



Student  
Handbook for  
ADULT  
Customers

NSTS Campus  
Residence

2017

[www.nsts.org](http://www.nsts.org)  
00356 2558 8000

## Welcome to Malta,

Welcome to the heart and soul of the Mediterranean, MALTA. NSTS is here to guide you through this unique experience. We are here to ensure that you strike the right balance between your educational needs and enjoying the culturally rich, vibrant atmosphere this archipelago proposes.

With a population of around 425,000 people, Malta can be seen as one big family. Friendly people and picturesque scenery are but a few examples of what you will be able to enjoy during your visit. Let us tempt you with a few more facts about this precious island:

**300 Days of Sunshine** – Malta may be the smallest nation within the European Union. The small size of the Island provides you with the opportunity to have a two-in-one experience – education and soaking up the sun.

**We speak English** – You will find that in Malta everyone speaks English, starting from the more obvious people like teachers and hosts, to the man in the corner shop and even the bus drivers! English being Malta's official language together with Maltese, makes Malta an excellent choice.

**7 Millenia of History** – Malta is described as an open air museum sharing with its guests 7000 years of history and 8 UNESCO heritage sites. Interactive attractions allow you to travel back to the past and relive exciting moments, which have shaped the Mediterranean lifestyle as we know it.

**Smart Island** – Malta may be a standalone island, but the extensive number of Wi-fi spots and internet cafes will keep you connected to your friends and loved ones back home. You can almost say that they can be virtually with you - that is if you want them to be!

**The Meeting Place** – With special settings including heritage sites, village squares, luxury yachts and exclusive sea-front facilities, Malta has played host to everyone from St. Paul to present presidents and celebrities and from EU conferences to global product launches. The Islands are not only the idea place to meet, but also an ideal location in which to study.

Let us understand some interesting facts about this amazing Island.

**Location:** The Maltese Archipelago consist of Malta (the main Island), Gozo, Comino and the uninhabited islet of Filfa.  
The Islands are located in the centre of the Mediterranean Sea, 92km south of Italy



**Population and Area:** Malta has a total population of over 425,000 inhabitants, and an area of 316 square kilometres.

**Capital City:**

The capital city of Malta is Valletta; the smallest capital in the EU. A city 'built by gentleman for gentlemen'. Valletta was built by the Knights of Malta and is perhaps Malta's greatest treasure. Impressive fortifications surround the city, churches, palaces, auberges, museums, baroque buildings, but also many restaurants and shops. You will be amazed at the countless fantastic sights you experience and you casually walk along the streets of Valletta.

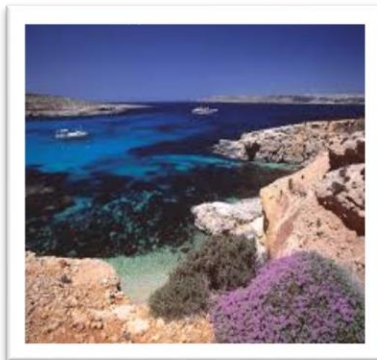
Valletta is the Capital City of Culture in 2018.



**Language:** English and Maltese are Malta's official languages

**Landscape:**

Low hills with terraced fields all across the Islands. There are no mountains or rivers. The coastline consists of bays, small sandy and rocky beaches, harbours and cliffs.

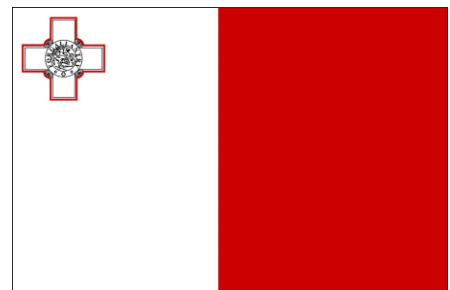


**Weather:**

Malta has a subtropical Mediterranean climate; very mild winters and warm to hot Summers

**Flag:**

Malta's flag is white and red, with the George Cross located in the top left hand corner.





**Currency:**

In 2008 Malta adopted the Euro, following Malta's accession in the EU in 2004

**Electricity:** 240 volts AC, 50Hz. The three-pin  
This is similar to the UK system. Do not  
(You may buy one from reception at  
Euro 5.00)



rectangular plug system is used.  
forget to use an adaptor.  
Campus Residence for just

## Welcome to NSTS Campus Residence,

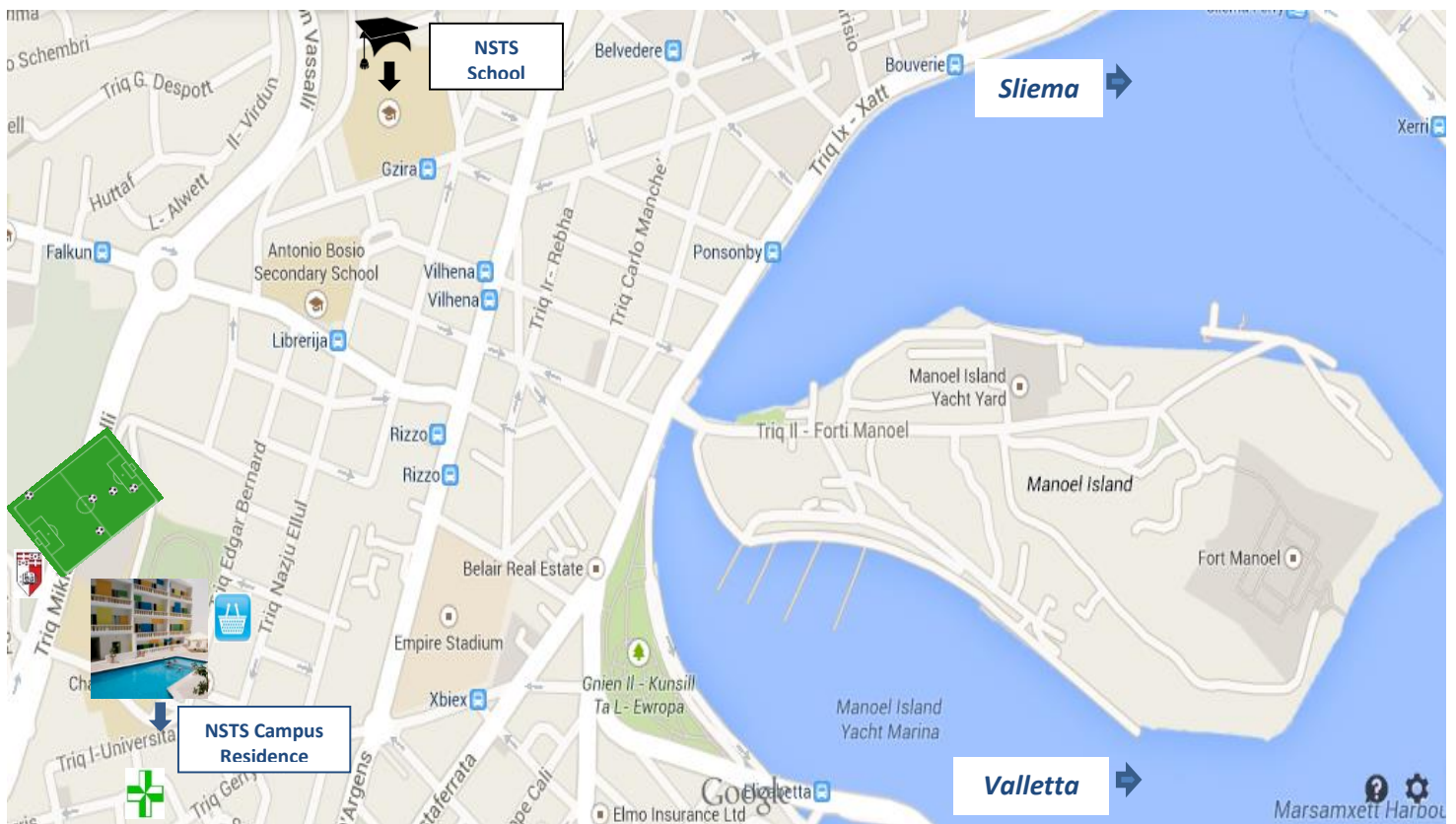
### NSTS Mission Statement

*NSTS fosters intercultural lifestyle, learning and travel opportunities for students and young adults to create life-time prospects for their holistic development in a multi-cultural society. NSTS is committed to affordable, quality international education, hospitality programmes of value, and the exchange of knowledge among peoples, supported by a friendly customer-centric philosophy.*

### NSTS Campus Residence

NSTS Campus Residence, is located on University Street, Msida, opposite the University of Malta sports ground and the national swimming pool. The Sliema Front is 800 metres away, and the NSTS English Language Institute is a 15 minute walk.

Features include: Wi-Fi in common areas, Wi-Fi connectivity in rooms, Air-conditioning, Luggage store, Towels and linen, Laundry room, Social meeting lounge with TV, Outdoor pool, Breakfast facilities with TV, Drinks and snacks vending machines, Wheelchair access, 24x7 emergency number and support, reception from 7am – 11pm.



## **NSTS Rules and Regulations;**

We want you to have a fruitful and pleasant stay.

On arrival you are greeted by the NSTS representative/s. We are available on site, 24hrs a day. Should you have any questions/complaints, you should talk to us immediately. We are here to support you and offer assistance in anything you need.

During your stay at NSTS Campus Residence you are to follow these rules:

### **1. NSTS documents and Check-in time**

You are to take care of the documents supplied in the welcome pack, such as the NSTS Privilege Card. These documents are not transferable to other students and should be stored in a safe place.

You are to carry the NSTS Privilege Card at all times.

Check-in time is at 13.00hrs. Should you arrive before 13.00hrs, you may freely use the common areas and leave your luggage at reception.

### **2. Behavior**

You are to maintain proper behavior at all times, and respect other students/ roommates. Parties are not allowed at Campus Residence, unless authorised by the management; Penalties may apply. You may invite visitors to your room, up till 22.00hrs latest.

Campus Residence is situated in a residential area. Kindly keep noise levels to a minimum, especially after 23.00hrs. At 23.00hrs all music needs to be switched off, and nobody is allowed by the pool.

### **3. Smoking**

The entire common areas at NSTS Campus Residence are non-smoking. You are not permitted to smoke cigarettes on site and in your rooms, but you may do so in the balconies.

#### 4. English language lessons (When applicable)

Group lesson timetable is as follows on 5 days per week (Monday to Friday). Refer to your weekly programme or school notice-boards for any changes:

Lesson 1	08.45 – 09.30
Lesson 2	09.30 – 10.15
	BREAK
Lesson 3	10.45 – 11.30
Lesson 4	11.30 – 12.15

*\* To note: Some students are entitled to an additional 5/10 individual lessons. Speak to your teacher for a complete timetable.*

You are to attend school daily. Attendance is taken twice a morning. Should you not attend school you will not get an end-of-course certificate. Late comers with no valid reason will not be admitted to class immediately but after the first break, in order to avoid disruption of lessons.

#### 5. Deposit on Arrival and Malicious Breakages

NSTS Campus Residence makes all possible efforts to maintain furniture and facilities in good order. It remains your sole responsibility to care for and protect all property and you are not to cause any damage. You are thus asked to pay a deposit fee of € 50.00 on arrival. Should you cause damage, you are to inform NSTS personnel. The cost of such damages will be deducted from your deposit.

If damages are found in your room, and you do not own up, the damages shall be paid by all occupants in the room on a pro-rata basis.

Heavily dirty laundry items can't be cleaned. If you dirty NSTS laundry (towels, bathmats, sheets, pillow-cases, etc....) the following charges apply:

Bath towel:	€ 5.00
Bath mat:	€ 3.00
Sheets:	€ 6.00
Pillow case:	€ 2.00

#### 6. Tidiness of room

Your room has been inspected and found to be appropriately furnished and clean before your arrival. Keep your room, bathroom and common areas clean, orderly and tidy. Respect the needs of the other students sharing your room; do not use beds laid out for new arrivals. You are not allowed to swap beds and rooms without obtaining permission from NSTS representatives. Should this happen you are given a strike, and a charge of € 10.00 shall be deducted from your deposit.



Rooms are cleaned once (x1) a week and bathrooms twice (x2) a week. Bed linen is changed and washed once (x1) a week. Fresh towels are supplied twice (x2) a week. The use of towels is restricted to the room. No towels are to be removed from the room or used as bath mats.

The NSTS representatives shall inform you a day before your room is cleaned. On that morning you are asked to clear ALL personal belongings from the floor and surface areas, allowing the chambermaids to easily clean all surfaces. If this is not done, all personal items on the floor will be placed on the beds. NSTS is not held responsible for misplacing items.

## 7. Furniture

No furniture or mattresses are to be removed or shifted around in the room. Corridors are to be left free of furniture for safety and security reasons.

## 8. Keys

You are given a key-card to your room on arrival. This keycard gives you access to the main door, as well as your room. At times keycards lose their programme settings, especially if left near mobile phones and other electronic devices. If this happens go to reception and we will re-programme your keycard.

Lost or damaged keys are replaced at a charge of € 10.00



## 9. Locking Rooms

You are to lock your room every time you leave. NSTS Campus Residence and the School are not responsible for lost or stolen items. It is entirely your responsibility to care for your valuables and belongings. So take good care of them.

## 10. Maintenance

Upon arrival and throughout your stay, you are to report any defects you may notice in your room immediately to reception. Maintenance personnel will duly come to your room in order to carry out repairs in the shortest possible time.

## 11. Emergency Services

We provide you with a 24 hour emergency contact number. Should you encounter any problems out of office hours, you can contact a staff member for guidance and assistance at any time during your stay. We will not leave you on your own. The number is 00356 79495977.



## 12. Health Services

Should you need a doctor, talk to the NSTS representatives at NSTS Campus Residence. NSTS has a number of doctors on call. The doctor might not be available to visit you immediately, in which case you are asked to go to the clinic. You shall pay for all medical and related services. Charges start at approximately € 20 to €30

If you are entitled to the European Health Insurance Card (EHIC), you may use it. It gives you access to state-provided health care.

If you receive hospital or emergency room treatment for any medical or psychological condition, it is encouraged to notify the Customer Relations team as soon as possible.

## 13. Important Contact numbers:

Malta International dialling code	00356
NSTS General Emergency number:	79495977
NSTS – English Language Institute:	25588500
NSTS – Campus Residence & Hostel:	25588370
State Emergency Phone number	112
Lost Property	21224781
Passport Office	21222286
Police Depot	21224001/7
Private Doctor (Dr. Stefan Fenech)	99421603
Private Doctor (Dr. Kevin Navarro Gera)	99494115
Private Doctor (Dr. Adrian Vella)	99492952
Private Doctor (Dr. Schembri Wismayer)	99494006
Mater Dei Hospital	25450000
Gozo Hospital	21561600
Gzira Health Centre	21337245 / 21344766
Floriana Health Centre	21243314
St. James Private Hospital	23291000

## 14. Internet

Internet Wi-Fi service is available throughout the entire Campus Residence free of charge.

## 15. Meals:

Meal times are as follows:

	Monday to Friday	Saturday, Sunday & Public Holidays
Breakfast	07:45 – 09:30 hrs	08:15 – 10:00 hrs
Dinner (If applicable)	19:00 – 20:30 hrs	19:00 – 20:30 hrs

**Breakfast:** You are invited to help yourself to a selection of items of your choice from the following:  
Three types of Cereal, Hot Croissants, Ham slices, Cheese Slices, Salami, Local bread comprising white and brown sliced bread as well as the traditional Maltese Bread, a variety of jams, honey and butter, yoghurt, lettuce, tomatoes and fruit.

Beverages include: Tea, Coffee, Milk and Hot Chocolate, as well as Juice and Water.

A toaster is also available.

**Dinner:** Dinner is served from the Buffet Counter and you are encouraged to queue up in an orderly fashion. Dinner consists of a choice between two cold salad starters, followed by a main course comprising a choice between two items that could be a meat, fish or a pasta dish accompanied by seasonal vegetables and potatoes. Salad bar.  
Bread and Butter.  
Fruit or a sweet dessert is also provided.  
Water is available at table.

We hope you enjoy your meals and once finished we encourage you to take your used crockery and cutlery and place them in the appropriate trolleys.

On particular days throughout your stay we may instruct you to take breakfast and/or dinner at a specific time. This is mainly done with groups to increase the efficiency of service.

Unlimited refrigerated drinking water is available from the dining area throughout the entire day. You may also fill your own bottles of water to take out with you to school or during activities.

## 16. Security

NSTS Campus Residence is equipped with various CCTV cameras in the common areas. Footage is being recorded on our IT servers. Security service is also provided throughout the evening and night to ensure overall safety. At various times throughout the day and evening, NSTS representatives may carry out room checks.

## 17. Pool Times

The pool can be used daily between 08.00hrs and 22.45hrs. Excessive noise levels are not permitted.

## **18. Laundry Service**

A washing machine (coin operated) is located on the 4<sup>th</sup> floor of the Junior Wing at NSTS Campus Residence. You may use it to wash your own clothes at €2.50 per wash.

## **19. Complaints / Dissatisfaction / Opportunities for Improvement**

We want you to enjoy your entire stay. NSTS is thus committed to support you and offer assistance in anything you need. In the case of educational matters you should address your concerns to the Academic Co-ordinator at school. In the case of accommodation, leisure activities, health, bullying, harassment or any other matters you should address your concerns to the Customer Relations Co-ordinator at school, or representatives at NSTS Campus Residence.

After the first few days of your stay, you are given a student satisfaction form, which you are to complete at school. This will help us address any issues you might have.

In the welcome pack you are also given a complaints form. Use this if you feel that a service is lacking, and present this form at school or at NSTS Campus Residence. We are constantly looking at ways on how to improve the quality of our service. If after receiving information from NSTS personnel, you still feel that you are not satisfied, you may wish to contact us on 00356 25588000 at Head Office, or on email: [complaints@nsts.org](mailto:complaints@nsts.org). We aim to reply within 24 hours.

## **20. NSTS organised Departure Transfer**

If you already booked your departure transfer with NSTS, kindly ensure to complete the 'Departure Transfer Arrangement' Form, and hand it over at School / NSTS Campus Residence, within the first two days of arrival. Copy the flight details from your FLIGHT TICKET. This will ensure that we have your correct departure flight information.

## **21. Vacating your Room on Departure**

You are required to vacate your room by not later than 11.00hrs, and to return your keycard at the Reception desk. Should your departure flight be later in the day, your belongings may be kept in store in the Reception area until you depart. Shower facilities are also available until the time of your departure. Ask us at reception for details.