



Student  
Handbook for  
Teens Adventure  
(TA20)

Tuition &  
Activities Only

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:**

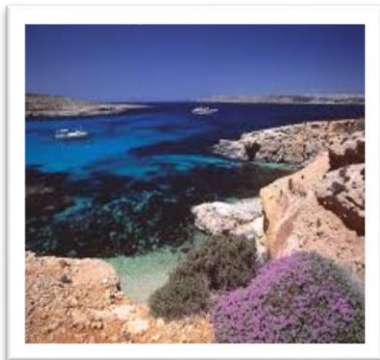
The capital city of Malta is Valletta; the smallest capital in the EU. A city 'built by gentleman for gentlemen'. Valletta was built by the Knights of Malta and is perhaps Malta's greatest treasure. Impressive fortifications surround the city, churches, palaces, auberges, museums, baroque buildings, 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.

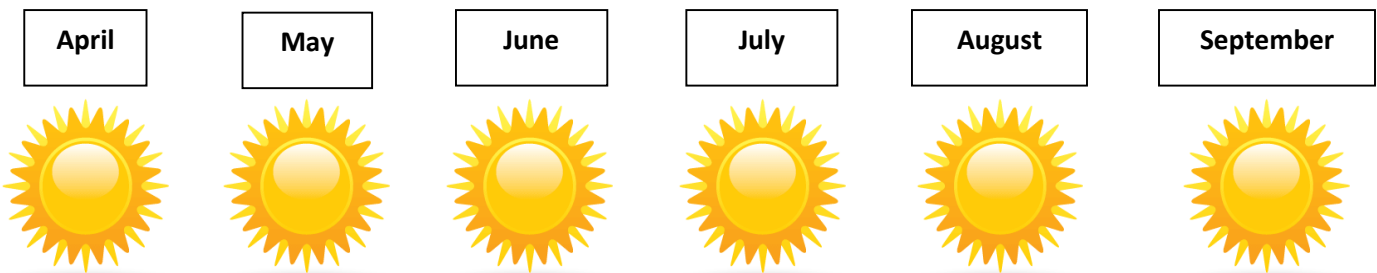


**Language:** English and Maltese are Malta's official languages

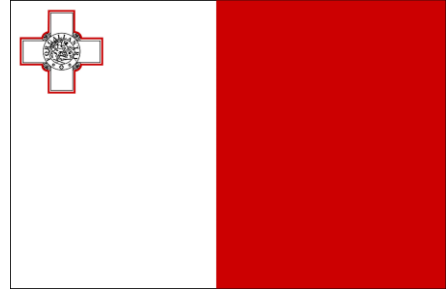
**Landscape:** Low hills with terraced fields all across the Islands. There are no mountains or rivers. The coastline consists of bays, small sandy and rocky beaches, harbours and cliffs.



**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**

### **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 Rules and Regulations;

We want you to have a fruitful and pleasant stay.

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: *(Our Junior Programmes are non-smoking)*

Possession or consumption of alcohol:

Theft

Bullying

Vandalism / Malicious Breakages

Disrespect to NSTS Reps, or fellow students

Missing lessons (absent for a minimum of 2 lessons)

Possession or consumption of drugs:

1 strike and confiscation

3 strikes and confiscation of alcohol

3 strikes

3 strikes

3 strikes and payment of damages

2 strikes

2 strikes

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 accommodation. 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:

	<b>09.06.14 till 27.06.14</b>	<b>30.06.14 till 29.08.14</b>
	<b>At ELI</b>	<b>At SMC</b>
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.

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. 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 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.

## 8. 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.

## 9. Health Services

Should you need a doctor, talk to 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) or NSTS animateurs. 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.

## 10. 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

## **11. 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 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](mailto:complaints@nsts.org). We aim to reply within 24 hours.

## **12. 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 your accommodation address to be picked up approximately 2.5-3 hours before flight departure.