All fees for the remainder of the course will be forfeited.

Students are expected to attend all lessons and activities according to the timetable given to them on the first day of the programme. Group leaders must accompany students on excursions and activities at all times. Our courses provide a high ratio of supervisors to students.

## 10. FIRST DAY OF LESSONS

**08.00** Wake-up call

**08.00-08.45** Breakfast

**08.45 Assembly** in School Hall. Students will be given their student folder. Welcome Address by the Director of Studies.

**09.00 – 10.00 Placement test**

The placement test consists of 2 parts - a multiple-choice exam and an oral exam.

**10.00 – 11.00 Information meeting & break**

Along with the other students, you will hear a information speech from the Centre Manager and the Director of Studies who will explain your course, campus rules etc. in detail as well as introducing you to the other members of staff. The students will be given time to ask questions.

Orientation walk is offered upon arrival. Students are take on a tour of the campus so that you know where everything is - where to sign up for activities, where to have their meals, the campus shop etc. Escorted by a group leader, students will go on a tour of the grounds so they can see the hotel facilities and the areas which they can use.

**11.00 – 12.30** Students will be taken to their classes.

**13.00- 14.00 – Lunch and siesta time**

**14.15 Assembly**

**14.30– 18.30 Activity**

**19.00 – 19.45 – Dinner**

**20.00 Assembly**

**20.15– 23.15 Activity**

**23.30 Curfew: Lights out**

## 11. CURFEW

Students return to the hotel, together with supervisors and group leaders, at 23:15 (23:30 on Saturdays) after the organised evening excursions. Students should go to their rooms and go to bed immediately. No loitering in hotel corridors is allowed and no one is allowed to visit other students in different bedrooms after 23:30 (24:00 on Saturdays). In case of an emergency the students are to contact the campus supervisor, who will be on site all night to ensure safety and curfew and discipline.

## 12. LEISURE

The leisure programme includes sports, quiz nights, volleyball, parties, boat trips to Comino and Gozo and sightseeing tours to the island of Gozo and Malta (Mdina, Valletta etc). Two different programmes run simultaneously for the two different age groups Juniors (10-13yrs) and Teens (14-17yrs).

Optional diving & sailing courses are available. If a student wishes to take a diving course during his or her stay in Malta, the student must pay and book before his or her arrival in Malta. Optional leisure activities are offered to students at an extra charge.

## 13. ACCOMMODATION

During their stay at IH Malta, students share a room with a maximum of three other students of the same sex and of the same age group. Students in the room will be of different nationalities, in order to ensure that students practise their English during their stay. In the case of large groups, it is advisable that a list of sharing room allocations is sent two weeks before arrival in order to avoid any confusion and unnecessary room change upon arrival.

Students' rooms are subject to searches. This is done in order to ensure that the students are staying in a safe environment.

Group leaders are housed in sharing bedrooms. That is group leaders will be sharing a room with another group leader of the same sex. If a group leader wishes to have a single room, this is subject to availability.

## 14. LAUNDRY

The hotel offers weekly laundry facilities to the students against a charge. The students will be informed about these facilities on arrival.

## 15. HEALTH

In the event of serious illness or accidents, students will be taken to a doctor or local hospital by their own group leader or a school staff member. Any information about allergies, chronic health conditions or medicine regularly administered, should be passed on to the school.

On confirmation of enrolment, proof of adequate travel insurance cover for emergency medical treatment and repatriation is required. Details of this insurance should be given to the school together with any excess the student may have to pay. Some medical treatment is free for students from EU countries. In order to benefit from this arrangement an E111 document should be obtained from the local authorities in the country of origin. At our centre, some of the staff members are trained in basic first aid.

## 16. CONTACTING STUDENTS

On arrival at hotel/summer camp, students can reassure parents or guardians of their safe arrival, via their personal mobile phones. Please note that **ONLY** in-coming calls will be accepted to the hotel-room land line. In order to avoid unnecessary charges and disagreements, external calls are not possible from student-room land lines. Parents or guardians can call **AFTER SCHOOL HOURS** and will be connected to the respective allotted rooms. Parents are requested not to ring after 23:00 CET. In order to call students, parents must dial the hotel number 0035621521166 (Paradise Bay Hotel) and then ask reception to connect them to the student's room. Parents/agency will be notified of the students' room number by email.

Parents are requested **not** to ring schools on arrival days. Students are encouraged to phone their parents as soon as possible after arrival. They will be shown the location of the phones and will be helped by the staff. In an emergency, parents can contact Costantino Mifsud 0035679255517.

## 17. CODE OF BEHAVIOUR

- Attendance in lessons is compulsory.
- Participation in all excursions and in all activities is compulsory.
- Fire escapes, fire equipment and fire alarms are for emergency use only. They must not be used at any other time. Interfering or playing with fire extinguishers is strictly forbidden. In Malta this is considered a grave offence and students will have to be sent home if this rule is not respected.
- Mobile phones must be switched off during class time. A first warning will be given after which the phone will be confiscated till departure date.
- Alcohol or other prohibited substances are not permitted.
- Smoking is not permitted.
- Swimming pool rules must be strictly observed.
- Bedrooms should be kept tidy and any damage done to the room, furniture or décor will be charged to the occupant(s). If damage is caused in communal areas – and we are unable to identify the culprit/s- the cost of this damage will be split between all users of the area. In case the damage is higher than the €50 damage deposit, the parents/agency will be responsible to pay the difference.
- Room keys are the responsibility of the student/s. Loss of key will incur a charge of €5.00.
- INTERNATIONAL HOUSE does not accept any responsibility for loss, theft or damage, to personal items or money not handed in to staff for safekeeping.
- Students must respect others at all times. Bullying (i.e. aggressive or threatening behaviour towards other students) will not be tolerated.
- Food and drink may not be taken to or consumed in the classroom.
- Students must be careful not to endanger themselves or others on the school premises.
- Students may not leave the centre under any circumstances except on visits and excursions organised by members of International House staff. In such cases they will be accompanied by personnel or in the company of relatives or friends (where parental permission has been granted).

## Students' Discipline

The following measures will be taken to discipline students failing to observe the campus rules and regulations.

Level 1 – Grounding if:

1. refusing to go to an activity / lesson
2. refusing to stay with group
3. arriving late for activity, lesson or meal
4. excessive noise at night
5. excessive mess in rooms
6. sleeping in the room of other student's of the same sex
7. disrespect towards campus staff

Level 2 – Grounding and contact parent/agent if:

1. repeating any of offence from level 1
2. smoking, drinking alcohol, vandalism
3. sleeping in rooms of opposite sex students
4. jumping out of balconies

Level 3 – Grounding, contact parent/agent and final warning if:

1. repeating any of the offence from level 2
2. fighting, bullying, getting drunk
3. sleeping out of accommodation

Level 4 – Expulsion if:

1. repeating any of the offences from level 3
2. drugs, sexual abuse
3. malicious damage to school property or place of accommodation
4. theft
5. if student is a danger to his/her own safety or that of other students.
6. breaking Maltese law
7. student showing no respect towards personnel

Reasons for immediate expulsion and repatriation:

- If student is a danger to his/her own safety or that of other students.
- Breaking Maltese law.

If the student refuses to attend a lesson or activity he/she will spend the allotted time of lesson/activity under the supervision of the campus supervisor. In case of grounding the student will not be allowed to participate in an activity chosen by the personnel and will spend the allotted time of lesson/activity under the supervision of the campus supervisor. In both cases students will not be allowed to stay in his/her room.

According to Maltese law, in the case of drugs or theft, local police authorities will have to be called in and the student sent home immediately. It is imperative that students are aware of our disciplinary code before they arrive in Malta.

## 18. DAMAGE TO THE CENTRE

Students are expected to pay for damages caused to the hotel. On arrival students will be asked to pay a damage deposit of €50.00. Parents will be informed of the extent of the damage and the payment involved. This must be settled before the student returns home. Students will be entrusted with room keys. If students cause damage (e.g. Furniture in the bedrooms) the cost of the damage will be shared between the roommates should none of the roommates own up. The damage deposit will be returned to the students before their departure if they have not incurred any damages or lost any keys.

## 19. CRIME

**Drugs, alcohol and all illegal substances** – should a student be found to have in his/her possession or in his/her room, any illegal drug or other substance prohibited by law, the police will be informed and the student may be asked to leave the centre **immediately**. No refund will be made and all costs will be borne by the parents or agency of the student concerned. Further action by the police will be at their discretion.

### **Shoplifting/stealing**

Any student caught shoplifting may be asked to leave the centre **immediately**. No refund will be made and all costs will be borne by the parents or agency of the student concerned. Further action by the police will be at their discretion.

## 20. DISCIPLINARY PROCEDURE

During your child's stay with us at INTERNATIONAL HOUSE we will do everything to ensure his/her happiness and security at all times. The staff at the centre are provided with guidelines clearly setting out their responsibilities and obligations. They are required to report any refusal to comply with school regulations or timekeeping which may compromise a student guest's safety. Please read our 'Code of Behaviour' which sets out in detail the rules we expect students to observe. Parents or guardians are asked to fill in a consent form which must be sent to us before the arrival in Malta.

Should a student misbehave then he or she will be interviewed by the Camp Supervisor / Director of Studies / Centre Manager. Parents and/or the relevant travel agency will be informed.

On arrival at the centre, all students will be given a copy of the 'Code of behaviour', which will list all centre rules. On the first morning at the centre, these will be explained fully to all students. These rules are designed for the safety of **all** students and staff.

## 21. LOSS OR THEFT

Loss or damage involving a student's personal possessions is a serious matter; however the school cannot take financial responsibility. All students should have adequate travel insurance to cover their belongings. Loss or theft should be reported to the school office as soon as possible so the appropriate action can be taken. If an insurance claim is necessary, the student will be helped to make a police report and a crime reference number obtained. Loss of money is a difficult and embarrassing matter to deal with. It would be appreciated if; students are advised not to leave money lying around but to use their locked suitcase as a safe. Valuables, passport and tickets can be given to the school for safe-keeping. Bags should not be left unattended in the course centre, cafes or other public places. It is a good idea to keep a photocopy of a student's identity documents and flight tickets. This will enable your embassy/consulate to issue new travel documents in case of loss or theft.

## 22. ROLE OF UNACCOMPANYING GROUP LEADERS

On the first morning the accompanying leader of a group will take part in the orientation activities with his or her students and may be asked to help with supervision while students are given their placement test. All leaders will be given an information pack including the handbook and a list of academic and administrative staff. There will be an opportunity for leaders to meet with the Centre Manager and/or Director of Studies and/or Accommodation Officer and/or Social Activities Manager.

We advise all leaders to carry a mobile during their stay for emergencies and ease of contact. We expect all group leaders to be proficient in the use of the English language.

Please find below the leader's responsibilities.

- To be present during activities and excursions organised by the school.
- To ensure that the students in their care fully understand and respect the Code of Behaviour, as advised by the school, translating where necessary.
- To take a supervisory role for all the students within the group; to ensure, together with the school, the safety and well being of the students.
- To collect their group's passports, flight tickets, damage deposits, money and valuables.
- To report any damage immediately to the Centre Manager or Director of Studies.
- To make sure that students in their care keep their rooms reasonably clean and tidy so that centre-cleaning staff are able to clean their rooms. Rooms will not be cleaned if belongings are left on the floor.
- To be the spokesperson for the group in case of any problems and act as intermediary with a responsible INTERNATIONAL HOUSE member of staff.
- To supervise the arrival and departure details of the group.
- To act as intermediary when required between the school and parents of any student in the group.
- To accompany any member of their group who needs to go to a doctor, dentist, pharmacist or hospital. The school can arrange taxi transport but this will be at the leader's expense.
- To make sure students are out of bed in the morning in good time for breakfast and are responsible for their punctuality at lessons and for excursions. The group leader must also make sure that the students respect curfew times.

If you have any questions or concerns during your stay our staff will always be happy to help.

## 23. DEPARTURES

As our centre is part of a hotel, students will be asked to check out of their rooms before 11:00 on their last day even if their flight is later on during the day. The students can leave their luggage either in the luggage room at reception or in the school's assembly hall. Students can share a room with other students during their last day for showers etc.

If students have paid for a particular number of nights at the hotel, they are not entitled to lunch or dinner on their last day. This means that students have to pay extra for the meal they have at the hotel restaurant on their last day.

In the case of accompanied minors, the IH supervisor will accompany the student until said student is met by the airlines flight attendant who will accompany the student during the flight.

## 24. MAKING A COMPLAINT

At INTERNATIONAL HOUSE, we endeavour to provide our students with a full quality service. If a student finds something that is not to his or her satisfaction, we would like them to speak up immediately. Usually problems are small and can quickly be solved. A proper investigation will be carried out and if the complaint is justified, reasonable compensation will be offered to the student on location if possible. Students will be asked to fill in a first week and an end of stay questionnaire. Copies of these questionnaires will be emailed to the agent.

IH Malta-Goza reserves the right to expel and repatriate a student at his/her own expense. The student's agency will be informed immediately. The agency should then contact parents or guardians for the student who will be sent home.

## 25. EMERGENCY NUMBERS

For routine enquiries or information please call the Paradise Bay reception on (00356) 2152 1166 and ask for INTERNATIONAL HOUSE Malta-Goza office. Please call this number during office hours Monday to Friday 08.30 - 17.00.

Please call Mr. Costantino Mifsud on (00356) 7925 5517 for emergencies. Please use the out of hours numbers for emergencies **only**. If the emergency number is engaged or not answered **please call back after 15 minutes**. The staff member holding the phone may be engaged on another call or driving and unable to answer the phone immediately.

## 26. CONTACT US

Should you require further information about our centres and courses please contact:

Ms Elena Micallef Borg  
Operations Manager  
[elena@ihmalta-goza.com](mailto:elena@ihmalta-goza.com)  
Tel No: 0035621370597