



Future Focus ~ Student Agreement & Admission Procedure

Future Focus ~ Student Agreement & Admission Procedure

1. Terms and Conditions

Forwarding payment in any means to Future Focus demonstrates understanding and acceptance of the terms and conditions as detailed below.

This is an agreement between Future Focus and the student. These terms and conditions apply to the student's application for a programme of study and subsequent matters arising from that application. They aim to outline the student's obligation as a learner and our obligation to the student. All bookings and alterations to bookings are subject to availability. For the purposes of this document "course" refers to any Future Focus programme of study including related assessment(s).

2. Mission Statement

We are committed to achieve sustainable growth to the benefit of our stakeholders by providing a comprehensive range of high-quality training that will enhance the career prospects of our students. We are committed to providing life-long learning opportunities and to make learning fun, interesting and exciting.

3. Business Philosophy

- We put our **Customers** first and strive to secure their loyalty through top quality service.
- We value our **Employees** and seek to help them achieve their full potential.
- We embrace **Professionalism** and seek **Excellence** in everything we do.
- We do our best to help our **Communities** be better places in which to live, work and grow.

4. Corporate Responsibility

We recognize that our corporate actions and decisions have a significant impact on the society in which we operate and we are committed to managing this impact in a very responsible manner. We are committed to running our business to the highest ethical, legal and professional standards.

4.1. Dealings with Customers

We undertake to:

- treat customers fairly, openly, honestly and with the utmost courtesy and to ensure, at all times, that the fair treatment of customers is central to our behaviour;
- provide high standards of service and deliver a positive experience throughout the customer's relationship with us;
- promote and provide value for money training that meet the needs of our customers;
- operate an effective complaints procedure to deal with disputes;
- maintain the confidentiality of customer information, other than where the law requires or permits disclosures, or where our customer has given prior written consent;
- continue to develop clearer and more explicit application forms, product information guides and other documents whilst bearing in mind the legal nature of certain documentation;
- ensure that we do not discriminate on the basis of gender, nationality, political opinion, religious or philosophical beliefs. In considering applications for training, we will ask questions about your education and



Future Focus ~
Student Agreement & Admission Procedure

background, factors likely to influence your acceptance on a course. It is only by asking these detailed questions that we are able to accept the majority of our students.

- avoid conflicts between personal interests and our duties to all our customers;
- ensure that all our tutors are qualified, have sufficient work experience and carry out their training in a professional manner.

4.2. *Customer Privacy*

The Data Protection laws place obligations on users of personal information and lays down principles for fair and lawful processing of this information. This Act entitles data subjects to be informed about the purposes for which we process such information. Our clients have the right to request access, rectification and, where applicable, erasure of such information relating to them that we hold in our records. These rights are subject to certain conditions under the Act. We undertake not to transfer or exchange any information that we hold about our students unnecessarily with any third-party organization (outside the Future Focus Group of Companies) without first obtaining written consent to such transfer of information.

4.3. *Health & Safety*

All learners must comply with the legislation relevant to the working areas and behave in a manner that does not put him/herself or others at risk. All learners must familiarise themselves with Fire Evacuation Procedures. Corridors and stairways, which are provided for the safe passage of people using the venues, should not be obstructed.

4.4. *Right to complain*

We aim to meet the needs of our clients in the most professional and efficient manner. It is therefore very important that clients inform us when our level of service or products does not meet expectations. For complaints about our services, please submit a complaint in writing to:

The Managing Director
Future Focus Ltd
8, Triq L-Imhazen
Floriana FRN 1119

Although our aim is to resolve all complaints in an efficient and fair manner, we may not resolve all complaints to the satisfaction of our clients and there may therefore be instances when our clients may not be satisfied with our written reply. In such instances we would always be prepared to meet our clients individually in order that we may explain our position in more detail.

4.5. *Additional support for learners with individual needs*

Future Focus will offer support to learners with individual learning needs and/or disabilities. It is the learner’s responsibility to inform Future Focus of any individual needs on the applications form so that appropriate support can be provided.

5. Administration and other matters

5.1. *Contact by e-mail:*

We will respond to your e-mail request for information within 7 business days. We may communicate with each other by electronic mail and/or other forms of electronic communication. By consenting to this method of communication both

Student’s signature:



**Future Focus ~
Student Agreement & Admission Procedure**

the institution and the client are accepting the inherent risks. Whenever communication is done by email there is no guarantee that any e-mail sent will be received or that the contents of any such e-mail will remain private during transmission. Should clients have any such concerns they may prefer to phone or call at our office in person, instead.

5.2. Contact by telephone:

Whenever communication is made by phone, we may not always be in position to provide you with the information that you require over the phone due to the fact that we may not be in a position to verify your identity. In certain cases, we may have to ask you to call at our offices in person.

5.3. Invoice bookings

For courses paid by companies rather than individuals, we require a completed application form and purchase order which includes (in block capitals) the full name, address and telephone number of the authorising signatory, accepting our terms and conditions.

5.4. Telephone bookings

Telephone bookings must be accompanied by online payment. In such cases, registration forms must be duly filled in and sent to the Institution within three working days.

5.5. Postal Bookings

Future Focus will not take responsibility for delayed postal applications. Course bookings will always be processed on a first come, first served basis, and will only be accepted when accompanied by a completed, dated, and signed application form and appropriate payments. A deposit (where applicable) must accompany applications submitted more than four weeks prior to the course start date to guarantee a place. Purchase order payments must be accompanied by a completed, dated, and signed 'purchase order cover sheet' and a fully completed, dated and signed application form.

5.6. Waiting list

Students on waiting lists will be contacted on a first-come-first-served basis.

5.7. Putting a course on hold

If during the course a student has a personal circumstance which prohibits him/her from attending, Future Focus gives the student the opportunity to put the course on hold and continue it at a later date. This would only be possible if the course is being continued, however Future Focus does not give any guarantee that this will be so. If the course is continuing but there are changes to it in terms of units and assessment, the student will need to follow the newer version when he/she resumes the studies. Putting a course on hold will only be allowed subject that all course fees are paid in full prior to the pause being taken. A course can be put on hold for a maximum period of 6 months – from the last attended lecture. Course extension fees may be applied. Future Focus does not guarantee that the same teacher will be teaching the course after the student resumes his/her studies nor does it guarantee that the course will be on the same day or at the same time.

5.8. Transfer of course

Requests for transfer to a different course, or the same course with a different commencement date, made within two weeks preceding the starting date of the course applied for, will be subject to an administration charge of Eur100.

Student's signature:



Future Focus ~
Student Agreement & Admission Procedure

6. Payments and acceptance

Balance payments are due on the first day of the course. Students who would like a payment instalment agreement should ensure that this is prepared and signed on the day they register for the course. Where students opt to pay by instalments, a one-time charge of Euro 60 applies – this fee is to be settled upon registration. Payments made cannot be transferred to third parties.

6.1. Confirmation of Acceptance

Once the student acceptance confirmation is granted, Future Focus will not contact the student again prior to the start of the course unless there is a change in venue.

On the first day, in the case of class-based lessons, the student is requested to arrive at least 30 minutes before the start of the lesson in order to settle outstanding fees. Future Focus has the right to choose another venue for its courses if it deems that another venue will be more suitable for the course. For courses held online, payment can be made online by the first day. Students are requested to log into the institution online system/portal 10 min prior to the start of the lesson and wait for the lecturer to accept them into the virtual classroom.

6.2. Cancellation by Institution

Future Focus will advise learners of any intention to cancel a course at least one week before the intended course start date, where permitted. If a course is cancelled within this timeframe a free transfer or refund will be offered.

6.3. Non Refundability

In cases where the student withdraws from a course, there will be **NO** refund of deposit paid. The full course fee remains due in full even if the student discontinues attendance.

7. Recognition of courses

Future Focus provides homegrown courses which are designed by the Institution and accredited by MFHEA. Provision of courses by Future Focus also includes foreign-awarded qualifications. All our programmes are accredited by MFHEA and pegged to the Malta Qualifications Framework (MQF). Future Focus is licenced as a Further and Higher Education Institution by the MFHEA under licence number 2006-TC-001.

7.1. Confirmation of choice

Signing an application form and/or the terms and conditions section on the application form confirms that learner is attending the course of his or her own choice and that, even if an employer or other party is paying the fee, the learner accepts the value of the course and its benefits.

7.2. Course material

Course notes are given during the course, but it is also important to carry out additional reading or research.

7.3. Attendance

Students are expected to fulfil at least 80% attendance of course lectures. Should a student fail to complete this attendance percentage, he/she will be required to take extra sessions to reach the mandatory 80% attendance. Extra sessions are subject to a fee.



Future Focus ~
Student Agreement & Admission Procedure

7.4. Exams

It is not possible to change exam dates. If for any reason the student does not attend an exam, the student will be required to join the exam sitting with the following group. The sitting as aforementioned will be regarded as a re-sit where the grade cannot exceed the 50% mark.

7.5. Re-sits

A student can re-sit the examination unless that student has been disqualified from sitting the exam. The first resit of each assessment within the course is free of charge. A further resit is possible, in which case a fee of Eur30 applies. The grade given for a resit cannot exceed the 50% mark.

Where a student fails to achieve a pass mark following the aforementioned three (3) attempts, he/she will be required to repeat the module with a following group. Repeated modules are subject to a fee of Eur100.

7.6. Completion of the course

All course requirements are to be completed within 12 months from the last lecture. This gives the student ample time to complete any work placement and pending assignments. For courses starting as from 1st January 2024, all course requirements must be completed within 6 months from the last day of the course.

Any student not completing within the time frames stipulated above may **before the expiry of this said time frame**, extend by another 6 months. Applications for extension submitted after this timeframe will not be accepted. In such cases of late submission, a fresh application for the course will have to be made.

To apply for an extension a form is required and the prescribed fee of Eur150 will need to be paid.

7.7. Changes to personal details

It is the learner's responsibility to ensure that Future Focus is provided with correct personal information. Changes to name require a copy of legal documentation. Future Focus will not be liable for any errors due to incorrect personal information.

7.8. Certificates

It is important to check that your name is spelt correctly on the application form and on the exam paper. For homegrown courses, if a certificate is issued and needs to be amended, a fee of Eur50 is payable. This fee also applies for cases of lost certificates. In the case of foreign awarded certificates, special terms and conditions apply for re-ordering of certificates.

Certificates will not be issued unless the course fee has been paid in full. It is expected, provided all course requirements have been fully satisfied, that certificates are issued within 10 weeks from the last day of the course. Pending issuance of the certificate, students may order an Institutional Official Letter attesting course completion. The official letter carries a fee of Eur20.

7.9. Guarantee of employment

Future Focus does not guarantee employment of any kind. Employers may or may not accept the qualifications when offering employment. It is important to check eligibility with prospective employers. In signing these terms and conditions, the student is confirming that s/he has been informed by Future Focus staff that the eligibility requirements for employment may differ from the entry requirements of the course, and that Future Focus cannot give employment advice.



Future Focus ~
Student Agreement & Admission Procedure

8. Unacceptable behaviour

Aggressive discriminatory and/or threatening behaviour and any other conduct likely to cause offence will not be tolerated. Any student guilty of such behaviour will be removed from the course and all fees paid will be forfeited. If any student's behaviour results in breaches of the law, Future Focus reserves the right to involve the police and to prosecute the individual(s) concerned.

9. Disputes

Any dispute under this agreement will be referred to by either party to arbitration. However, if the student prefers some other process, this agreement does not prevent the student from seeking any other legal remedies.

Name of student

Signature

Date of signature **day of** **20**.....

Student's signature: