



Student
Handbook for
Teens Adventure
(TA20)

NSTS
HomeStays

2017

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.

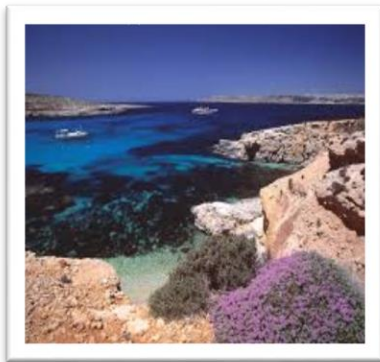
Valletta is the Capital City of Culture in 2018.



Language: English and Maltese are Malta's official languages

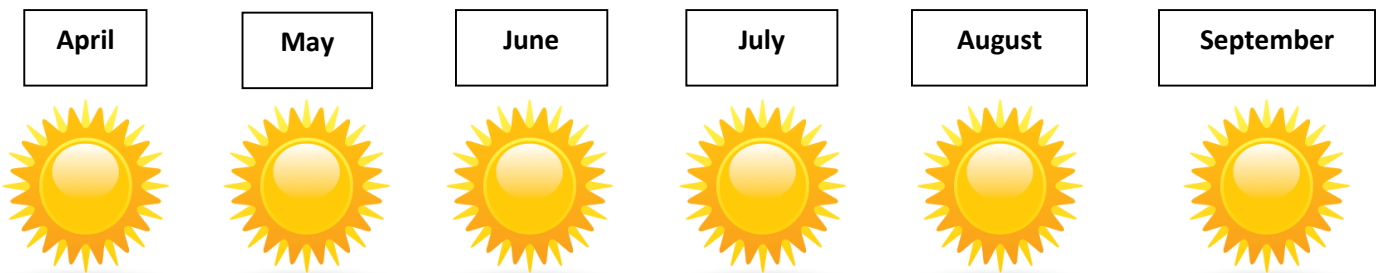
Landscape:

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.

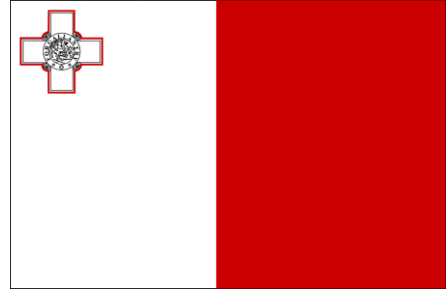


Weather:

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 your NSTS HomeStay,

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 HomeStays

This unique accommodation option highlights the spirit of hospitality which characterises the Maltese people. NSTS officials personally visit and interview each host family before approval and keep regular contact to ensure you have the best possible stay. Guests are hosted on full board; meaning breakfast, packed-lunch and dinner are provided – with the latter most likely to be a typical Mediterranean –style meal with Italian influence. Families regularly host up to four English learners during peak times and provide shared facilities. Laundry facilities are available upon request.

NSTS Rules and Regulations;

We want you to have a fruitful and pleasant stay.

Living with a host family is very special. It is your home away from home, your personal lifestyle in a new cultural environment. Together with your host family we would like you to have a valuable and pleasant stay in Malta. Your host family is well advised of the care that is to be extended to you.

You are to consider yourself a part of the host family. Act in a friendly, responsible and respectable manner towards your host family, their lifestyle and property. Participate in the daily events at home. You are encouraged to speak English at all times. Tell your host family about your interests and friends, the daily activities and lessons, your happiness and problems. Your host family wants to help you. So speak up and be honest with them.

Should you have any questions/complaints, you should talk to your host family immediately. If you are still not satisfied with the outcome, we are here to support you and offer assistance in anything you need.

During your stay you are to follow these rules:

1. NSTS documents

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. This card will be requested to attend NSTS events.

2. Behavior

You are to maintain proper behavior at all times, and respect other students/ roommates. Should you misbehave, you are given a strike/s. Strikes are accumulated, and depending on the seriousness of misbehavior, NSTS shall inform your travel agent and parents (with 3 strikes), and if deemed necessary change your accommodation, or send you home (with 5 strikes). NSTS will not be held responsible to refund your stay, make up for missed services, or for any travel arrangements and extra expenses you might incur.

Smoking: (<i>Our Junior Programmes are non-smoking</i>)	1 strike and confiscation
Possession or consumption of alcohol:	3 strikes and confiscation of alcohol
Theft	3 strikes
Bullying	3 strikes
Vandalism / Malicious Breakages	3 strikes and payment of damages
Not abiding to set curfew time (maximum 30 minutes late)	1 strike
Not abiding to set curfew time (beyond 30 minutes late)	2 strikes
Disrespect to NSTS Reps, Host Family members or fellow students	2 strikes
Missing lessons (absent for a minimum of 2 lessons)	2 strikes
Possession or consumption of drugs:	5 strikes, immediately sent home and reported to the Authorities

It remains the sole discretion of the NSTS representatives to apply flexibility in his/her approach when issuing strikes.

3. Alcohol

No alcohol and other material deemed to constitute a hazard is allowed at your Host Family. Items found in your possession will result in immediate confiscation and 3/5 strikes.



4. Smoking

The entire Teens Adventure Programme (TA20) is non-smoking. You are not permitted to smoke cigarettes on site, in your rooms, at school or during activities. If you are caught smoking we shall confiscate the cigarettes and 1 strike.

5. English language lessons

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:

	09.06.14 till 27.06.14 At ELI	30.06.14 till 29.08.14 At SMC
Lesson 1	08.45 – 09.30	09.30 – 10.15
Lesson 2	09.30 – 10.15	10.15 – 11.00
	BREAK	BREAK
Lesson 3	10.45 – 11.30	11.30 – 12.15
Lesson 4	11.30 – 12.15	12.15 – 13.00

** 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.

6. Social & Leisure Programme

The NSTS Teens Adventure Programme is specifically designed to keep you involved throughout your stay. This programme is available in your welcome pack, on the school noticeboards, or handed out to you on a weekly basis. Further information, or changes to the programme will be communicated through the NSTS main notice-boards.

You are expected to join and participate in the entire leisure programme. You are to attend ALL included evening activities listed in your programme. Should you decide to opt-out from a particular evening activity you are to inform us in writing on the appropriate forms. You must do so by 11.30hrs daily; at school on school days and at NSTS Campus Residence over the weekend. On these evenings you may leave your Host Family.

Should you wish to join optional activities you may do so against payment. We recommend that you inform us immediately as space for such events might be restricted.

7. Curfew Time

Curfew time applies on a free evening (if available), or on those evenings when you opt out of an activity. (Refer to section on Social & Leisure Programme above).



For ages of 14 and 15 years: On free evenings to be at the Host Family by 23.00hrs latest
For ages of 16 and 17 years: On free evenings to be at the Host Family by 00.30hrs latest

Before going out, inform your Host Family about your whereabouts, and inform them when you return.

8. Malicious Breakages

NSTS 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. Should you cause damage, you are to inform your Host Family, group leader and NSTS Animateurs. You shall pay for any damages caused.

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.

9. Tidiness of room

Your room has been inspected and found to be appropriately furnished and clean before your arrival. Keep your room and bathroom clean, orderly and tidy. Respect the needs of the other students sharing your room; do not use beds laid out for new arrivals.

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.



Remember that other students and family members use the bathroom too. So keep the bath/shower area clean, and in particular do not leave dirt/hair in the shower tray, bath or sink.

10. 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.

You are provided with a fan between 1st June and 30th September, or an electric convection / gas heater between 1st November and 15th March. Remember to switch them off when you are not in the room.

11. Keys

The Host Family may or may not give you the house key. If you are given a key, make sure you do not leave it around where you may not find it. Lost or damaged keys are replaced at a charge equivalent to the actual cost of the key and/or lock.

12. Personal belongings

You should keep your personal belongings (including passport, flight ticket, and money) stored and locked inside your luggage. Sufficient wardrobe and drawer space is provided. Should you require more space ask the Host Family.

13. 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.

14. Health Services

Should you need a doctor, talk to your Host Family or the NSTS representatives. NSTS has a number of doctors on call. The doctor might not be available to visit you immediately, in which case you are taken to the doctor's private clinic, accompanied by your group leader (if available), Host Family or NSTS animateurs. You may also ask your Host Family to use the services of their own family doctor (General Practitioner). 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.

If you are sick call the school (00356 25588503) or ask your Host Family to call on your behalf.

15. 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

16. Internet

Internet service may or may not be offered at your Host Family (free or against payment). Act responsibly and do not download large files which could take up all the bandwidth.

17. Meals:

Be in time for breakfast and dinner. If you require more food feel free to ask. Full board basis consists of breakfast, packed lunch and dinner.

The packed lunch consists of a variety of sandwiches or bread rolls, fresh fruit or sweets, and a 50cl bottle of mineral water or fruit juice. Always thank the family for every meal provided and inform your host mother/father about the food you like or dislike.

18. Laundry Service

Laundry service is available upon request for free, usually once a week. Speak to your host mother/father to arrange this.

19. Use of water

Use water with great care and attention when using the bathroom/shower. Water is very scarce, precious and an expensive commodity.

20. 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.

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. 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. We aim to reply within 24 hours.

21. 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, 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.

Wait at home to be picked up approximately 2.5-3 hours before flight departure.