



Student Handbook 2023

Welcome note

Dear Learnkey Students,

Thank you for choosing to study at Learnkey Training Institute. Whether you are new or a returning student, we are pleased to present our courses, tutors, and study options for 2020.

We are pleased to inform you that at Learnkey classes are kept small so students will be guaranteed the individual attention and proper guidelines they require for their success.

Learnkey is an approved NCFHE Training Centre.

This handbook will provide you with the necessary information and guidance you will need for any programme being studied at Learnkey Training Institute.

Best of luck with your studies!

Shirley Thomas
Dean of Academic Affairs

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1.0 Mission & Ethos

The mission of LEARN KEY is to provide outstanding educational courses and student services that meet and exceed our students' expectations.

2.0 Opening Hours

2.1 Learnkey is open during the following times:

Monday – Friday 08:45am–20:00pm
Saturdays 9:00am – 12.30pm

2.2 The Admissions office is open during the following times:

Monday – Friday 09.00am–18.00pm

3 Learnkey Contact Details

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Postal Address:

Learnkey House, 83,
Mannarino Road
Birkirkara, BKR 9084,
Malta.
+356 2144 3140
info@learnkey.com.mt
www.learnkey.com.mt

Email:

Web:

4 Facilities

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4.1 Student Refreshments

A student refreshment area is located on the 2nd floor of LEARNKEY Tea/coffee making facilities are available to students free of charge and refreshments are available for purchase from a vending machine. This room should always be kept clean and tidy.

Any issues in relation to the cleanliness of the student refreshment area should be reported to reception.

4.2 Computer Resources

Computers are available for use by students Monday – Friday during Institute opening hours. Computers are in the computer lab. All computer resources should be used only in a manner consistent with the Learnkey policy on computer and internet usage. In accordance with the Learnkey policy on computer and internet usage, computer resources cannot be used for any illegal or unethical purposes. Please refer to the

full policy which is posted in the computer lab. Any questions in relation to the functionality of computers should be addressed to Reception.

4.3 Library

The library is located on the 2nd Floor of LEARNKEY Books and can be borrowed for a 7 day period. If you wish to borrow a book please contact reception. All books must be returned/renewed after 7 days. A fine will be imposed for any overdue books. Reference material can only be used in the library and cannot be borrowed. **There are some 'special' books that can only be read in the Library.**

5.0 Code of Conduct

5.1 Mobile Phones

Receiving/making phone calls or text messages is prohibited in classrooms during class times. Please make sure that your phones are switched off during class times.

5.2 Eating and Drinking in Classrooms

Learnkey does not permit the consumption of food or drinks in classrooms/computer labs either during class times or outside of class times.

5.3 Classroom Cleanliness

Students should use the bins provided in the classrooms/computer labs for the disposal of any waste materials.

5.4 Conduct in Class

Students are expected to treat the classroom as a learning environment and to conduct themselves in an appropriate manner. Students should always adhere to the requests of teachers. Students who consistently act in a manner which either the teacher and/or other students find disruptive will be asked to leave the class. Students who are under the influence of drugs and/or alcohol will not be permitted to enter the class or will be asked to leave the class immediately. **Students should avoid unnecessary interruption (in and out movements, distractions of other students, etcetera) of classes.**

5.5 Smoking

Smoking within the building is prohibited. Smoking at the front of the building is prohibited. There is a designated smoking area in the courtyard of the building where ashtrays are provided.

5.6 Punctuality

Students will not be permitted to enter classes 15 minutes after the commencement of the start time of the class. Students coming after 15 minutes of commencement of class should wait in the library, canteen, computer room or student room. Class times are published on student timetables.

6.0 Study Programme & Student Support

6.1 Attendance

Attendance is taken by Lecturers before starting class.

Students are required to attend a minimum of 85% of their classes. If any student attends less than 85% of their classes over a two week period they will receive a telephone call from the admissions office requiring an explanation for the absence. Continued unsatisfactory attendance in the 2 weeks following this phone call will result in a written warning being issued. In the case where following a written warning a student still does not attend the minimum number of classes the student will be asked to leave the Institute and in the case of international students who have a visa will be reported to immigration for non-attendance.

6.2 Teacher Absence/Course Cancellation

If a teacher is unable to conduct their scheduled class at short notice alternative arrangements will be made for the class. In the case of a foreseen protracted period of absence by the teacher an appropriately qualified replacement teacher will be put in place. Learn Key will strive to ensure that only in circumstances beyond the control of the Institute will a course be canceled.

6.3 Home Work Assignments

Homework assignments given to students must be completed by students and submitted to the teacher in the timeframe set out by the teacher. The teacher will correct the completed assignments and return them to students with constructive comments. Corrected homework assignments will be returned to students in accordance with the timeline set out by the teacher.

6.4 Learnkey Refund Policy

If a student does not wish to complete a course that they have enrolled on (for whatever reason) the following refund policy will apply:

- a) The fees are non-refundable.
- b) The fees are only refundable in the case where a student has failed to obtain a student visa.
- c) The fees are only refundable where a course is canceled
- d) In the case where a refund is made a deduction of €200 for administrative costs from the original fee paid will be made.

6.5 Learnkey Course Deferment Policy

A request for deferment of admission must be sent in writing to shirleyt@learnkey.com.mt admissions office and must specify the reason for seeking the deferment. Each request is reviewed on its individual merits, and deferments are not granted automatically.

Deferment will be considered on a case-by-case basis for the following circumstances and subject to the following conditions:

- Medical reasons with supporting approved medical documentation
- Bereavement/serious illness of immediate family members with relevant documentation submitted

A written request must be received not less than 14 days before the commencement date of the course unless otherwise stated. All granted deferral requests are final and your place in the class from which you are deferring will be forfeited.

The maximum deferment period per request is 1 calendar year.

For students who have applied for a course deferral will not be entitled to a fee refund. The fees payment will be treated as an advance fees payment for the course which he/she will resume at a later date.

6.6 Student Progression Reports

In the case where a student is sponsored by a company it is the policy of the Institute to provide student progress reports to the Sponsor.

6.7 Registering with immigration -

VISA informant: It is important to check if you require a visa to visit Malta for study or as a tourist. In general, students visiting Malta and traveling with a passport issued in European Union (EU) or European Free Trade Association (EFTA) countries do not require a visa to enter the country. Malta does not require that passport holders of a number of other countries obtain a visa before arrival. Refer to this link to get further information about VISA requirements to enter in Malta

6.8 Emergency Help

If you require assistance during Institute opening hours you can contact the admissions office. If you require assistance in an emergency outside of office hours you can use the emergency helpline on 00356 77403144

6.9 Absences & Holiday Entitlements

Absences: Students who are sick and cannot attend class must send an email to shirleyt@learnkey.com.mt admissions office before 8:30am on the first day that they are sick. If you are sick for more than three consecutive days you must provide the Institute with a sick note from a Doctor. To ensure the well-being of students the Institute will contact a student if they do not appear for their class and they have not notified the Institute.

Holiday Entitlements: Students are not permitted to take holidays during the duration of their course. Holidays can be taken once your course is finished. In the case of International students who require a holiday letter this can be requested from the admissions office. It can take up to 3 days before this letter will be available for collection. A copy of the course timetable, course start dates and end dates can be obtained from the admissions office.

7.0 Academic Structure

7.1 Academic Calendar

Learn Key is open 6 days a week (Monday to Saturday), 12 months of the year.

The Institute is closed for public holidays, Easter Holidays and Christmas Holidays. Notices with details of these dates are posted on Institute notice boards and details can be obtained from the admissions office.

7.2 Course Timetable

Students should contact the admissions office to obtain a personal copy of their timetable for the course they are enrolled on.

Programme level information in relation to the course structure, duration and progression is available from the admissions office or from the Dean of Academic Affairs.

7.3 Assessment Methods

The method of assessment for programmes will follow the requirements of the Awarding/Certification organization.

7.4 Certification

On successful completion of their course students will receive a Learnkey certificate of completion. The certificate issued will be aligned to the level the student has been successful in. For courses that lead to an end-of course Award or Diploma, the Certification Organization will issue successful candidates with certificates through Learnkey Malta.

7.5 Appeals Process

Students who are unhappy with any aspect of the assessments they undertake at Learnkey should speak to their teacher. If you are still unhappy following a meeting with your teacher you should speak to the Dean of Academic Affairs who will be happy to discuss any concerns you may have.

7.6 Course Materials

A core textbook will be used in all classes. Students who wish to purchase or rent the core-text may do so by contacting reception. Additional materials will also be used in class. Teachers will provide students with photocopies of these materials only. **The cost of photocopies and printouts of other study material will be borne by the student.**

8.0 Student Support Services

8.1 Accommodation

Learnkey provides three different types of accommodation.

- Student residence: Learn Key has a number of different student residences that our students can stay in. Our student residences are all equipped with WiFi, washing facilities, TV, bed linen and are close to the City centre.
- **Hostels:** The hostels that we recommend are situated in the city centre within walking distance to the Institute. Hostel accommodation has free WiFi, a storage area for luggage and breakfast is included in the price. The hostels that we use are of the highest standard with the best rates possible.
- **Homestay:** Our homestay accommodation offers WiFi, breakfast and an evening meal. On request a packed lunch can be provided for a small additional cost.

Students should contact the Administration Officer if they have any questions in relation to finding accommodation in the Malta area. You can contact the accommodation officer at support@learnkey.com.mt

8.2 Student Advice Centre

If students have a problem they wish to discuss or need guidance on and are not sure who to contact they should go to the Dean Office (shirleyt@learnkey.com.mt) and their query will be dealt with in the strictest confidence. In the event where the Dean Office does not have the expertise to deal with the query they will put the student in contact with the appropriate individual/organization that will be able to provide the appropriate help.

Student can write on WhatsApp group no +356 79508402, email and enquires to shirleyt@learnkey.com.mt or info@learnkey.com.mt

8.3 Disability Support Service

Students are given the opportunity on enrolment to notify the Institute of any disabilities that they may have, describing the disability and the supports that they will require in order to participate fully in the programme in which they are enrolled.

Any students who become aware of a disability during the academic year that may not have been diagnosed at the point of enrolment can contact the Dean of Academic Affairs so that appropriate accommodation can be made.

8.4 Student Activities Service

Students are encouraged to organize social activities and post notices relating to these events on the notice board in the student recreational room. Students should check the notice boards on a regular basis. LEARNKEY have a very full social calendar and students are encouraged to participate in as many activities as possible.

8.5 Student Health Referral Service

Students who need advice on health-related matters should go to the Dean and queries will be dealt with in the strictest confidence.

9.0 Student Consultation& Participation

9.1. Student Experience Surveys

A student experience survey is conducted at the end of every course. The questionnaire gives students an opportunity to evaluate the facilities, support services, quality of teachers, quality of course materials and

programme structure and content. This questionnaire is anonymous. Feedback from students is valued by Learnkey as we continue to improve the learning experience of students. Feedback is taken very seriously and is appreciated. A comments box is also available in the student recreation area where you can submit comments. These comments are reviewed on a regular basis.

9.2 Student Complaints Policy

In the case of general queries/complaints in relation to any of the facilities at Learnkey students should go to the Director of Academic Affairs and complete a complaints form. In accordance with the Learnkey complaints policy you will receive an acknowledgment of the complaint within 3 working days of receipt of the complaint and an initial response to the complaint within 10 working days of receipt of the complaint.

In the case of academic queries/complaints students should speak to their teacher first. If the teacher is unable to help or the student is dissatisfied with the outcome, they should go to the Director of Academic Affairs and complete a complaints form. In accordance with the Learnkey complaints policy you will receive an acknowledgment of the complaint from the Course leader within 3 working days of receipt of the complaint and an initial response to the complaint within 10 working days of receipt of the complaint.

In the case of complaints in relation to facilities or the any aspects of the administration of the Institute, these complaints will be dealt with by the Administration. In the case of academic complaints that cannot be addressed by the course Teacher, the Director of Academic Affairs will be responsible for responding and dealing with the complaint.

In the case the applicant for RPL complains about the RPL result, he should first write to the RPL co-ordinator and give all reasons for his complaint, why he does not agree. After receiving the reply for the complaint from the RPL co-ordinator the applicant will still be able to appeal. The appeals board will be formed from two independent individuals as experts in the field requested for RPL. The experts will write a report within 10 days to the RPL co-ordinator which will be the final result. The applicant will receive an e mail from the RPL co ordinator about the final result.

10.0 Health & Safety at Learnkey

Learnkey is committed to ensuring that it provides a safe and healthy environment for staff and that is compliant with the relevant current legislation. A copy of the health and safety statement is posted throughout the school. Any questions in relation to the health and safety statement or health and safety practices at Learnkey should be addressed to the Dean.

A copy of the fire evacuation procedures for Learnkey are posted throughout the Institute. All students should familiarize themselves with the procedures and emergency exits.

In the event of an incident occurring requiring First Aid you should report the incident to reception. Reception will contact the Emergency No 112.

Below is a list of **emergency contact numbers**. A copy of these numbers is also posted around the Institute and available at reception.

- Emergency: 112
- Ambulance: 196
- Police: +356 2122 4001-7, +356 2122 1111
- Traffic Accident: +356 2132 0202
- A.F.M. Helicopter Rescue: +356 2124 4371, +356 2182 4212, +356 2182 4214
- A.F.M. Patrol Boat Rescue: +356 2123 8797, +356 2122 5040
- Fire Brigade: 112
- Hospital Gozo +356 2156 1600
- Hospital Malta Mater Dei: +356 2545 0000
- St. James Hospital Malta: +356 2133 5235
- St. James Hospital Gozo: +356 2156 4781
- Overseas Operator: 1152
- Passport Office – Gozo: +356 2156 0770
- Passport Office – Malta: +356 2122 2286
- Emergency Vet Services: +356 5004 3888

11.0 Equality at Learnkey

Learnkey is committed to ensuring that it is compliant with the current legislation in relation to equality. Any questions in relation to the Equality Policy of Learnkey should be addressed to the Dean of Academic Affairs. All instances will be documented in the Complaint of Discrimination Form and it is the responsibility of the Dean of Academic Affairs to act upon all instances.

Online Resource and Library

For ACCA Students

ACCA Global

Create username and Password

For Other Courses

School Library located at 1st and 2nd Floor
Online searches

Student feedback questionnaire

Paper:

Course type:

Room/Location:

Lecturer:

Course date(s):

Please rate the areas below on a scale of 5-1 with 5 being excellent and 1 being very poor

5 4 3 2 1



LECTURER

How would you rate your lecturer in the following areas:

☐ ☐ ☐ ☐ ☐

Presentation skills and general organisation

☐ ☐ ☐ ☐ ☐

Ability to explain

☐ ☐ ☐ ☐ ☐

Exam focus

☐ ☐ ☐ ☐ ☐

Availability outside class time

Comments

5 4 3 2 1



COURSE CONTENT

How would you rate the following:

☐ ☐ ☐ ☐ ☐

Structure

☐ ☐ ☐ ☐ ☐

Syllabus coverage

☐ ☐ ☐ ☐ ☐

Exam focus

☐ ☐ ☐ ☐ ☐

Course materials

Comments

54321



GENERAL

How would you rate the following:

□□□□□

Course information e.g. promotional materials, course handbook etc.

□□□□□

Institution administration e.g. dealing with queries etc.

□□□□□

Institution facilities e.g. private study areas, toilets etc.

□□□□□

Classroom environment e.g. desk space, room temperature etc.

Comments

Would you recommend the course to a friend?

☐ Yes

☐ No

How could the course be improved?

Comments

NAME (optional)

Information in this handbook is accurate at the time of issue but is subject to change. In the event of any changes to the information contained in this handbook students will be informed via the college notice board.

